



**High
Performance
Solutions for**



**Audio, Video,
Sound and**



**Communication
Technologies**

September 30, 2019

Gahanna City Council & Committee Room AV Upgrade



September 30, 2019

Craig Main
Gahanna City Hall
200 S. Main St.
Gahanna, OH 43230

PROPOSAL

**Gahanna City Council &
Committee Room AV Upgrade**

Please accept this letter along with the additional information enclosed within this proposal as an introduction to SoundCom Systems. This is a valued opportunity for SoundCom and let me start by saying that we would like to earn your business.

We have been performing comparable work for over 40 years and are proud to call many of the region's top performing companies our clients. We have completed countless projects over the years including hundreds that integrate sound, video, and communications systems for a wide range of clients.

In fact, we have recently deployed comparable solutions for clients in the region including City of Columbus, Westerville, and Gahanna, just to name a few.

Our highly trained and certified staff is singularly focused on delivering world-class sound, video, and specialty communications solutions with an acute attention on quality and service.

On behalf of our over 180 full-time employees, I would like to personally thank you for the opportunity to continue to earn your business and we look forward to discussing this project with you in greater detail soon.

Please feel free to contact us with any questions.

Sincerely,

Mark Hulme
Account Executive





About SoundCom Systems



SoundCom is ranked among the top 25 systems integration firms in the U.S. by Systems Contractor News, and has ranked among the top 50 since 2004.

For over 40 years, SoundCom Systems has been providing cutting-edge sound, video, and communications solutions for businesses and institutions of nearly every size. Headquartered in Cleveland, Ohio with offices in Detroit, Pittsburgh, Columbus, Grand Rapids, Flint, Lansing, and Cincinnati, SoundCom has the knowledge, experience, and scalability to meet virtually any project scope and deadline with an attention to detail and focus on quality that is unrivaled in the industry.



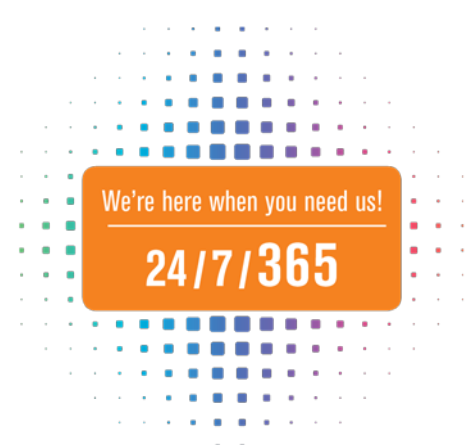
COMPLETE TURN-KEY SERVICES

As a full-service integration firm, SoundCom offers complete turn-key services for any project of any size including:

- Consulting & Design
- Engineering & CAD
- Shop & Fabrication
- Project Management
- Installation
- Programming
- Training
- Technical Support

WE'RE ALWAYS OPEN

SoundCom prides itself on providing our customers with world-class support before, during, and after the sale. Our service department is never closed delivering critical services to customers when it is needed most.



CERTIFIED INDUSTRY EXPERTS

SoundCom's engineering and technical teams are some of the most experienced and well-trained in the industry. Our engineering department collectively has over 130 years of experience and our installation and service teams have an average tenure over 10 years with SoundCom and over 230,000 hours of available man-power annually. Our technical staff carries many of the industry's major certifications so you can be assured that your project will be done right and on-time.





Detailed Project Narrative

SOLUTION OVERVIEW

Gahanna has asked SoundCom to provide a recording/streaming solution for their City Council Chambers and provide an upgraded audio solution for the Committee Room.

Gahanna City Council & Committee Room AV Upgrade

City Council Chambers

SoundCom proposes to provide a new Extron Recording/Streaming unit. This unit will provide the capability to record and live stream the City Council's meetings. Two (2) Vaddio PTZ cameras will be provided and installed. The first camera will be installed on the front wall so that the image of the podium and tables next to the podium will be captured. The second camera will be installed on the side wall so that the dais will be captured. Two video sources can be recorded and streamed simultaneously. For example, you will be able to record and stream the images from one camera and the projector presentation or the images from both PTZ cameras. The existing Extron touch panel will be reprogrammed able to change the image selections during the council meetings. A new 10.1" monitor will be provided so that the Clerk can monitor what is being recorded and/or streamed. The audio during the meetings will also be recorded and/or streamed. The existing system is assumed to be fully functional.

All new headend equipment will be housed in the existing racks.

Committee Room

SoundCom proposes to install two (2) tri-element ceiling microphones covering the table and two (2) ceiling speakers over the public seating area to reinforce the audio during meetings. The audio from the ceiling microphones will be heard over the new ceiling speakers and will also be recorded on the recorder that is currently being used in the City Council Chambers. SoundCom will remove the existing recorder in the Council Chambers and place it in the new rack in the Committee Room. The new rack will also house the additional new headend equipment and be located in the Committee room's closet.

Both rooms will need to be purchased at the same time in order to reuse the audio recorder for the Committee Room.



General Project Notes

GENERAL PROJECT NOTES

Unless otherwise noted within this proposal, all on-site labor services are assumed to occur during normal business hours, Monday through Friday, excluding major holidays.

NETWORK NOTES

Unless otherwise noted within this proposal, any required data network drops are assumed to be existing or provided by others, at locations as directed by SoundCom.

This proposal assumes the client's IT staff will coordinate network access and configuration closely with SoundCom field technicians and engineers. This includes configurations for remote access where possible.

If applicable, additional pre-installation coordination with the client's IT staff may be required for specialized system integrations involving video conferencing, audio conferencing (VoIP), control systems, streaming, digital signage, and other similar technologies.

Systems requiring a custom control system are installed on a dedicated network/VLAN utilizing network switches provided by SoundCom, unless otherwise noted.

ADDITIONAL NOTES \ EXCEPTIONS

None



SoundCom Systems Custom Design Proposal

SoundCom is proud to present this proposal for the Gahanna City Council & Committee Room AV Upgrade. This summary is intended to provide a simple and brief overview of our approach to the project and is supplemented with much more detailed information including a detailed narrative, scope definition, warranty and support details, and SoundCom's qualifications relative to this project along with other supporting documentation.

September 30, 2019

SoundCom Proposal # **65027**

Client

Gahanna City Hall

200 S. Main St.
Gahanna, OH 43230

Project

City Council & Committee Room AV Upgrade

Item	Description	Price
City Council AV Upgrade	See Project Narrative	\$25,781.00
Committee Room AV Upgrade		\$7,903.00

PROPOSAL TOTAL \$33,684.00

THIS PROPOSAL ASSUMES THE CLIENT IS TAX EXEMPT OR WILL SELF-PAY ANY APPLICABLE TAX
IF THIS PROJECT IS TAX EXEMPT CUSTOMER IS REQUIRED TO SUBMIT PROOF OF TAX EXEMPT STATUS

OPTIONS/ALTERNATES

Item	Description	Amount
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Payment Terms: Project will be progress-billed based on implementation of systems, Invoiced Net30 days.

Proposal Originating Office

SoundCom Systems - Columbus
4388 Tuller Rd.
Dublin, OH 43017
614-389-6944

Proposal Created By:

Mark Hulme
Account Executive
mark.hulme@ametek.com

This proposal is subject to SoundCom System's Standard Terms & Conditions of Sale enclosed within this proposal and available online at <http://www.soundcom.net/info/terms-conditions.asp>

Proprietary & Confidential





Scope Overview

Every project is unique and we strive to deliver clear definitions of scope for every project. Our project managers are highly trained to clearly understand where scope breaks occur between trades on any given project so that the installation runs smoothly and on time while keeping the customer accurately informed, removing any mystery about our delivery commitment.

Engineering

DRAWINGS

All drawings are engineered in AutoCAD and delivered in electronic (PDF) format and are archived at SoundCom.

*All D/C drawings require accurate floorplan files (backgrounds) delivered to SoundCom in AutoCAD format (DWG with applicable X-refs). ** Specialty detail drawings may require source files supplied by a third-party.

		SoundCom Systems	N/A
Functional	Engineered technical drawing(s) showing the schematic design of the system including device connections, signal types, and equipment parts.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Device & Cable* D/C	Engineered technical drawing(s) detailing the wiring and locations of all devices and equipment racks outlined on a floor plan.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Rack Elevation	Engineered technical drawing(s) detailing the layout of any equipment racks, cabinets, lecterns, etc.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Plate Details	Engineered technical drawing(s) detailing any connection plates for the project to be installed in the field or on any equipment rack, including specific plate labeling.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Specialty Details**	Engineered technical drawing(s) detailing any custom or specialty work, including but not limited to custom mounts, rigging, console design, lectern layout, furniture, etc.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Trade Coordination	Engineered technical drawing(s) most often detailing conduit, rough-in, blocking, etc. requirements for the project for use by other trades in coordination with the system(s) being provided by SoundCom.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
As-Builts	A complete set of all SoundCom engineered drawings reflecting the complete system as installed, which may have varied from the originally engineered set of drawings based on unique changes/adds/deletions during the installation period.	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Documents

All engineering documents are delivered in electronic (PDF) format and are archived at SoundCom.

Submittals	A complete set of data/cut-sheets for all primary/major pieces of equipment being supplied for the project showing brand/make & model along with the detailed technical specifications submitted prior to project deployment.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
O/M's	A complete set of manufacturer's operation and/or owner's manuals for all primary/major pieces of equipment submitted during the closeout period of the project.	<input type="checkbox"/>	<input checked="" type="checkbox"/>



Scope Overview: Installation

FIELD INSTALLATION		SoundCom Systems	E.C.	G.C.	Owner	Existing	N/A
Demolition	Removal of any existing equipment and/or wire as specified and required for the project. Any wire and/or equipment to be reused must be properly protected by others during demo.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Power	Provide power as specified at all required locations including equipment racks and field devices.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rough-In	Provide rough-in as specified at all required locations including equipment racks and field devices, plate locations, floor boxes, etc.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Conduit	Provide conduit with pull string as specified at all required locations including equipment racks and field devices.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Backboxes	Backboxes as specified at all locations as required for the project.	Provide Install <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
Floor Boxes	Floor boxes as specified at all locations as required by the project.	Provide Install <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
Table Interfaces	Specialty interface boxes and/or "cubbies" designed to accommodate AV cabling connections, and other cables including data and AC power.	Provide Cut Install <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
Lift/Scaffolding	If necessary, provide a lift and/or scaffolding capable of safely reaching and lifting required personnel and equipment to correct mounting/wiring positions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Provide Wire	Provide all cable for complete and functional system as required for the project.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pull (Install) Wire	Pull (install) and tag (label) all cable for complete and functional system as required for the project and as directed by D/C drawings.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Blocking	Provide appropriate blocking and/or structural support for wall mounted equipment cabinets and/or specialty field devices like LCD flat panels, large format speakers, projectors, etc. as specified and required by the project.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Cutting & Patching	Cutting, patching, and painting of walls and/or ceilings, including ceiling tiles and grid.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Install Field Devices	Install all field devices including, but not necessarily limited to speakers, cameras, projectors, screens, displays, TV's, etc. Exceptions? <input type="checkbox"/> Yes (if YES, see "General Project Notes") <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Install Field Plates	Install all connection field located plates as specified and required for the project.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Install Headend	Install system headend which could include floor standing equipment racks, wall mounted equipment cabinets, plywood backboard mounted headends, etc.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Scope Overview: Specialty Services

SHOP & FABRICATION		SoundCom Systems	E.C.	G.C.	Owner	Existing	N/A
Rack Assembly	The assembly of, and equipment loading of any and all equipment racks, cabinets, lecterns, podiums, and/or furniture as required for the project. <input checked="" type="checkbox"/> On-Site <input type="checkbox"/> Off-Site	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rack Plate Fab	The fabrication and labeling of any connection plates to be installed in an equipment rack, cabinet, lectern, podium, and/or furniture as required for the project.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Field Plate Fab	The fabrication and labeling of any connection plates to be installed in the field including wall and floor plates.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SETUP & PROGRAMMING		SoundCom Systems	E.C.	G.C.	Owner	Existing	N/A
System Configuration	Configure and setup system for proper operation as coordinated with customer and/or specifications.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
System Programming	Develop and test any custom system programming for proper operation as coordinated with customer and/or specifications.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TESTING & COMMISSIONING		SoundCom Systems	N/A				
Testing	Test complete system and verify operation meets specifications as required by project. Provide documentation of testing results.	<input checked="" type="checkbox"/>					
System Commissioning	Verification of system functionality and completeness of system configurations including software version verification operational accuracy.	<input checked="" type="checkbox"/>					
Tune (EQ)	Tune system for optimum performance as specified and/or as project requires.	<input checked="" type="checkbox"/>					
Configuration Backup	Backup and archive of all system programming, configuration settings, and setup files as specified and required by the project.	<input checked="" type="checkbox"/>					
TRAINING & SUPPORT		SoundCom Systems	N/A				
On-Site Training	Provide on-site training with key customer personnel as specified and required by the project.	<input checked="" type="checkbox"/>					
Off-Site Training	Provide off-site training with key customer personnel as specified and required by the project.	<input type="checkbox"/>					
Online Training	Provide online training, either self-paced or instructor-guided as specified and required by the project.	<input type="checkbox"/>					
Training Materials	Provide comprehensive user training materials, typically in electronic (PDF) format, as specified and required by the project. <input type="checkbox"/> Video Recording <input type="checkbox"/> Quick Ref. Guides <input type="checkbox"/> Training Manual	<input type="checkbox"/>					
Event Support	Provide on-site "first use" support with qualified technical and/or engineering personnel.	<input type="checkbox"/>					



Scope Overview: Extron Programming

The system(s) included in this proposal will utilize a custom built Extron control system designed specifically for this application with custom graphics and functionality engineered for easy overall system operation.



Extron Control System

Control Interfaces		SoundCom Systems	N/A
Keypads & Control Pads	Extron MLC series keypads are simple “hard button” panels of various sizes and colors typically used in very simple room applications.	Wall <input type="checkbox"/> Tabletop <input type="checkbox"/>	<input checked="" type="checkbox"/>
Touch Screen	Touchscreens come in various sizes and formats. The designs of each touch screen are completely custom built to meet the specific look, feel, and functionality requirements of the system.	Wall <input type="checkbox"/> Tabletop <input checked="" type="checkbox"/>	<input type="checkbox"/>
Mobile Device	Use of a mobile device requires the Extron Control application available in the Apple AppStore (for iPad only). SoundCom strongly recommends dedicating the mobile device to the system in most application uses.	iPad <input type="checkbox"/>	<input checked="" type="checkbox"/>
PC/Mac	Allowing control of the system via a web browser on connected desktop or laptop computer or mobile device. Only available with IPCP controllers. May require the purchase of a Link License.	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Standard Programming Services

Video Conferencing	Control code written for video conferencing codecs (Polycom, Cisco, LifeSize, etc.). Typical control consists of directory listing, manual dialing, privacy, and volume/mute controls.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Audio Conferencing	Control code written for audio conferencing systems (Polycom, Cisco, Biamp, etc.) Control consists of manual dialing, privacy, and volume/mute controls.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Source Selection & Routing	Control code built for controlling an Extron switcher and/or control of a 3 rd party switcher. Typical control consists of “audio-follows-video” routing to displays in either a room map or drop down list type of functionality.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Displays/Projectors & Screens	Control code built for controlling flat panel displays, LED walls, and/or projector and projection screens. All control of displays will be integrated into the system for automatic power on/off, input selection, scaling resolution, etc. depending on system operation requirements.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Source Equipment	Control code to operate source equipment like Blu-Ray/DVD players, decoders, etc. For sources that do not have control (such as laptop computers) a general message will be displayed on the control panel in lieu of control buttons.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Audio Systems	In rooms with audio reinforcement, volume/mute controls of program (video) volume and speech (reinforced audio) are provided. Individual control of specific inputs are not typically provided as these functions are handled automatically in the audio system for “normal” operation.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Motorized Shades*	Control of window shades. Typical control consists of blackout and solar shades in up to two (2) unique zones per room.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Recording & Streaming Devices	Control code of a recording and/or streaming device or system. Typical control is to start, stop, or pause recording/streaming as well as display how much recording time and/or storage space is remaining.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lighting Systems*	Control code to operate a controllable lighting system. Typical control consists of emulating a local wall controller and includes four (4) preset lighting controls, and off.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
HVAC Systems*	Control code to operate a controllable HVAC system.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other	Control of other systems and or functions like window shades, air-walls, occupancy sensors, or other controllable devices.	<input type="checkbox"/>	<input checked="" type="checkbox"/>

*3rd party interface required (not provided by SoundCom)



SoundCom Systems Client List

Hundreds of the region's top performing companies have chosen SoundCom for their technology needs and we are proud to call all of these companies our clients.

Below is just a small listing. Upon request, SoundCom can provide detailed references specific to your project.





SoundCom Systems 12 Month Warranty



SoundCom operates 24 hours a day, 7 days a week, 365 days a year to service our customers with mission and life-critical support systems and is staffed by veteran technicians trained to troubleshoot virtually any system and situation quickly minimizing downtime.

Today's technology and communications systems are complex, often requiring careful integration of hardware and software from a multitude of manufacturers. SoundCom engineers carefully research equipment selection and work closely with manufacturers and our installation technicians to make sure every system functions as expected.

Our installation technicians are highly-trained, experienced, and carry numerous industry certifications meeting manufacturer's installation guidelines and our industry's demanding installation standards.

Many systems require custom software development and our programmers are some of the best in the industry, keeping up with the latest trends and platforms while delivering easy to use control interfaces our customers can rely on.

Because our engineering, installation, and programming teams consistently deliver world-class quality systems for our customers, we are proud to offer an *industry-leading twelve (12) month warranty* on all SoundCom provided equipment, materials, and labor, effective upon substantial completion of the project as outlined in our standard terms and conditions.



To obtain warranty service, contact SoundCom's Service Department at +1 (800) 628-8739.

Severity	Description	On-Site Response Time
Level I Critical	Catastrophic or total system failure System is in a complete non-functional state.	Within one (1) business day during normal business hours.
Level II Minor	Erratic, sporadic system performance System is still functional, but minor problems exists.	Within two (2) business days during normal business hours.
Level III Routine	Routine system maintenance or fixes System is generally functional, however minor programming or firmware updates may be needed to resolve a system issue.	Within three (3) business days during normal business hours.

CUSTOMER SERVICE HOURS

While our service department operates 24/7/365, our standard service department business hours are, Monday through Friday (excluding holidays) from 8:00 AM to 5:00 PM EST.

Customers placing service calls during normal business hours will receive a phone response immediately or within two (2) hours.

Customers placing after-hours service calls will be connected with an answering service who will contact an available on-call technician. If classified as a Level I – Critical service disruption, the technician will call-back within two (2) hours and be on-site within four (4) hours*. Unless specifically requested, Level II and Level III classified service disruptions placed during after-hours periods will be responded to the next business day.

***After-hours emergency service is for Level 1 – Critical issues specific to life safety only.**

Unless specifically outlined in a SoundCom Performance Maintenance Agreement, after-hours emergency service is typically limited to healthcare facilities with life-safety related systems.



Performance Maintenance Agreement

To supplement SoundCom’s standard twelve-month warranty, we are proud to offer comprehensive system Performance Maintenance Agreements (PMA) designed to maximize system uptime by proactively managing the critical components of each system.

SoundCom PMA’s are ideal for mission critical systems allowing our customers to fully understand and manage their total cost of ownership while minimizing downtime and insuring their systems are always kept up to date with the latest software releases and bug fixes.

Our service department is staffed by our most senior and experienced technicians highly trained to troubleshoot and resolve system problems fast.

SoundCom PMA’s include a number of enhanced services including:

- Priority Service Response
- Preventative Maintenance
- Regular System Training
- Software/Firmware Updates
- Remote Diagnostics
- Technology Refresh
- System Backup & Archive
- 24/7/365 Service Availability
- Equipment Repair/Replacement
- Loaner Equipment
- System Documentation Maintenance
- After hours Emergency Service
- On-Site Hot Spares
- Dedicated Staffing

In addition to custom agreements, SoundCom offers a number of pre-designed PMA’s designed for virtually any project and budget with varying service levels and access based on the need.

These packages are available in one, two, and three year terms and can be renewed annually. Our Custom/Critical offering can even include advanced replacement of parts, on-site hot-spares, and dedicated staffing options.

	Silver	Gold	Platinum
24/7/365 Availability	☒	☒	☒
Priority Service	☒	☒	☒
Documentation Maintenance	☒	☒	☒
Scheduled Maintenance		☒	☒
Continued System Training		☒	☒
System Backup & Archive		☒	☒
Parts Repair/Replacement			☒
After-Hours Emergency Service			☒
Loaner Equipment			☒

SoundCom can provide a proposal upon customer request.



SoundCom Systems Terms & Conditions of Sale

Fees and Payment Terms

- 1.1 Prices and/or fees quoted by SoundCom are for acceptance within 30 days from the date of quotation and are subject to change thereafter.
- 1.2 Prices and/or fees quoted by SoundCom are inclusive of any taxes, levies, duties, or other governmental charges, shipping, and insurance unless otherwise specifically outlined within the quotation. If Customer is exempt from any tax, proof of exempt status is required prior to order acceptance.
- 1.3 Any and all taxes, levies, duties and governmental charges or other charges of any nature, present or future, imposed on SoundCom or which SoundCom has a duty to collect in connection with the sale, delivery, or use of any Products and/or Services will appear as separate line items on the invoice.
- 1.4 SoundCom's standard payment terms are net thirty (30) calendar days from the date of invoice unless otherwise specified in the Quotation/Proposal/Contract or otherwise agreed to in writing by the parties, regardless of when the Products and/or Services are placed into service or whether ancillary commissioning or related services have been offered or performed by SoundCom.
- 1.5 All payment terms are subject to prior credit approval by SoundCom.
- 1.6 All payments shall be made in US dollars (\$USD).
- 1.7 SoundCom reserves the right to cancel or amend any accepted Purchase Order if for any reason it becomes unable to fulfill Customer's Purchase Order. In such case, notice of SoundCom's action will be promptly given to Customer. The amendment or cancellation will be deemed accepted by Customer unless rejected by Customer within ten (10) calendar days of the date of such amendment or cancellation. If customer chooses to reject the amendment or cancellation, SoundCom may terminate the related Quotation/Proposal/Contract or Statement of Work (SOW) without further liability.
- 1.8 This proposal is subject to SoundCom's complete Terms and Conditions of Sale which may be found online here: <http://www.soundcom.net/info/terms-conditions.asp>.

Client Acceptance

Company Name

Printed Name

Signature

Date