



Statewide Contract Information Sheet

Statewide Contract Number	99999-SPD-SPD0000210-0006	NIGP Code(s)	See page 7
Name of Contract	Audiovisual Equipment and Related Services		
Effective Date	06/16/2023	Expiration Date	06/15/2025
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Supplier Information Sheet

Contract Information	
Statewide Contract Number	99999-SPD-SPD0000210-0006
PeopleSoft Supplier Number	0000136296
Supplier Name & Address	
AVI-SPL LLC (Awarded Category 2) 3079 Premier Parkway, Suite 170 Duluth, GA 30097	
Contract Administrator	
Jessica Isaac Inside Sales Account Manager 813-940-8304 Jessica.Isaac@avispl.com	
Contact Details	
Ordering Information	AVI-SPL LLC 3079 Premier Parkway, Suite 170 Duluth, GA 30097 Jessica.Isaac@avispl.com
Remitting Information	AVI-SPL LLC PO Box 844612 Boston, MA 02284-4612

Discounts	See Supplier Specific Discount Price Sheet
Payment Terms	Net 30 Days
Bid Offer includes	State and Local Government
Acceptable payment method	Supplier will accept Purchase Orders and the Purchasing Card under this contract as permitted by current policies governing the Purchasing Card program.



Key Benefits

Key benefits of the contract include:

- Diverse Supplier base representing all the necessary manufacturers.
- Varying discounts per manufacturer and per which manufacturers Suppliers can sell.
- Minimum discounts remain constant throughout the term of the contract, including any renewals.
- Easy to order and compare pricing in Team Georgia Marketplace.
- High level of customer service support, before and after the sale of goods/services.
- Project Management & System Integration.

Contract Term, Renewals, Extensions

Current Term End Date: 06/15/2025

DOAS Contact Information

Ms. Tamar Forbes-Semple

Contract Management Specialist

Email: Tamar.forbes-semple@doas.ga.gov

Telephone: 404-657-0824

For Team Georgia Marketplace question(s)

Procurement Help Desk

Telephone: (404) 657-6000

Fax: (404) 657-8444

Email: procurementhelp@doas.ga.gov



Ordering Instructions

Ordering Instructions for AVI-SPL. LLC:

Jessica Isaac
Inside Sales Account Manager
813-940-8304
Jessica.Isaac@avispl.com

1. The cost structure for this contract is Percentage Discount off MSRP (i.e., manufacturer Catalog/Manufactured Suggested Retail Price, Private Label Catalog, Commercial Price Book, etc.) for Audiovisual Equipment Manufacturer/Brand for Equipment and Hourly Rate per Job Title for Professional Services. The discount includes all cost (i.e. profit, overhead, operating & administrative expenses, commissions, transaction charges, delivery charges, administrative fees, etc.)
2. Each Suppliers' discount price list is available under their Supplier profile in Team Georgia Marketplace together with Supplier contact information, eVerify, certificate of insurance, and executed contract.
3. To obtain product and pricing information and receive a quote, please contact the Suppliers directly. Orders will be placed and processed outside of Team Georgia Marketplace due to the nature of this contract.
 - a. NOTE: For Category 2 – Audiovisual Solutions, all pricing or charges related to travel and/or lodging must be itemized in a quote at the point of sale. In addition, if the Supplier is charging for travel and/or related expenses it must be aligned with the state's current travel policy or as it may be amended from time to time. Suppliers can review the State's travel policy at <https://sao.georgia.gov/travel/state-travel-policy>.
4. Supplier's quotes should list awarded Supplier's assigned Statewide Contract number and must include a detailed breakdown of cost for equipment and/or services (model numbers, specific versions of equipment, misc. materials, etc.)
 - a. It is best practice to seek quotes from multiple suppliers.
 - b. All Audiovisual projects and integrations that include professional services provided by Supplier, should be formally managed by a full time, in-house employee of the Supplier whose primary role is project management. All major components of the project should be detailed and outlined using a Comprehensive Scope of Work, either the Comprehensive Scope of Work Template provided or a Supplier specific Comprehensive Scope of Work. The Comprehensive Scope of Work should clearly state all necessary steps and requirements of the project and the process to fully achieve the Authorized User's project goals. Each phase/milestone of the project should also clearly indicate the line-item price of each component included in each phase. Milestone payments are allowed for Audiovisual Solutions Projects but should be fully agreed upon by both Authorized User and Supplier before the project can commence. Authorized User and Supplier shall both sign off on the acceptance of the project for each milestone phase before any payment is made. Any change in key personnel of the project shall be communicated in writing to the Authorized User.
 - c. In addition to clearly stating all necessary steps, requirements, phases, milestone payments outlined in the agreed upon Comprehensive Scope of Work. The Scope of Work should include written specifications that define the overall system quality expectations, a bill of materials or equipment listing.
5. All integrated Audiovisual Solutions and related services should be purchased using a Purchase Order. Equipment should be purchased using either a Purchase Order or a Procurement Card (P-card). For more information regarding how to obtain or use a P-card, Contact the State Cards Program Manager at pcard@doas.ga.gov.



Audiovisual Equipment and Related Services

Supplier Name: **AVI-SPL, LLC**
Supplier Contract Number: **99999-SPD-SPD0000210-0006**

Category 2 - Supplier Extended Warranty Offerings

- a) Tickets can be opened in three ways: phone, email, or ticketing portal. To open a ticket by phone, a user will call 866-588-6857, and will be presented with 3 options via an IVR: support for a conference in progress (Option 1), support on an existing ticket (Option 2), or to open a new ticket (Option 3). Regardless of which option is selected, the caller will then be connected directly to an AVI-SPL technician. When calling, all calls will be answered as quickly as possible, generally within 1-5 minutes. To open a ticket via email, users should email avispl-support@avispl.com, with as much information as possible. This should include the location, address, and room experiencing the issue, a description of the issue and any error messages, and the action requested when the issue occurred. A response will be received within 4 business hours, and typically within 1 hour. To open a ticket via our ticketing portal, users should visit <https://avispl.service-now.com/support>. At this portal, a user can fill out their information, the location experiencing the issue, and a description of the issue. A call back or email response, based on options selected above, will be placed within 4 business hours, typically within 1 hour.
- b) The methodology will vary slightly depending on how the purchase was completed. For box sales: Please contact Jessica Isaac, Jessica.Isaac@avispl.com. For full details on the process for Category 1, please reference D. Category 1 – Requirements Response Document, Question 1. For integration projects: If the project is still under a Global Support contract, our Help Desk teams will handle the troubleshooting and warranty replacement, including any advance replacement. If the room is currently covered by Global Support & Maintenance Elite, this will also include any labor required to replace the part and bring the room back into full functionality. If the room is not currently covered under a Global Support agreement, we will gladly provide any purchase receipt or similar support to your efforts for manufacturer warranty enforcement. If requested, AVI-SPL can provide any troubleshooting or labor of equipment swap on a T&M basis.
- c) Our teams work directly with the manufacturers via our established channels with their Support centers to provide product warranty enforcement.
- d) Our ServiceNow ticketing platform includes a login for authorized users to view current open tickets and all closed historical tickets. This information will enable your users and AVI-SPL to identify hot spots and equipment manufacturers and models with a high failure rate. This system is updated in real time.
- e) Escalation paths differ between box and integration sales.
Box Sales: Jessica Isaac, Inside Sales Account Manager; Kristin Barton, VP Inside Sales, Jennifer Haskins, SVP SLED Sales (full details listed in the D. Category 1 Response)
Integration Sales: assigned Project Manager, the Account Manager; Jimmie Raye Feagen, State of Georgia Account Manager; Craig Johnson, Sales Manager (Mid-South)
- f) AVI-SPL has developed service programs specifically to reduce the amount of effort required by our clients and improve the user experience. Whether you prefer a proactive or reactive approach to maintaining your systems, AVI-SPL has you covered. AVI-SPL Global Support & Maintenance programs provide the expertise you need to support your digital workplace environments. These reactive programs include unlimited Help Desk support 24x7x365 and on-site support options. AVI-SPL Symphony provides the proactive approach that actively works to reduce the workload of your support teams. 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.



Contract NIGP Codes

28595	Wiring Devices: Adapters, Caps, Connectors, Extension Cords, Fluorescent and HP Starters, Outlets, Plates and Covers, Plugs, Receptacles, Safety Cord Lock, Switches, Terminals, etc. (Incl. Recycled Electrical Products, Supplies)
65590	Studio Production Equipment: Backdrop Mechanisms, Floods, Posing Stools, Reflectors, Spots, Stands, Strobe Systems, etc. (See Class 285 for Lamps)
69031	Controls, Integrated System
83835	Communication Systems, Integrated, Including Telephone, Clock, Intercom, etc.
84014	Audio Equipment and Accessories, Television, Microphones, Mixers, and Amplifiers
84056	Teleconference Systems, Audio/Video, Including Video on Demand Systems
84059	Television, Interactive Digital LED/LCD HDTV, Integrated with PC
84074	Video Monitors, Demodulators, Signal Processors, etc.; Accessories and Parts
84076	Video Projectors, Accessories and Parts
88011	Audio Visual Equipment and Supplies, (Not Otherwise Classified)
91802	Audio and Visual (A/V) Consulting
92064	System Implementation and Engineering Services
92591	Video and Audio Design Engineering
93906	Audio-Visual Equipment Maintenance and Repair
93977	Sound Equipment, Including Microphones, Speakers, Recording Equipment, etc., Installation, Maintenance and Repair
94086	Tower Maintenance and Repair
96246	Installation and Removal Services (Not Otherwise Classified)