

VENDOR CONTRACT

Between Interactive Digital Solutions (IDSolutions) and
(List Vendor or Company Name)

THE INTERLOCAL PURCHASING SYSTEM (TIPS)

For

Audio Visual Equipment and Supplies #01121914

General Information

The contract shall include the contract, the terms and conditions, special terms and conditions, any agreed upon amendments, as well as all of the sections of the solicitation and the awarded vendor's proposal. Once signed, if the awarded vendor's proposal varies or is unclear in any way from the TIPS contract, TIPS, at its sole discretion, will decide which provision will prevail. Other documents to be included are the awarded vendor's proposals, task orders, purchase orders and any adjustments which have been issued.

The following pages will constitute the contract between the successful vendors(s) and TIPS. Bidders shall state, in a separate writing, and include with their proposal response, any required exceptions or deviations from these terms, conditions, and specifications. If agreed to by TIPS, they will be incorporated into the final contract. NOTE: The award of this contract to vendor is made following all requirements to meet the Competitively Bid Procurement Laws.

The Vendor Contract ("Contract") made and entered into by and between The Interlocal Purchasing System (hereinafter referred to as "TIPS" respectfully) a government cooperative purchasing program authorized by the Region VIII Education Service Center, having its principal place of residence at 4845 North US Hwy 271, Pittsburg, Texas 75686. This contract consists of the provisions set forth below, including provisions of all Attachments referenced herein. In the event of a conflict between the provisions set forth below and those contained in any Attachment, the provisions set forth shall control.

Terms and Conditions

Freight

All deliveries shall be freight prepaid, F.O.B. destination and shall be included in all pricing offered unless otherwise clearly stated in writing.

Warranty Conditions

All supplies equipment and services shall include manufacturer's minimum standard warranty unless otherwise agreed to in writing. Vendor shall be an authorized dealer, distributor or manufacturer for all products. All equipment proposed shall be new unless clearly stated in writing.

Customer Support

The Vendor shall provide timely and accurate customer support to TIPS members. Vendors shall respond to such requests within one (1) working day after receipt of the request. Vendor shall provide training regarding products and services supplied by the Vendor unless otherwise clearly stated in writing at the time of purchase. (Unless training is a line item sold or packaged and must be purchased with product.)

RFP- Audio Visual Equipment and Supplies – Due November 13, 2014 at 3:00 p.m.

Contracts

All contracts and agreements between Vendors and TIPS Members shall strictly adhere to the statutes that are set forth in the Uniform Commercial Code as most recently revised.

Contracts for purchase will normally be put into effect by means of a purchase order(s) executed by authorized agents of the participating government entities.

Davis Bacon Act requirements will be met when Federal Funds are used for construction and/or repair of buildings.

Tax exempt status

A taxable item sold, leased, or rented to, or stored, used, or consumed by, any of the following governmental entities is exempted from the taxes imposed by this chapter:(1) the United States; (2) an unincorporated instrumentality of the United States; (3) a corporation that is an agency or instrumentality of the United States and is wholly owned by the United States or by another corporation wholly owned by the United States;(4) the State of Texas; (5) a Texas county, city, special district, or other political subdivision; or (6) a state, or a governmental unit of a state that borders Texas, but only to the extent that the other state or governmental unit exempts or does not impose a tax on similar sales of items to this state or a political subdivision of this state. Texas Tax Code § 151.309.

Assignments of contracts

No assignment of contract may be made without the prior written approval of TIPS. Payment can only be made to the awarded Vendor or vendor assigned dealer.

Disclosures

1. Vendor affirms that he/she has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor or service to a public servant in connection with this contract.
2. Vendor shall attach, in writing, a complete description of any and all relationships that might be considered a conflict of interest in doing business with participants in the TIPS program.
3. The vendor affirms that, to the best of his/her knowledge, the offer has been arrived at independently, and is submitted without collusion with anyone to obtain information or gain any favoritism that would in any way limit competition or give an unfair advantage over other vendors in the award of this contract.

Renewal of Contracts

This contract period is for one (12) months with an option for renewal for 2 consecutive years. Total term of contract can be up to 3 years if sales are reported through the contract and both parties agree.

Shipments

The Vendor shall ship ordered products within five (5) working days after the receipt of the order. If a product cannot be shipped within that time, the Vendor shall notify TIPS and the requesting entity as to why the product has not shipped and shall provide an estimated shipping date, if applicable. TIPS or the requesting entity may cancel the order if estimated shipping time is not acceptable.

Invoices

The Vendor or vendor assigned dealer shall submit invoices, to the TIPS participant. Each invoice shall include the TIPS participant's purchase order number. The shipment tracking number or pertinent information for verification of TIPS participant receipt shall be made available upon request. The Vendor or vendor assigned dealer shall not invoice for partial shipments unless agreed to in writing in advance by TIPS and the TIPS participant.

Payments

The TIPS participant will make payments directly to the Vendor or vendor assigned dealer at net 30 days after receiving invoice.

Pricing

The Vendor contracts to provide pricing to TIPS and its participating governmental entities that is the lowest pricing available to like cooperative purchasing customers and the pricing shall remain so throughout the duration of the contract. The Vendor agrees to not sell to TIPS members at a price lower than can be obtained thru the TIPS contract.

The Vendor agrees to promptly lower the cost of any product purchased through TIPS following a reduction in the manufacturer or publisher's direct cost to the Vendor. Price increases will be honored. However, the Vendor shall honor previous prices for thirty (30) days after written notification to TIPS of an increase.

All pricing submitted to TIPS shall include the Two Percent 2% participation fee to be remitted to TIPS by the Vendor. Vendor will not show adding the 2% per total purchase to the invoice presented to customer.

Participation Fees

Vendor or vendor assigned dealer contracts to pay 2% on all sales to TIPS on a monthly submission report. The Vendor or vendor assigned dealer is responsible for keeping record of all sales that go through the TIPS contract. Report may be sent to TIPS electronically while check for the 2% is mailed. Failure to pay the 2% participation fee will result in termination of contract.

Indemnity

1. **Indemnity for Personality Contracts.** Vendor agrees to indemnify and hold harmless and defend TIPS, its member(s), officers and employees, from and against all claims and suits for damages, injuries to persons (including death), property damages, losses, and expenses including court costs and attorney's fees, arising out of, or resulting from, Vendor's performance of this contract, including all such causes of action based upon common, constitutional, or statutory law, or based in whole or in part, upon allegations of negligent or intentional acts on the part of the Vendor, its officers, employees, agents, subcontractors, licensees, invitees, whether or not such claims are based in whole or in part upon the negligent acts or omissions of the TIPS, member(s), officers, employees, or agents.
2. **Indemnity for Performance Contracts.** The Vendor agrees to indemnify and hold harmless and defend TIPS, its member(s), officers and employees from and against all claims and suits for damages, injuries to persons (including death), property damages, losses, and expenses including court costs and attorney's fees, arising out of, or resulting from, Vendor's work under this contract, including all such causes of action based upon common, constitutional, or statutory law, or based in whole or in part, upon allegations of negligent or intentional acts on the part of the Vendor, its officers, employees, agents, subcontractors, licensees, or invitees. Vendor further agrees to indemnify and hold harmless and defend TIPS, its member(s), officers and employees, from and against all claims and suits for injuries (including death) to an officer, employee, agent, subcontractor, supplier or equipment lessee of the Vendor, arising out of, or resulting from, Vendor's work under this contract whether or not such claims are based in whole or in part upon the negligent acts or omissions of the TIPS, its member(s), officers, employees, or agents.

Attorney's Fees--Texas Local Government Code § 271.159 is expressly referenced.

Pursuant to §271.159, TEXAS LOC. GOV'T CODE, in the event that any one of the Parties is required to obtain the services of an attorney to enforce this Agreement, the prevailing party, in addition to other remedies available, shall be entitled to recover reasonable attorney's fees and costs of court.

Multiple Vendor Awards

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TIPS reserves the right to award multiple vendor contracts for categories when deemed in the best interest of the membership. Bidders scoring 80% or above will be considered for an award. Categories are established at the discretion of TIPS.

State of Texas Franchise Tax

By signature hereon, the bidder hereby certifies that he/she is not currently delinquent in the payment of any franchise taxes owed the State of Texas under Chapter 171, Tax Code.

Miscellaneous

The Vendor acknowledges and agrees that continued participation in TIPS is subject to TIPS sole discretion and that any Vendor may be removed from the participation in the Program at any time with or without cause. Nothing in the contract or in any other communication between TIPS and the Vendor may be construed as a guarantee that TIPS participants will submit any orders at any time. TIPS reserves the right to request additional proposals for items already on contract at any time.

Purchase Order Pricing/Product Deviation

If a deviation of pricing/product on a purchase order occurs, TIPS is to be notified within 24 hours of receipt of order.

Cancellation for non-performance or contract deficiency

TIPS may terminate any contract if Vendor has not used the contract, or if purchase volume is determined to be "low volume" in any 12-month period. TIPS reserves the right to cancel the whole or any part of this contract due to failure by awarded vendor to carry out any obligation, term or condition of the contract. TIPS may issue a written deficiency notice to awarded vendor for acting or failing to act in any of the following:

- Providing material that does not meet the specifications of the contract;
- Providing work and/or material that was not awarded under the contract;
- Failing to adequately perform the services set forth in the scope of work and specifications;
- Failing to complete required work or furnish required materials within a reasonable amount of time;
- Failing to make progress in performance of the contract and/or giving TIPS reason to believe that awarded vendor will not or cannot perform the requirements of the contract; and/or
- Performing work or providing services under the contract prior to receiving a TIPS reviewed purchase order for such work.

Upon receipt of the written deficiency, awarded vendor shall have ten (10) days to provide a satisfactory response to TIPS. Failure to adequately address all issues of concern may result in contract cancellation. Upon cancellation under this paragraph, all goods, materials, work, documents, data and reports prepared by awarded vendor under this contract shall become the property of the Member on demand.

Member Purchasing Procedures

Purchase orders are issued by participating member to the awarded vendor as follows:

- Make PO payable to Awarded Vendor.
- List TIPS Vendor Contract # on PO.
- Email PO as a pdf attachment to tipspo@tips-usa.com
- Vendor will receive the PO from the TIPS PO System. Vendor is required to follow the link in the email and open each PO to complete the return acknowledgement process to TIPS.

Form of Contract

The form of contract for this solicitation shall be the Request for Proposal, the awarded proposal(s) and best and final offer(s), and properly issued and reviewed purchase orders referencing the requirements of the Request for Proposals. If a vendor submitting an offer requires TIPS and/or Member to sign an additional agreement, a copy of the proposed agreement must be included with the proposal.

Vendor contract documents: TIPS will review proposed vendor contract documents. Vendor's contract document shall not become part of TIPS's contract with vendor unless and until an authorized representative of TIPS reviews and approves it.

Licenses

Awarded vendor shall maintain in current status all federal, state and local licenses, bonds and permits required for the operation of the business conducted by awarded vendor. Awarded vendor shall remain fully informed of and in compliance with all ordinances and regulations pertaining to the lawful provision of services under the contract. TIPS reserves the right to stop work and/or cancel contract of any awarded vendor whose license(s) expire, lapse, are suspended or terminated.

Novation

If awarded vendor sells or transfers all assets or the entire portion of the assets used to perform this contract, a successor in interest must guarantee to perform all obligations under this contract. TIPS reserves the right to accept or reject any new party. A simple change of name agreement will not change the contractual obligations of awarded vendor.

Site Requirements (when applicable to service or job)

Cleanup: Awarded vendor shall clean up and remove all debris and rubbish resulting from their work as required or directed by Member. Upon completion of work, the premises shall be left in good repair and an orderly, neat, clean and unobstructed condition.

Preparation: Awarded vendor shall not begin a project for which Member has not prepared the site, unless awarded vendor does the preparation work at no cost, or until Member includes the cost of site preparation in a purchase order. Site preparation includes, but is not limited to: moving furniture, installing wiring for networks or power, and similar pre-installation requirements.

Registered sex offender restrictions: For work to be performed at schools, awarded vendor agrees that no employee of a sub-contractor who has been adjudicated to be a registered sex offender will perform work at any time when students are or reasonably expected to be present. Awarded vendor agrees that a violation of this condition shall be considered a material breach and may result in the cancellation of the purchase order at the Member's discretion.

Awarded vendor must identify any additional costs associated with compliance of this term. If no costs are specified, compliance with this term will be provided at no additional charge.

Safety measures: Awarded vendor shall take all reasonable precautions for the safety of employees on the worksite, and shall erect and properly maintain all necessary safeguards for protection of workers and the public. Awarded vendor shall post warning signs against all hazards created by the operation and work in progress. Proper precautions shall be taken pursuant to state law and standard practices to protect workers, general public and existing structures from injury or damage.

Smoking

Persons working under contract shall adhere to local smoking policies. Smoking will only be permitted in posted areas or off premises.

Invoices

The awarded vendor shall submit invoices to the participating entity clearly stating "Per TIPS Contract #". The shipment tracking number or pertinent information for verification shall be made available upon request.

Marketing

Awarded vendor agrees to allow TIPS to use their name and logo within website, marketing materials and advertisement. Any use of TIPS name and logo or any form of publicity, inclusive of press release, regarding this contract by awarded vendor must have prior approval from TIPS.

Supplemental agreements

The entity participating in the TIPS contract and awarded vendor may enter into a separate supplemental agreement to further define the level of service requirements over and above the minimum defined in this contract i.e. invoice requirements, ordering requirements, specialized delivery, etc. Any supplemental agreement developed as a result of this contract is exclusively between the participating entity and awarded vendor. TIPS, its agents, members and employees shall not be made party to any claim for breach of such agreement.

Legal obligations

It is the responding vendor's responsibility to be aware of and comply with all local, state and federal laws governing the sale of products/services identified in this RFP and any awarded contract thereof. Applicable laws and regulations must be followed even if not specifically identified herein.

Audit rights

Awarded Vendor shall, at their sole expense, maintain appropriate due diligence of all purchases made by TIPS Member that utilizes this Contract. TIPS and Region 8 ESC each reserve the right to audit the accounting for a period of three (3) years from the time such purchases are made. This audit right shall survive termination of this Agreement for a period of one (1) year from the effective date of termination. TIPS shall have authority to conduct random audits of Awarded Vendor's pricing that is offered to Members. Notwithstanding the foregoing, in the event that TIPS is made aware of any pricing being offered to eligible entities that is materially inconsistent with the pricing under this agreement, TIPS shall have the ability to conduct the audit internally or may engage a third-party auditing firm. In the event of an audit, the requested materials shall be provided in the format and at the location designated by Region 8 ESC or TIPS.

Force Majeure

If by reason of Force Majeure, either party hereto shall be rendered unable wholly or in part to carry out its obligations under this Agreement then such party shall give notice and fully particulars of Force Majeure in writing to the other party within a reasonable time after occurrence of the event or cause relied upon, and the obligation of the party giving such notice, so far as it is affected by such Force Majeure, shall be suspended during the continuance of the inability then claimed, except as hereinafter provided, but for no longer period, and such party shall endeavor to remove or overcome such inability with all reasonable dispatch.

Services

When applicable, performance bonds will be required on construction or labor required jobs over \$100,000 and payment bonds on jobs over \$25,000 or awarded vendor will meet the member's local and state purchasing requirements. Awarded vendors may need to provide additional capacity as jobs increase. Bonds will not require that a fee be paid to TIPS. The actual cost of the bond will be a pass through to the member and added to the purchase order.

Scope of Services

The specific scope of work for each job shall be determined in advance and in writing between TIPS Member and Awarded vendor. It is okay if the member provides a general scope, but the awarded vendor should provide a written scope of work to the member as part of the proposal. Once the scope of the job is agreed to, the member will issue a PO with the estimate referenced as an attachment along with bond and any other special provisions agreed to for the member. If special terms and conditions other than those covered within this solicitation and awarded contracts are required, they will be attached to the PO and shall take precedence over those in the base contract.

Project Delivery Order Procedures

The member having approved and signed an inter-local agreement may make a request of the awarded vendor under this contract when the member has services that need to be undertaken. Notification may occur via phone, the web, email, fax, or in person.

Upon notification of a pending request, the awarded vendor shall make contact with the member as soon as possible, but must make contact with the member within two working days.

Scheduling of Projects

Scheduling of projects (if applicable) will be accomplished when the member issues a purchase order that will serve as "the notice to proceed". The period for the delivery order will include the mobilization, materials purchase, installation and delivery, design, weather, and site cleanup and inspection. No additional claims may be made for delays as a result of these items. When the tasks have been completed the awarded vendor shall notify the client and have the member inspect the work for acceptance under the scope and terms in the PO. The member will issue in writing any corrective actions that are required. Upon completion of these items, the member will issue a completion notice and final payment will be issued.

Support Requirements

If there is a dispute between the awarded vendor and member, TIPS or its representatives will assist in conflict resolution or third party (mandatory mediation), if requested by either party.

TIPS, or its representatives, reserves the right to inspect any project and audit the awarded vendors TIPS project files, documentation and correspondence.

Special Terms and Conditions

It is the intent of TIPS to contract with a reliable, high performance vendor to supply commodities to government and educational agencies. It is the experience of TIPS that the following procedures provide TIPS, the Vendor, and the participating agency the necessary support to facilitate a mutually beneficial relationship. The specific procedures will be negotiated with the successful vendor.

- **Contracts:** All vendor purchase orders **must be emailed to tipspo@tips-usa.com**. Should an agency send an order direct to vendor, it is the vendor's responsibility to forward the order to TIPS at the address/email above within 24 business hours and confirm its receipt with TIPS.
 - **Promotion of Contract:** It is agreed that Vendor will encourage all eligible entities to purchase from the TIPS Program. Encouraging entities to purchase directly from the Vendor and not through TIPS contract is not acceptable to the terms and conditions of this contract and will result in removal of Vendor from Program. Vendor is expected to use marketing funds for the marketing and promotion of this contract.
 - **Daily Order Confirmation:** All contract purchase orders will be faxed twice daily from TIPS to vendor. The vendor must confirm receipt of orders to the member (customer) within 24 business hours.
 - **Vendor custom website for TIPS:** If Vendor is hosting a custom TIPS website, updated pricing must be posted by 1st of each month.
 - **Back Ordered Products:** If product is not expected to ship within 3 business days, customer is to be notified within 24 hours and appropriate action taken based on customer request.
-

Check one of the following responses to the General Terms and Special Terms and Conditions:

- We take no exceptions/deviations to the general and special terms and conditions.

(Note: If none are listed below, it is understood that no exceptions/deviations are taken.)

- We take the following exceptions/deviations to the general and special terms and conditions. All exceptions/deviations must be clearly explained. Reference the corresponding general or special terms and conditions that you are taking exceptions/deviations to. The proposer must clearly state if you are adding additional terms and conditions to the general or special terms and conditions. Provide details on your exceptions/deviations below:

(Note: Unacceptable exceptions shall remove your proposal from consideration for award. TIPS shall be the sole judge on the acceptance of exceptions/deviations and TIPS's decision shall be final.

Vendor Profile

1.1. Minority/Women Business Enterprise (Required by some participating governmental entities)

Vendor certifies that his firm is a HUB and/or M/WBE

Yes No

(If yes, vendor must provide certificate in Section 7 (Certificates))

1.2. Certification of Residency (Required by the State of Texas)

Company submitting bid is a Texas resident bidder.

Yes No Dallas office

Vendor's principal place of business is in the city of Noblesville State of Indiana

1.3. Felony Conviction Notice (Required by the State of Texas)

My firm is, as outlined in the Instructions to Bidders:

A publicly held corporation; therefore, this reporting requirement is not applicable.

Is not owned or operated by anyone who has been convicted of a felony.

Is owned or operated by the following individual(s) who has/have been convicted of a felony:

If the 3rd box is checked, a detailed explanation of the names and convictions must be attached.

1.4. Pricing Information

1.4.1. In addition to the typical unit pricing furnished herein, the Vendor agrees to furnish all current and future products at prices that are proportionate to Dealer Pricing.

Yes No

If answer is no, attach a statement detailing how pricing for TIPS participants would be calculated.

1.4.2. Pricing submitted includes the 2% TIPS participation fee.

Yes No

1.4.3. Vendor agrees to remit to TIPS the required 2% participation fee.

Yes No

1.4.4. Additional discounts to TIPS members for bulk quantities?

Yes No

1.5. Vendor Service

1.5.1. Average shipping time after receipt of customer order is 15 working days.

1.5.2. Which description best describes your company's position in the distribution channel?

Manufacturer direct

Certified education/government reseller

Authorized distributor

Manufacturer marketing thru reseller

Value-added reseller

Other _____

1.5.3. Company experience in this category. 14 Years

The Vendor can provide services and/or products to all 50 US States?

Yes No

If answer is no, please list which states can be served _____

Prices are guaranteed for: (Standard Term is "Term of Contract") Term selected will affect scoring.

____ Month(s); or ____ Year(s); or ____ Term of Contract

Company and/or Product Description: (This information will appear on the TIPS website for your company, if awarded a TIPS contract.) Limit 750 characters.

IP Solutions is a full service video solutions provider dedicated to delivering solutions for the Educational and Government markets. Founded in 2000, the company has a national footprint with sales and support offices across the US. Our specialty is solving business problems by providing IP based visual communication solutions such as Telepresence, Rich media training, streaming video distribution, desktop video conferencing, IPTV, Digital Signage, Clinical assessment, court arraignment and more, IPSolutions is an AT+T preferred partner.

If applicable, vendor should list Reseller/Dealers here or provide listing as attachment to proposal.

Dealer Name _____ Tel _____

Address _____ Fax _____

Primary Contact _____ Email _____

Dealer Name _____ Tel _____

Address _____ Fax _____

Primary Contact _____ Email _____

Dealer Name _____ Tel _____

Address _____ Fax _____

Primary Contact _____ Email _____

Dealer Name _____ Tel _____

Address _____ Fax _____

Primary Contact _____ Email _____

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ALL SALES CALLS WILL BE DIRECTED TO THE TWO INDIVIDUAL VENDOR CONTACTS LISTED BELOW. THESE TWO CONTACTS WILL BE RESPONSIBLE FOR KNOWING THE TIPS CONTRACT AND CONTRACT PRICING. THESE NAMES WILL BE LISTED ON THE TIPS WEBSITE AS PRIMARY AND SECONDARY CONTACTS FOR THE AWARDED CONTRACT.

Primary Contact:

Name: Pat Cassella
Title: Vice President
Email: pcassella@e-idsolutions.com
Phone: (203) 479-3506
Fax: (877) 611-1175
Mobile: (203) 980-6928

Secondary Contact:

Name: Carmen Olivarez
Title: Sales Manager
Email: colivarez@e-idsolutions.com
Phone: (214) 364-3403
Fax: (877) 611-1175
Mobile: (214) 364-3403

Administrative Fee REPORTING TO TIPS – You will receive a Monthly Report by Email to submit with a check for 2% on all sales that go through this contract. Please list below who will be responsible for collecting and reporting these sales to TIPS:

Contact person: Tim Moran
Email: tmoran@e-idsolutions.com
Telephone: 317-770-3530

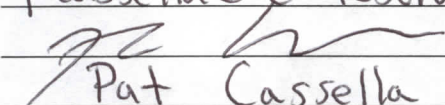
WORDS FOR “SEARCH ENGINE” - Please list words to be posted on your company’s page on the TIPS website (if you receive an award from this proposal). Words may be product names, manufacturers, or other words that are associated with the category of award. YOU MAY NOT LIST NON-CATEGORY ITEMS. Words to be included in the Search Engine for my Company (Limit 500 words):

VBrick, Polycom, Tandberg, Cisco, Lifesize, Radvision, Vidyo, Visix, Kaltura, Collagj, PEG, Discover Video, AMX, Crestron, ID Video phone, MCU, Bridge, Video conferencing, IPTV, cloud

CONTRACT Signature Form

The undersigned hereby proposes and agrees to furnish goods and/or services in strict compliance with the terms, specifications and conditions at the prices quoted unless noted in writing. The undersigned further certifies that he or she is an authorized agent of the company and has authority to negotiate and contract for the company named below.

Note: The information in BOLD will be the PRIMARY COMPANY INFORMATION listed on the Vendor Page.

Company name Interactive Digital Solutions (IDSolutions)
Mailing Address 14701 Cumberland Rd - Suite 400
City/State/Zip Noblesville, IN 46060
Telephone No. (203) 479-3506
Fax No. (877) 611-1175
E-mail address pcassella@e-idsolutions.com
Authorized signature 
Printed name Pat Cassella
Position with company Vice President

EMAIL FOR ALL PO's WILL BE SENT Email Colivarez@e-idsolutions.com
Person Responsible for PROCESSING PO's Name Carmen Olivarez
Telephone to Contact the PO Person Phone 214-364-3403
Company Website www.e-idsolutions.com

It is very important that if the PO person changes that TIPS is notified immediately.

This contract is for a total TERM of three years, but is reviewed and renewed every 12 months. Vendors shall honor the participation fee for any sales made based on the TIPS contract. Failure to pay the fee will be grounds for termination of contract and will affect the award of future contracts.

Blenda McMatt
TIPS Authorized Signature

12-19-14
Date

David Wayne Fitts
Approved by Region VIII ESC

12-19-14
Date

Vendor Summary – Supplemental Information

The name of our firm is Interactive Digital Solutions. We are also known as IDSolutions for short.

The primary contact for this project will be Carmen Olivarez, Sales Director – Texas, colivarez@e-idsolutions.com, 214-364-3403, FAX: 877-611-1175.

The corporate address for IDSolutions is 14701 Cumberland Road, Noblesville, IN 46060. Our website is www.e-idsolutions.com.

We were awarded a TIPS/TAPS contract for Professional Consulting and Other Related Services (contract # 2052810) in June of 2010.

We were also awarded a TIPS/TAPS contract for IPTV and Video Distribution (contract # 1102810) in November of 2010.

We were also awarded a TIPS/TAPS contract for Distance Learning Systems & Equipment (contract # 3092712) in October of 2012.

We were also awarded a TIPS contract for Audio Visual Equipment and Supplies (contract # 1012612) in February of 2012 which was subsequently renewed through January 2015.

Organization

Founded in 2000, IDSolutions is a global visual communications solutions provider dedicated to delivering customers complete solutions for video conferencing, streaming video, digital signage and Telepresence.

In addition to our headquarters in Noblesville, IN, we have offices in Texas, Connecticut, California, Florida, Illinois, Missouri, Michigan and Ohio.

About IDSolutions

There are no claims or suits filed against our organization and we have never failed to complete an awarded contract.

At **IDSolutions** we are focused *purely on visual communications technologies* built around industry leading manufacturers of video over IP products. We have been in business for over 10 years with the IDSolutions name and our Solutions and Services include:

- Telepresence, Desktop and High Definition Videoconferencing
- Video Streaming/Video On Demand, Video Distribution and Webcasting
- IP Video Surveillance and Digital Signage
- Multimedia Room Integration
- Design/Consulting, Professional Training and Support Services
- Managed Services

The services provided by **IDSolutions** encompass the entire video solution process. It begins by working with our clients to educate them about visual communications solutions, implementing those solutions that fit our customer's needs, all the way through maintenance and ongoing service support.

We are committed to our customers and to providing a cost efficient highly effective solution which exceeds the current services by providing innovative enhanced services. Below are the highlights of the key services that the IDSolutions team provides our visual communications customers:

Equipment Integrations and Design: Through partnerships with the industry's leading video communications equipment manufacturers, such as Vidyo, Lifesize, Tandberg, Polycom, Sony, Radvision,

5: References

References/Experience:

As one of the top 50 integration companies in the US, we have thousands of installations throughout the United States that are currently using our products, services and support.

Recent Implementations

1) Clarksville ISD, Clarksville, TX, This is a VBrick and Lifesize implementation that is being used to deliver video conference, live IPTV, on-demand video distribution, live portable webcasting stations as well as special event webcasting

Contact: Howard Taylor, 502-543-2271

2) YES Preparatory College, Houston, TX, This is a VBrick and Lifesize implementation that is being used to video conference, deliver live IPTV, on-demand video distribution, live portable webcasting stations as well as special event webcasting

Contact: Andy Beauchamp, 713-967-9020

3) Arizona State University, Tempe, AZ, This is a Vidyo desktop video conferencing implementation that is being used to deliver desktop VTC across the campus.

Contact: Charles Kazilek, 480-965-1710

4) Crandall ISD, Cleburne, TX, This is a VBrick EtherneTV implementation that is being used to deliver live IPTV, on-demand video distribution, live portable webcasting stations as well as sending video to TV's through set-top boxes

Contact: Scott Phipps – 972-427-6011

Other Implementations

1) Arkansas Distance Learning, Maumelle, AR, This was a VBrick EtherneTV implementation that is being used to stream and record distance learning classes from Tandberg Video Conferencing endpoints.

Contact: Mike Lar, 501-803-5404

2) Glendale CC, Glendale, AZ, This is a VBrick EtherneTV implementation that is being used to distribute live and stored audio/video to both desktops and TVs around campus

Contact: Scott Kozakiewicz – 623-845-3115

3) Alum Rock Schools, San Jose, CA, This is a VBrick EtherneTV implementation that was funded through the E-Rate program.

Contact: Maribel Guizar-Maita, 408-928-6910

4) Bullitt County, Shepherdsville, KY, This is a VBrick EtherneTV implementation that is being used to deliver live TV, stream and record classroom sessions as well as special event webcasting

Contact: Jim Jackson, 502-543-2271

5) Meade County Schools, Meade County, KY, This is a VBrick EtherneTV implementation that is being used to deliver live TV, stream and record classroom sessions as well as special event webcasting

Contact: Jerry Pile, 270-422-7500

6) Oldham County, Buckner, KY, This is a VBrick EtherneTV implementation that is being used to deliver live TV, stream and record classroom sessions as well as special event webcasting

Contact: Marc Guenther, 502-225-6562

6: Warranty Information

All TIPS/TAPS offerings include our Gold coverage which provides IDS standard hardware warranty, software updates and help desk support.

IDS Support Desk Information

support@e-idsolutions.com

Office: 877-774-3526

Fax: 317-770-3528

Warranty, Maintenance and Support Options

IDSolutions provides several *Service Plans* to meet your specific needs. These plans have three unique components: Warranty, Software Maintenance and Support.

Warranty

Warranty provides parts and replacement coverage for hardware equipment.

There are 4 levels of warranty:

1. **None** – No warranty service.
2. **Manufacturers Warranty** – Equipment replacement or refurbishment and parts are covered by the manufacturer of the equipment purchased. Product will be shipped back to the manufacturer and repaired or replaced by the manufacturer. Typical turn-around time is two weeks from time of defect confirmation. Warranty periods vary by product and typically range from 30 days to one year.
3. **IDS Standard** – Equipment replacement or refurbishment and parts are covered by IDSolutions. Standard warranty coverage provides unlimited parts for repair of the failed equipment and permanent wiring installed by IDSolutions. Once equipment has been determined to need repair or replacement by IDSolutions, customer will ship equipment or the failed component at his expense to IDSolutions or a location designated by IDSolutions. IDSolutions will repair or replace and return to customer. IDSolutions will provide ground shipping of the repaired equipment to the Customer's original site for installation by the Customer. Typical turn-around time is one week from time of defect confirmation. Warranty periods vary by product and typically range from 30 days to one year.
4. **IDS Advanced** – Equipment replacement or refurbishment and parts are covered by IDSolutions. Advanced warranty coverage provides unlimited parts for repair of the failed equipment and permanent wiring installed by IDSolutions. If IDSolutions determines that the failed equipment cannot be repaired at the Equipment Location, IDSolutions will advance ship equipment replacement to replace the failed component. It will be the customer's responsibility to return the failed component to IDSolutions or a location designated by IDSolutions. The replacement product may be from repair stock inventory. The typical turnaround for parts replacement will vary from 24-72 hours. Warranty periods vary by product and typically range from 30 days to one year.

Haivision, VBrick, Accordent, LG, and AMX, the **IDSolutions** engineering team is able to create solutions repeatable solutions for our customers as well as custom solutions for customers with unique requirements.

- **Professional Services:** To meet our commitment of ensuring successful interactive communications and to maximize our client's investment, IDSolutions provides a broad portfolio of value-added services including: Training and Consulting, Content Identification and Grant Services. IDS Professional Services are geared toward helping our clients excel in this environment while letting them stand as leaders in the implementation of Visual Communications.
- **Managed Services:** In order to provide a complete Visual Communication Solutions to IDSolutions customers it may require more than state of the art technology, implementation and maintenance services. In many case it may require advanced proactive management solutions or hosted, Video-On-Demand, Video Reflector or Video Conferencing services. This service may include on-site support, offsite support or combination of the two to meet the customer goals and objectives of their video communications services. It also provides the ability leverage IP connectivity provided by IDSolutions.
- **Implementation Services:** IDSolutions implementation services include, Project Management, Mockup/Staging, Pre-Configuration, Remote Installation Support and Onsite Installation support.
- **Maintenance Services:** IDSolutions maintenance support services provides solutions to maximize the effectiveness of the visual communications solutions for our customers as visual communication becomes a more vital piece of day to day business.

Our Process: What You Can Expect From Us

Your Sales, Engineering and Project Management team are dedicated to your project to ensure your project progress is smooth and completed as quickly as possible without sacrificing quality or functionality. Our Sales and Engineering professionals average more than 10 years in the communications industry to ensure the design of your solution is without compromise and uses only high quality professional products and accessories.

A Project Manager and Solution Engineer will be assigned to guide you from the initial project kickoff call through implementation and ensure a clean hand-off to our Network Operations Center help desk team for any post-installation questions and assistance. Our mission statement:

IDSolutions delivers exceptional value to customers by providing comprehensive communication solutions

Our ability to deliver upon our mission statement is greatly attributed to educating our customers on our internal process to ensure we are working together in unison to successfully launch, implement and support your project. To help you better understand our internal process we have created a "15 Steps to Success" process:

1. **Consultation:** appointment/demonstration with customer. Conduct a needs assessment and discuss potential applications.
2. **Design:** sales and engineering teams work together to design an appropriate solution and deliver a comprehensive proposal to the customer.
3. **Commitment:** the customer and IDSolutions agree to terms and conditions for said proposal and a purchase order (PO) is received by IDSolutions.

4. SOW: the IDSolutions sales team develops a preliminary overview to finalize Scope of Work (SOW).
5. Credit: the IDSolutions sales team works with customer to obtain necessary credit information and completion of said paperwork that is submitted to the IDSolutions project management team.
6. Kickoff: the IDSolutions team holds a kick off conference call with the customer to review project expectations and to ensure the accuracy of the Statement of Work. The IDSolutions team and customer will define and agree on action items for both IDSolutions and the customer along with target timeframes, logistics and overall process flow.
7. Procurement: the IDSolutions project management team will order necessary equipment, identify and schedule required resources while preparing for the mock-up and staging of project components.
8. Customer Correspondence: the IDSolutions project manager assigned to the project will send project update emails to both the customer and the internal team on a bi-weekly basis to ensure communication consistency and to help keep project on track.
9. Staging and Mock-up: the required equipment arrives at IDSolutions and is staged and/or mocked up by the engineering team to ensure proper fit and finish while helping to minimize on-site installation difficulties.
10. Installation Scheduling: the project manager will confirm customer availability and readiness for installation so that travel can be arranged, equipment can be shipped and installation scheduling can be finalized.
11. Installation and Orientation: a factory trained engineer will be dispatched for installation at customer site. Upon completion of installation an equipment orientation will be conducted by the engineer where the customer is familiarized with the solution.
12. Project Sign-off: upon successful installation and orientation the customer will formally sign-off on the project.
13. Maintenance Review: the IDSolutions sales team lead will contact the customer to review the IDSolutions maintenance initiation contract including the terms and conditions of coverage along with both start and end dates. The Network Operations Center help desk team will be introduced to the customer to assist with post-installation inquiries and assistance
14. Satisfaction Survey: the IDSolutions sales team lead will review the customer satisfaction questionnaire with customer and establish a submission date for completion. *(See Satisfaction questionnaire at the end of this document)*
15. Constant Contact Policy: the IDSolutions sales team lead is responsible to ensure that the customer satisfaction continues long after the completion of the install by initiating quarterly communication to inform customer of updates, new offerings and to ensure on-going overall satisfaction.

Software Maintenance

Software maintenance covers the software on your eligible equipment. While manufacturers regularly update software for their equipment these updates are usually not included with your purchase. Software maintenance coverage allows you to obtain updates as they are released. There are 3 levels for software maintenance:

1. **None** – No software update service.
2. **Updates** – Minor *software updates* are included and are generally limited to defect fixes and software patches deemed necessary by the manufacturer for proper operation. Some manufacturers include minor software updates. IDSolutions will provide remote installation guidance to the customer to install said upgrades and updates.
3. **Upgrades** – The most comprehensive software plan provides *software upgrades* for new functionality, standards and features covered under the existing product SKU number as they become available from the associated manufacturer. IDSolutions will provide remote installation guidance to the customer to install said upgrades/updates. Includes minor upgrades as well.

Support

Your support plan provides technical assistance after the initial installation of equipment by IDSolutions. There are 3 levels of support available:

1. **None** – No helpdesk, troubleshooting or onsite support. In most situations this only applies to products which were ordered as “drop ship” and the customer specifically asks for “no support” option to ensure the lowest possible product price.
2. **Helpdesk** – Customer will have access to the IDSolutions Tech line (1-877-774-3526 or 317-770-3526), during normal business hours 8:00 AM to 8:00 PM Eastern Time Monday through Friday, excluding holidays. The Helpdesk will provide telephone based assistance for information requests on features, functions and equipment operation; trouble ticket issuance and coordination; and remote testing and trouble resolution with the on-site Customer contact. IDSolutions will also provide 2nd tier engineering support and access to the manufacturers technical support organizations. Response goal is to be online with customer working on problem resolutions in 15 minutes or less.

Customer will also have access to Technical support on night and weekends via a paging service by leaving a voicemail on the helpdesk line. Response goal for communications with customer during nights and weekends is 1 hour. If customer provides notice of weekend events, IDSolutions can provide direct line access to the technician on call to minimize response time.

Alternately, the Customer may contact the Helpdesk electronically to ask questions or seek support. This contact can be made via e-mail at support@e-idsolutions.com. This mailbox is managed by the Helpdesk staff with a target response time of 2 hours.

3. **On Site** – On Site service includes helpdesk support. At the sole discretion of IDSolutions, a technician may be dispatched at no cost to the Customer to assess and correct the situation. IDSolutions will make a technician available within three business days of determination that on-site service is required to correct service issue. This is determined after all reasonable remote troubleshooting has occurred. This will be coordinated with the delivery of replacement parts.

Service Plan Definitions

Using the levels available in Warranty, Maintenance and Support the following plans are available:

Declined: Manufacturer’s warranty only, no software maintenance, no service

Bronze: Manufacturers warranty, no software maintenance, help desk

Silver: IDS Standard Warranty, no software maintenance, help desk

Gold: IDS Standard Warranty, software maintenance (updates), help desk

Gold Plus: IDS Standard Warranty, software maintenance (upgrades), help desk

Platinum: IDS Advanced Warranty, software maintenance (updates), help desk

Platinum Plus: IDS Advanced Warranty, SW software maintenance (upgrades), help desk

Platinum Triple: IDS Advanced Warranty, SW software maintenance (upgrades), on-site

Plan	Warranty			Software Maint			Support		
	Man	IDS STD	IDS ADV	None	Updates	Upgrades	None	Help Desk	On Site
Declined	X			X			X		
Bronze	X			X				X	
Silver		X		X				X	
Gold		X			X			X	
Gold Plus		X			X	X		X	
Platinum			X		X			X	
Platinum Plus			X		X	X		X	
Platinum Triple			X		X	X		X	X