



We have prepared a quote for you

135295 Classrooms PE 209 & 212

Quote # 030621
Version 2



Submitted For:

Las Positas Community College

Stephen Gunderson
sgunderson@laspositascollege.edu

Submitted By:

Whitlock

Greg Bittner
bittnerg@whitlock.com

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Las Positas Community College
Stephen Gunderson
3000 Campus Hill Dr.
Livermore, CA 94551
sgunderson@laspositascollege.edu

Dear Stephen,

On behalf of Whitlock, I would like to submit the enclosed information to Las Positas Community College for the 135295 Classrooms PE 209 & 212 .

We feel strongly that Whitlock has the expertise and experience to help you make this effort a success. Our key strengths include:

- Strong business and technical acumen, with high levels of certified professionals on our staff in all relevant areas for your organization.
- Proven asset and resource management, project management, quality control and safety processes on a regional, national and global level.
- Solid relationships with key manufacturers, general contractors and other potential partners or trades involved.
- Financial stability and procurement strength, with best practices for efficiency, standards and value engineering.

Please feel free to contact us at any point with questions or clarifications. We would welcome the opportunity to meet with Las Positas Community College and the key stakeholders in person to discuss how our experience matches your needs in more detail.

Respectfully,

Greg Bittner
Key Account Manager
West Zone : West Region : Northern California



Executive Summary Information

We are excited about the opportunity to partner with Las Positas Community College and help you implement new technologies and services for rooms 209 & 214. Whitlock can offer you the best experts in the business for video collaboration on any device, in any location – from your huddle spaces to your auditoriums to your lobby walls.

Our first goal is to understand your plans for using video across every part of your business, and then dive into action quickly and efficiently with your teams. Here is how we view your situation and your goals at this time:

The following information should give you more insight into the breadth of our capabilities to help Las Positas Community College achieve all of these goals listed above. We have people on the street near you, and experts across the nation and world ready to support you.

Please review this information and reach out if you would like to learn more.

Scope of Work



1. Overview



Whitlock is a video collaboration company that provides strategy, management, technologies and support to the world's largest and most innovative businesses. We believe face-to-face collaboration creates stronger relationships and makes way for both business and personal success.

Whitlock has a nationwide presence with 20 locations across the U.S., plus we have access to a global network of partners through our Global Presence Alliance. Our Customer delivery teams consist of seasoned AV engineers and certified professionals with InfoComm International® CTS, CTS-D and CTS-I technology certifications as well as advanced training credentials from all major AV and videoconferencing manufacturers. We also have a formal training program to keep our professionals informed of new techniques and emerging technologies in the industry.

Whitlock holds CMAS contract number 3-17-70-3398A.

Our Strengths

History: We have been delivering audio and video solutions since 1956, and we have long-term customer and partner relationships as a result of our high performance.

Certified: Whitlock has a large contingency of certified and seasoned professionals, in traditional audio, video and control systems as well as IT, UC, Cloud and Managed Services.



Procurement Power: Strong manufacturing relationships and support with all major industry leaders in audio, video and IT. This includes preferred pricing and quicker front-line support.

Global: If you're going global with your video collaboration solutions and standards, we are ready to deliver, with our Enterprise Team and our Global Presence Alliance (GPA). Our AV/NOC network brings unmatched global support 24/7, anywhere in the World.



Best Practices: We follow best practices for project management, resource management, systems engineering, quality control and safety. And these same programs apply to our partnering relationships with other trades involved in large-scale delivery.



2. Overview of System Capabilities by System or Room

Whitlock has been asked to provide a quote to upgrade the audio visual systems in two classrooms to be aligned with the campus standard functionality. This functionality includes a Crestron control and video switching system that allows for easy operation by instructors with a consistent user interface from classroom to classroom.

Display Systems

The display system in each room shall consist of a new projector and 60"X96" electric drop-down projection screen; both devices shall be capable of 16x10 aspect ratio. The existing projector shall be removed by the client prior to Whitlock's work. Whitlock will remove existing screen. Whitlock shall install the new screen as close to the whiteboard wall as the building infrastructure will allow.

Routing and Switching

Video routing and switching shall be via Crestron DigitalMedia Presentation System. Control of the routing shall be via a touchscreen located on the instructor's desk.

Sources

The sources for the space shall include an Extron wireless presentation gateway, an owner-furnished and commissioned room PC, an accommodation for a walk-in device (HDMI, VGA, or DisplayPort), and a desktop visualizer for displaying written content. All the sources shall be located on or available at the instructor's desk.

Audio Systems

Owner furnished in-ceiling speakers shall be reused and paired with a new, Whitlock provided audio amp that shall provide reproduction of the audio content from the available sources; for the purposes of this scope it is assumed that the speakers are functioning, installed correctly, and 70v compatible. A single wireless microphone channel shall be fed to IR assisted listening system in order to meet ADA requirements for the space.

Control Systems

Control of the system shall be performed on the Whitlock provided and installed 7" touchscreen to be located on top of the instructor's desk. The control system shall allow for power state control of the projector/screen, active source selection, and volume control of the source playback. For the purposes of this quote, it is assumed that the existing standard control system code, including user interface file, is available for reuse with this installation.

Equipment racks and furniture

As part of this scope, Whitlock shall provide and install an instructor's workstation with integrated equipment rack. The workstation has been specified and quoted by the Las Positas Campus Technology Team. The workstation shall include a surface mounted architectural connectivity box that shall have provisions for walk-in devices.



3. Services and Additional Deliverables

Project Management

Whitlock will provide professional project management as a key service to help ensure the success of the project. Whitlock Project Managers are trained in globally recognized project management fundamentals (PMP, PMI) and have experience managing projects throughout all phases of a project lifecycle, including initiation, planning, executing, monitoring, control and closing. We have many internal tools, processes and best practices in place to ensure that we communicate early, consistently and effectively.

- Detailed project checklists – design assist/review, pre-project approved drawings, documentation, finalized Scope of Work, procurement schedules, billing format and schedules, etc.
- Weekly status reports to provide project updates, action items, procurement status, risks and milestones and needs from other trades.
- Whitlock internal and Customer project kick off meetings.
- Documentation of project flow, timelines and milestones.
- Strong RFI and change management processes and documentation, customized for project.
- Proactive schedule management and resource mapping.
- Detailed commissioning, training and final sign off plan, checklists and status reports.

Project Schedule

Whitlock understands that time is the essence of this project. We will make every reasonable effort in coordination and communication to ensure that your timetable is met. However, there are many factors outside of our control that may impact this schedule, such as the manufacturer and delivery of equipment from our vendors, and completion of requirements and responsibilities outside of our Scope of Work. As your timetable changes, we will make every effort to accommodate your new schedule, however Whitlock cannot guarantee that an installation crew will be available if planned installation dates change.

We require a minimum of ten (10) working days' notice as to a revision of schedule dates that will change the time that a crew is required on-site. Notification of a change in schedule with less than 10 days' notice to Whitlock may result in additional charges and impact to schedules and deadlines.

This pricing in this proposal is based on non-overtime rates during normal business hours. Working days are defined as Monday through Friday excluding holidays unless specified otherwise in this proposal. Any work required outside of this timeframe will result in additional charges. The project manager will work with the customer and the design and procurement teams to establish realistic timelines for the delivery and installation of system components. The project manager will also work with the customer to establish timeframes for other deliverables including training and documentation. Project schedules will be documented using Smartsheet and delivered in Gantt chart form.

The following will be designated as milestones for the project schedule:

- Customer Review of Design and Proposal
- Baseline Project Schedule
- Whitlock Receives Purchase Order
- Project Kick-off
- Project Implementation
 - System Building
 - System Programming
- Customer Training
- Whitlock Delivers Documentation
- Project Review with Customer and Closeout

The project manager will be responsible for facilitating work package definition, sequencing, and estimating duration and resources with the project team. The project manager will also create the project schedule using MS Project 2010 and validate the schedule with the project team, stakeholders, and the Customer project sponsor.



Project Documentation

Whitlock will provide complete documentation on the installed systems, including:

- As-built CAD Documentation, including wiring diagrams, rack elevations, device locations and mounting details
- Architectural coordination drawings, including coordination of requirements to be provided by others (such as power, conduit, furniture)
- Equipment lists with serial numbers
- Completed Quality Assurance checklists
- Control system software code (source code, see exceptions)
- Equipment user manuals
- Operating instructions
- Training documentation

Regional Training Services

Whitlock's Technical Operations Department provide services to ensure that your teams understand how to fully utilize all components of the integrated system. These basic knowledge transfer services are designed to help bolster technology utilization within your organization.

Training Services

Whitlock provides services to ensure that your teams understand how to fully utilize all components of the integrated system. These knowledge transfer services are designed to help bolster technology utilization within your organization.

System Overview

During system turnover, on-site Whitlock resources will provide a demonstration of the system's capabilities. This high-level overview will serve as a basic user training. This offering excludes product-specific technology such as Surface Hub, Avocor + QuickLaunch, SMART Boards, WebEx Boards and other interactive displays.

Technology Adoption Services (TAS)

If additional training services are required, such as product-specific training, multiple training sessions, user documentation or advanced technical training, Whitlock's Technology Adoption Services team is available to provide comprehensive learning solutions. Options offered in the TAS portfolio include video tutorials, instructor-led training, flip books and user guides.

System Warranty

Whitlock warrants that its services will be performed in a workmanlike manner and in conformance with generally accepted industry and professional standards. Whitlock warrants its installation services will be free of defects in workmanship for a period of one (1) year from the completion of the services or the first operational use of the related equipment, whichever occurs first. Customer will promptly notify Whitlock in writing of any defective services prior to expiration of the warranty period. Any equipment or materials purchased from Whitlock are subject to solely to the manufacturers' limited warranties which will transfer to Customer.

This warranty excludes operational support, preventive maintenance services, consumables or failures caused by user error, damage or use of equipment outside intended functionality.

On equipment furnished by the owner, we cannot warranty this equipment without an additional service contract. However, during the installation we will test and adjust owner furnished equipment as necessary for the best



possible performance. Should repairs be necessary, we will advise you of these at that time and give estimates as to what these repairs should run.

No other representation, warranty, or guarantee, express or implied, is included in this proposal including implied warranties of fitness for a particular purpose or merchantability. In no event shall either party be liable for any special, indirect, consequential, incidental, or punitive damages.

Priority Service Plan (PSP)

Whitlock's Priority Service Plan is comprehensive service level agreement designed to provide proactive preventive checks & services as well as break-fix callout support with guaranteed response times and priority escalation. These services are designed to minimize downtime and maximize your technology investment through a proper maintenance program and improved life-cycle management. See 8. Priority Service Plan for details including multi-year pricing.

Service Engagement

You may request warranty support by one of the following methods:

- Telephone: 1-866-Whitlock (1-866-944-8562)
- Email: service@whitlock.com
- Web: <http://www.whitlock.com/support-request/>

When requesting support, please identify yourself, the street address of the service location and room requiring support. State the nature of the problem with as much detail as possible and the room availability. If the problem is video teleconference related, please be prepared to provide our service coordinator the serial number of the video teleconference component requiring support.

Standard Service Hours

Warranty support is available during normal working hours M-F 8:00AM–5:00PM.

4. Project Dependencies and Responsibilities

Whitlock Requirements & Responsibilities

These are items that Whitlock will complete in fulfilling the project scope of work.

- Assign a project team including a Project Manager
- Provide and coordinate installation schedule
- Provide documented weekly progress updates
- Schedule a kick-off meeting with the customer stakeholders, as well as recurring project meetings as listed in the project schedule
- Install systems as described in the above statement of work and the Project Drawings
- Provide all Additional Deliverables listed
- Take photos of installed systems
- Complete Whitlock Quality Assurance testing and documentation
- Provide Project closeout deliverables to customer

Customer Requirements & Responsibilities

These are items that Whitlock is dependent upon to complete the project scope of work on time, however, **these requirements and responsibilities are not provided by Whitlock. For a complete list of exclusions, please refer to the [“Work Not included in Whitlock Scope of Work”](#) section below.**

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

Site Conditions

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



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

Notification of Completion and Acceptance

Whitlock will provide written notification upon completion of the Scope of Work to Customer via an acceptance document. At that time, Whitlock will work with the customer to resolve any outstanding issues, deliverables, or punch list items related to this Scope of Work that may exist. Customer shall provide a written acknowledgement of Whitlock's completion of the Scope of Work by having an authorized representative sign and return the acceptance document. Whitlock will proactively seek acceptance from the customers designated representatives via email, voice, and/or US Mail. If no response is received (5) business days after a 3rd successive attempt, Whitlock will notify the Customer in writing that the Services in accordance with this Statement of Work are complete and the project is considered to be accepted by the Customer.

Work Not Included in Whitlock Scope of Work

The system described in this scope of work is a complete, working system with the exceptions as noted below. These items are required for successful completion of the project, but are not provided by Whitlock.

1. The electrical power system necessary to power the listed equipment (including but not limited to: conduits, raceways, pull boxes, junction boxes, outlet boxes, wiring, conductors, breaker panels, transformers, etc) will be provided and installed by others.
2. The empty conduit system also known as "containment", and cable raceways (including conduits, junction boxes, outlet boxes, raceways, cable ladders, etc) into which the cabling for the audio, video, data, and control systems will be provided and installed by others.
3. Any required floor cores for access between floors of the building vertically will be provided by others.
4. The repair of the ceiling, ceiling tiles, or ceiling tile grid after the installation of the screen, video projector lift, etc. to be provided by others.
5. Any modifications to the structural, mechanical, electrical, and plumbing systems or movement of obstructions in the walls, floors, or ceilings to be provided by others.
6. All analog telephone lines required by any audio conferencing units will be furnished and installed by others.
7. The transmission lines and network interfaces required by the videoconferencing units will be furnished and installed by others. Whitlock will work with the Owner to coordinate the requirements for these systems, but other contractors will complete the provisioning and installation of these items.
8. The network connections and cabling systems required by the remote control systems will be furnished and installed by others.
9. The network connections and cabling systems required by the computers will be furnished and installed by others.
10. The building structure, to which the devices will be mounted, will be furnished and installed by others.
11. Any operators' consoles, cabinetry, credenzas, lecterns, or other furniture into which devices will be mounted will be furnished and installed by others unless specifically listed herein.

Owner Furnished Equipment and Software

If required, Whitlock will make every reasonable effort to utilize existing Owner Furnished Equipment (OFE) for use in this project. In the event that the OFE is determined to be unusable for this purpose, Whitlock will notify the



customer. Whitlock assumes no liability or risk of loss for OFE or data contained therein.

If required, Whitlock will make every reasonable effort to utilize and modify Owner Furnished Software (OFS), existing software, or “code” as provided by the owner for use in this project. In the event that this software or code is determined to be unusable for this purpose, Whitlock will notify the customer. Whitlock assumes no liability for existing software or “code”.

During the installation, all OFE and OFS that will be incorporated into the system (including OFE computers, laptops, and mobile technology devices that will connect to the systems ad-hoc) must be available for our technicians to set up the system properly. Failure to have this equipment available during the installation will necessitate additional visits by our technicians to finish the system setup that may result in additional charges.

Title and risk of loss

Title and risk of loss or damage to equipment and materials shall pass to Customer upon delivery to Customer’s site, at which point the security and insurance coverage for such equipment and materials will be Customer’s responsibility.

5. Invoicing and Payment

Customer will remit an initial progress payment equal to 30% of the total quoted price at the time of execution of this SOW to cover Whitlock’s initial design, review, submittals, project management and procurement on the project. Thereafter, Whitlock will submit a milestone invoice equal to 50% of the total quoted price upon receipt of equipment at Whitlock’s facilities during the staging process. A final invoice for the remaining balance will be submitted upon Whitlock’s completion of the installation. Customer agrees to remit payment by check or wire transfer for such invoices within thirty (30) days from the invoice date. Customer agrees to pay a finance charge at the maximum legal rate on all invoices not paid timely. In the event that Whitlock employs an attorney to collect unpaid amounts, Customer agrees to pay all reasonable legal fees and costs incurred by Whitlock in such action.

6. Other Terms and Conditions

Taxes

For jurisdictions that the Whitlock is registered, quotation will estimate the applicable tax. Customer shall pay all actual applicable sales, use, VAT, GST or other taxes or duties in effect at time of invoice for sale of products or services related to this Agreement. In the event, Whitlock is required by a third party to pay any such tax, duty or fee, Customer shall reimburse Whitlock therefore promptly upon notice to Whitlock. Customer hereby indemnifies Whitlock against any claims, penalties or suits arising from failure to pay any such taxes as may be legally due.

Restocking Fees

Any equipment or materials ordered by Customer may be cancelled or returned only at the discretion of Whitlock; in some cases equipment cannot be cancelled or returned. If such cancellation or return is authorized by Whitlock, Customer will be responsible for any related restocking fees, return freight costs, handling charges, and demobilization costs.

Independent Contractor Relationship

Whitlock and Customer are contractors independent of one another and neither party’s employees will be considered employees of the other party for any purpose.

Confidentiality

Each party will not furnish, use, or divulge to any individual, firm, corporation, or other entity, any proprietary or confidential information of the other party. The information furnished in this proposal and any related design information is the confidential and proprietary information of Whitlock and is provided for the purpose of assisting you in evaluating this proposal. This information remains the property of Whitlock and is not to be distributed



outside of your company without written permission from Whitlock and payment for our design and engineering time expended to date.

Non-Solicitation

During the term of our agreement and for a period of one year after completion of services, Customer will not hire or directly or indirectly recruit, induce, or solicit any employee or contractor of Whitlock for employment with any other person or entity.

Force Majeure

Other than payment of amounts due herein, neither party shall be responsible for delays or failures that arise due to circumstances beyond its reasonable control.

Limitation of Liability

No other representation, warranty, or guarantee, express or implied, is included in this proposal including implied warranties of fitness for a particular purpose or merchantability. In no event shall either party be liable for any special, indirect, consequential, incidental, or punitive damages.

Insolvency and Assignment

Either party shall have the right to cancel any order in the event that the other party becomes bankrupt or makes a general assignment for benefit of creditors. Customer may not assign any of its rights or obligations hereunder without the written consent of Whitlock, which will not be unreasonably withheld.

7. Priority Service Plan

Introduction and Scope

The purpose of this document is to define the scope of services to be provided by Whitlock ("Service Provider") to Las Positas Community College ("Customer"). These services include periodic preventive maintenance and field support services for the Customer's integrated audiovisual system(s).

Service Location(s)

Whitlock shall provide the services defined in this Statement of Work ("SOW") in support of the audiovisual and video teleconference systems at the following Customer location(s) (the "Systems").

Scope of Services

The Priority Service Plan (PSP) is a fixed price annual service level agreement that combines service desk support with priority dispatching and preventive maintenance checks and services for a complete service program designed to maintain your system in peak operating condition at all times. In addition, optional Managed Service Hours may be added to provision for live event meeting support and other non-maintenance related support services.

AVNOC & Field Support Services (FSS)

Field Support Services are coordinated from our AVNOC facility. Your Service Coordinator will provide incident management and oversight for the life of the ticket. If you need service desk support, field service dispatching, parts ordered or equipment repairs, your service coordinator will manage the entire process. Services include:

- Trained and certified audiovisual field service technicians assigned
- Access to our AVNOC facility for service desk support, parts procurement and service coordination
- Unlimited phone support
- **Guaranteed 2 hour phone response and 8 hour emergency on-site response**
- Semi-Annual Preventive Maintenance Checks & Services (PMCS)
- No charge for labor on repairs performed on-site and in Service Provider depot facilities
- Cost plus 15% on parts and out-of-warranty equipment repairs
- No charge for transportation of equipment to effect in-shop repair
- No charge for installation of firmware and software up-dates on system components as needed to restore



existing system functionality. Associated cost of firmware/software is not included unless otherwise specified in this Scope of Work.

- Consultation on system up-grades
- Detailed inventories of covered equipment
- Detailed repair history logs on covered equipment

Managed Service Hours

Managed Service Hours (MSH) are prepaid service hours that may be added to the Priority Service Plan to be used for technical support outside normal preventive maintenance visits and break-fix service calls. Some examples include: technical support for special events, recurring executive meetings, back-up support for on-site staff, user training, etc. The following expectations apply to scheduling and usage of Managed Service Hours:

- Managed Service Hours are only available as an added service under the Priority Service Plan.
- Rate: Managed Services Hours may be purchased in blocks of ten (10) hours at the hourly rate identified in Section 6.0. Support for after-hours events Monday – Friday will be charged at 1.5X base hourly rate. Support during weekends and holidays will be charged at 2X base hourly rate. Additional managed service hours may be added during the term of the agreement as needed.
- Usage: Managed Service Hours are intended to provide operational and technical support for prescheduled events employing systems covered under the Priority Service Plan.
- Scheduling: It is requested that a reasonable attempt be made to schedule Managed Service Hours usage a minimum of one (1) week in advance.
- Unused Managed Service Hours may not be carried over from one contract period to another.

Service Level Objectives

Service Provider standard service level objectives are based on the criteria listed below.

Severity Levels	Description	Phone Response (ASA < 60 sec)	On-Site Response	Resolution Target	Compliance
Severity 1 (Critical) (Note 1)	Major functionality is unusable or unavailable and an immediate, business-critical need to use the system exists on a time-sensitive basis	Tech Support ≤ 2 hours	8 hrs	8 hrs	90%
Severity 2 (Moderate)	System functionality is available on a limited, diminished or intermittent basis and must be restored within a reasonable period of time.	Tech Support ≤ 2 hours	2-3 business days	2-3 business days	90%
Severity 3 (Low)	A condition exists that has no immediate impact on usability of the system but requires attention on a first available basis. (e.g. Parts order; technical query, etc.)	Tech Support 1 business day	As Required (best effort)	5 business days	90%

¹ **Emergency Support:** Severity 1 service requests must be made by telephone. Email service requests will be considered Severity 2 or 3 depending on the nature of the service request.

Key Performance Indicators (KPIs)

The following paragraphs provide a detailed description of the service level objectives and the associated KPI's that will be measured.

Average Speed of Answer (ASA)

ASA defines the phone response at the Global Service Desk. The SLO for ASA = 60 sec from the time the



customer calls in for support.

Technical Phone Support Response Time

Technical phone support is provided by the local service provider. Technical phone support shall be made available within two (2) hours from the time the customer initially called in for support.

Customer requirements include:

- Customer to provide technical resource familiar with the system to work with over the phone

Acceptable breach of compliance may include:

- Phone support may be deemed ineffective to resolving the problem and/or customer agrees to forego phone support

On-Site Response Time

On-Site response time is measured from the end of phone support or from the time the ticket was opened if phone support was not provided.

Customer requirements include:

- Customer is required to make the room/system available within the specified time frame

Acceptable breach of compliance may include:

- Site visit scheduled to a mutually agreed date/time acceptable to customer outside SLO; Typically based on room availability or convenience to the customer
- Force Majeure

Resolution Time

Resolution time is measured from the time the technician arrives on-site to begin diagnostic troubleshooting.

Customer requirements include:

- Customer is required to make the room available for the duration time required to complete repairs
- Customer is required to have someone familiar with the problem available to meet with the technician before and after repairs
- Spare Parts required to complete repairs must be available on-site and be made readily available to the technician

Acceptable breach of compliance may include:

***Critical spares are not available on-site to complete repairs
Final repairs require 2-man and/or special rigging to safely complete
Force Majeure***

Note: turn-around time for 3rd party equipment repairs will depend on shipping method and 3rd party in-shop repair cycle. These mitigating factors are beyond the service provider's control. Therefore, turn-around time on 3rd party repairs is not guaranteed. To mitigate prolonged down-time, the local service provider will attempt to put a work-around in place to temporarily restore functionality whenever possible.

Customer Responsibilities

To properly maintain the Systems deployed at the Customer facilities, it is critical to have accurate information on the existing state of the Systems and the electronic components thereof. Without this critical information, the diagnostic and repair process may be greatly inhibited or impaired.



It is expected that, upon execution of this SOW, the Customer will provide Service Provider with configuration data and critical system files listed below. Access to the system files may be provided over the public internet. If these files are not available, Service Provider will provide a best effort process to obtain critical configuration files from devices. This work is typically accomplished during normal working hours comingled with routine preventive maintenance services without disruption of normal business continuity.

Uncompiled source code and system drawings may not be obtained from the equipment. It is important to understand that updates to the Systems cannot be accomplished without these files. This includes restoring control functionality to the Systems if a component is replaced with other than an exact model replacement during maintenance activity. If these files are not available they may be recreated by reverse-engineering the System. Service Provider can provide this service as required, under a separate Scope of Work.

- As-Built System Drawings
- Control system uncompiled Source Code and Touch Panel files
- Compiled Code extracted from the system controller
- Baseline configuration files for the following types of equipment:
 - Ethernet Routers / Switches
 - Digital Signal Processors
 - Broadcast Routers / Controllers

List of IP addresses applicable to all network-connected AV equipment List of current software/firmware revision levels for critical system components as applicable:

- System Controllers
- Ethernet Routers / Switches
- Digital Signal Processors
- Video Teleconference Endpoints
- Digital Signage Controller and Players
- Broadcast Routers / Controllers

Accurate inventory of AV assets with Original Install Date

Spare Parts Provisioning

It is the Customer’s responsibility to procure and maintain an adequate stock of critical spares to expedite system repairs and meet resolution targets. Spare hardware shall be maintained on-site and be made readily available to Service Provider technicians to affect system repairs in a timely manner.

	Year 1	Year 2	Year 3	3-Year Prepaid
Field Support Services	\$2,300	\$4,100	\$4,300	\$10,200
Managed Service Hours <Enter Qty>	Optional	TBD	TBD	TBD
Extended Warranty (mfr. name)	Included	TBD	TBD	TBD
Total Premium	\$2,300.00	\$4,100.00	\$4,300.00	\$10,200.00

The pricing in this proposal is based on invoicing the premium in advance. All pricing reflects a discount for payment via check, ACH, or wire transfer and does not include sales taxes or other similar taxes as applicable.

Agreement Period



The term of this Agreement shall begin on June 30, 2019, and continue for at least a period of ____ year(s) unless terminated sooner per the terms of the SOW ("Term")

Managed Service Hours Rate(s)

Managed Service Hours (MSH) will be billed at current published Field Service Rates.

- Applicable Managed Service Rates = \$135/hr.

Exceptions & Clarifications

None

Payment Schedule

Billed in-full, in-advance.

Change Management

1. A "Change Order" means a change, modification, or extension to the Deliverables, Services or other material aspect of the SOW including without limitation a change in the performance, functionality, cost, delivery date, or other technical parameters of the services.
2. Either party may submit a written request to the other party for a Change Order to this SOW. All Change Order requests are subject to the procedures set forth below and will be made in writing. To have legal effect, any Change Order must be signed by both parties' authorized representatives.
3. Change Orders shall include the following:
 - a. A description of any new Services to be performed or changes to existing Services.
 - b. The estimated time required to complete the Services specified in the Change Order and the impact on the delivery schedule, pricing and payments.
 - c. Specific individuals with management or coordination responsibilities.
 - d. Any documentation to be modified or supplied as part of the work.
4. Change Order requests will be reviewed within a commercially reasonable time period. The effects of the change will be evaluated and the cost, scope, and schedule impact, if any, will be documented and reviewed jointly by the parties.
5. While pending review, unless otherwise advised by the Customer, Whitlock will continue to perform as if such Change Order had not been requested. All obligations of both parties will remain as set forth in the then-current SOW.
6. If mutually agreed, the Change Order will be finalized and submitted for signatures as an Amendment to this SOW.

Service Hours

Field Service dispatching is available M-F 8:00AM – 5:00PM.

After-Hours Support

Ad hoc after-hours support is available on a discounted time & material (T&M) basis as needed. After-hours support must be scheduled during normal working hours and is available on a "best effort" basis.

Service Engagement Procedure

1. Call 1-866-WHITLOCK(1-866-944-8562) or,
2. Email your service request to service@whitlock.com
3. Provide detailed description of the problem, service location and local point of contact for service engagement.
4. For a Severity Level of "Critical" or "High", service requests must be made by telephone to ensure proper escalation.



Classrooms PE209 & PE212 - Large CR- Type A

Manufacturer	Part Name/#	Description	Price	Qty	Ext. Price
	Classrooms PE209 & PE212 - Large CR-Type A	2	\$26,060.00	2	\$52,120.00
<i>Display Systems</i>					
Panasonic	PT-MZ670U	3LCD SOLID SHINE Laser Projector	\$5,811.00	2	\$11,622.00
Chief	RPMA302	RPA Elite - Key A - INCL SLM302 - Black	\$178.00	2	\$356.00
Chief	CMA443	CMA440 AND CMS003	\$98.00	2	\$196.00
Da-Lite	DAL-34594	34594 Advantage Deluxe Tensioned 113D DM	\$3,994.00	2	\$7,988.00
<i>Routing & Switching Systems</i>					
Crestron	DMPS3-4K-250-C	3-Series 4K DigitalMedia Presentation System 250	\$4,706.00	2	\$9,412.00
Crestron	DM-TX-201-C	DigitalMedia 8G+® Transmitter 201	\$765.00	2	\$1,530.00
<i>Sources</i>					
Extron	60-1558-01	ShareLink 250 W US Wireless Collaboration Gateway - Dual Band; US	\$995.00	2	\$1,990.00
WolfVision	vSolution Cam	CMOS 1080P desktop visualizer	\$1,586.00	2	\$3,172.00
Extron	60-190-20		\$77.00	2	\$154.00
<i>Audio Systems</i>					
Shure	ULXD1=-J50A	Digital Wireless Bodypack Transmitter with Miniature 4-Pin Connector - J50A Frequency 572-608 + 614-616MHz	\$392.00	2	\$784.00
Shure	ULXD4=-J50A	ULXD4 Wireless Receiver - J50A Frequency 572-608 + 614-616MHz	\$818.00	2	\$1,636.00
Shure	WL183	Microflex® Omnidirectional Lavalier Microphone	\$80.00	2	\$160.00
Shure	SBC10-100-US	USB Single Battery Charger for SB900 Battery	\$50.00	2	\$100.00
Shure	SB900A	Shure Lithium-Ion Rechargeable Battery	\$84.00	2	\$168.00
Listen	LS-91-01	ListenIR iDSP Level II System	\$1,228.00	2	\$2,456.00
Listen	LA-382	Intelligent Cable Management Unit	\$34.00	2	\$68.00
Crestron	AMP-2100-70	CRESTRON DUAL CHANNEL MODULAR POWER AMP 100W/CH 70V	\$618.00	2	\$1,236.00
Listen	LPT-A117	Remote Power Supply Kit	\$8.00	2	\$16.00
	OFE	OFE 70v in-ceiling speakers	\$0.00	8	\$0.00
<i>Remote Control Systems</i>					
Crestron	TSW-760-B-S	Crestron 7 In Surface Mount Touch Screen; Black Smooth	\$824.00	2	\$1,648.00
Crestron	TSW-760-TTK-B-S	TSW-760-TTK-B-S - Tabletop Kit For Tsw-760 Black Smooth	\$118.00	2	\$236.00
Crestron	CEN-SW-POE-5	5-Port PoE Switch	\$236.00	2	\$472.00



Classrooms PE209 & PE212 - Large CR- Type A

Manufacturer	Part Name/#	Description	Price	Qty	Ext. Price
<i>Equipment Racks & Furniture</i>					
Spectrum Furniture	NP Generic	68020-20002 - IMC Console #1 Straight Triple in 29", CC700, CHB	\$1,763.00	2	\$3,526.00
Extron	70-1046-02	Cable Cubby 700 - Black - No AC	\$295.00	2	\$590.00
Extron	60-1697-01	EXTRON AC+USB 224 US US -2 and -2 USB OUTLETS W INTEGRATED PS	\$230.00	2	\$460.00
Extron	70-1065-07	Cable Retraction System for Cable Cubby Enclosures - DisplayPort Male to Male	\$265.00	2	\$530.00
Extron	70-1065-04	Retractor Series/2 HDMI - HDMI - 3ft	\$265.00	2	\$530.00
Extron	70-1065-11	Cable Retraction System for Cable Cubby Enclosures - VGA M-M and 3.5mm Stereo M-M	\$295.00	2	\$590.00
Extron	70-491-11	Single Space AAP - Black: Two RJ-45 Female to Female Barrel	\$42.00	2	\$84.00
Extron	70-090-11	Single Space AAP - Black: Blank Plate	\$12.00	2	\$24.00
Furman	PL-8C	Furman Power Conditioner	\$140.00	2	\$280.00
Furman	RS-1215	Tripp Lite Power Strip Rackmount Metal 120V 5-15R 12 Outlet 15ft Cord 1URM	\$53.00	2	\$106.00
Equipment Subtotal					\$52,120.00
<i>Cables, Connectors and Miscellaneous Integration Hardware</i>					
	Cable/Connectors and Misc. Integration Hardware	Cable/Connectors and Miscellaneous Integration Hardware	\$1,826.00	2	\$3,652.00
<i>Project Travel, Freight and Other Charges</i>					
	Project Travel, Freight and Other Charges 1	Project Travel, Freight and Other Charges 1	\$1,132.00	2	\$2,264.00
<i>Integration Labor Services</i>					
	Integration Services 1.3	Integration Services 1.3	\$13,710.00	2	\$27,420.00
Subtotal					\$85,456.00

(PSP) Year 1

Manufacturer	Part Name/#	Description	Price	Qty	Ext. Price
	PSP	Whitlock Priority Service Plan - Year One	\$2,300.00	1	\$2,300.00
Subtotal					\$2,300.00



Prepared by:

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 Greg Bittner
 bittnerg@whitlock.com

Ship To:

Las Positas Community College
 3000 Campus Hill Dr.
 Livermore, CA 94551
 Stephen Gunderson

 sgunderson@laspositascollege.edu

Quote Information:

Quote #: 030621
 Version: 2
 Delivery Date: 06/06/2019
 Expiration Date: 11/20/2019
 Opportunity #: 135295

Quote Summary

Description	Amount
Classrooms PE209 & PE212 - Large CR- Type A	\$85,456.00
(PSP) Year 1	\$2,300.00
Subtotal:	\$87,756.00
Estimated Tax:	\$5,319.73
Total:	\$93,075.73

Any quoted prices shall remain valid for a period of thirty (30) days. In the event that the manufacturer of any equipment or material items increases its prices to Whitlock or changes its product models or specifications between the date of this proposal and the date of installation, an equitable adjustment may be made to the quoted price in line with the percentage price increase from the manufacturer.

We have used our best efforts to include an accurate estimate in the above quote for sales, use, or similar taxes based on the ship to address and expected tax rate. The tax amount may be adjusted for changes in address, tax rates, or exemption status at the time of invoicing. We reserve the right to cancel orders arising from pricing or other errors. By my signature below, I agree to the firm fixed Total Price above for the scope of work and terms and conditions outlined in this document.

By my signature below, I agree to the firm fixed Total Price above for the scope of work and terms and conditions outlined in this document.



Signature: _____
Name: Greg Bittner
Title: Key Account Manager
Date: 10/21/2019

Signature: _____
Name: Stephen Gunderson
Title: _____
Initials: _____
Date: 9/24/2019 10:11:35 AM
IP Address: _____
Email Address: _____
PO Number: SOW 135295

