

## **Dekalb County Magistrate Court**

### **Proposal**

### **Dekalb County Magistrate Court Camp Circle Courtrooms A, B & E**

**08-01-2023**

---

Mr. Michael Rochester  
Street Address: 556 N McDonough St  
City: Decatur  
State: Georgia  
Zip Code: 30030  
Phone: (404) 687-3533  
Email: mdrochester@dekalbcountyga.gov



1350 NE 56th Street, Suite 300  
Ft. Lauderdale, FL 33334



Sales: (800) 834-7674  
Support: (800) 715-1234



Email: [info@bisdigital.com](mailto:info@bisdigital.com)  
Web: [www.bisdigital.com](http://www.bisdigital.com)



## Proposal Information

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**Title of Proposal:**

Dekalb County Magistrate Court Camp Circle Courtrooms A, B & E

**Proposal Total:**

\$204,108.99

**BIS Digital Proposal Reference ID:**

P-2300397

**Intended Recipient Name (Attention To):**

Mr. Michael Rochester

**Drop-off Location (Building Name):**

Dekalb County Courthouse

**Delivery Address:**

556 N McDonough St  
Decatur, Georgia, 30030

**Contract Number:**

TIPS Contract 220704 - Audio Visual Equipment,  
Supplies, and Services

## Submitting Organization Information

---

**Name:**

Business Information Systems, Inc. DBA: BIS Digital

**Address:**

1350 NE 56th Street, Suite 300  
Fort Lauderdale, FL 33334

**Phone:**

(800) 834-7674  
(954) 493-7377

**Email:**

sales@bisdigital.com

**Account Manager Phone:**

(800) 834-7674 x. 4518

**Website:**

www.bisdigital.com

**Fax:**

(877) 858-5611

**Account Manager:**

Dan Meyer

**Date:**

August 1, 2023

## Proposal Summary

Quote Number	Brief Description	Quote Amount
Q-8021681	Courtroom A	\$66,753.77
Q-8021682	Courtroom B	\$66,890.96
Q-8021646	Courtroom E	\$70,464.26
TOTAL		\$204,108.99

## Bill of Materials

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**Account Name:**

DeKalb County Magistrate Court (GA)

**Quote Name:**

I - NOV 2022 - 8021646 - Courtroom E Option A - Camp Circle - Dekalb County Magistrate Court (GA)

**Quote Number:**

Q-8021646

**Quote Amount:**

\$70,464.26

**Date:**

8/2/23

**Quote Expiration Date:**

1/31/24

**Account Rep:**

Dan Meyer

**Account Rep Email:**

dan.meyer@bisdigital.com

**Account Rep Phone:**

(800) 834-7674 x4518

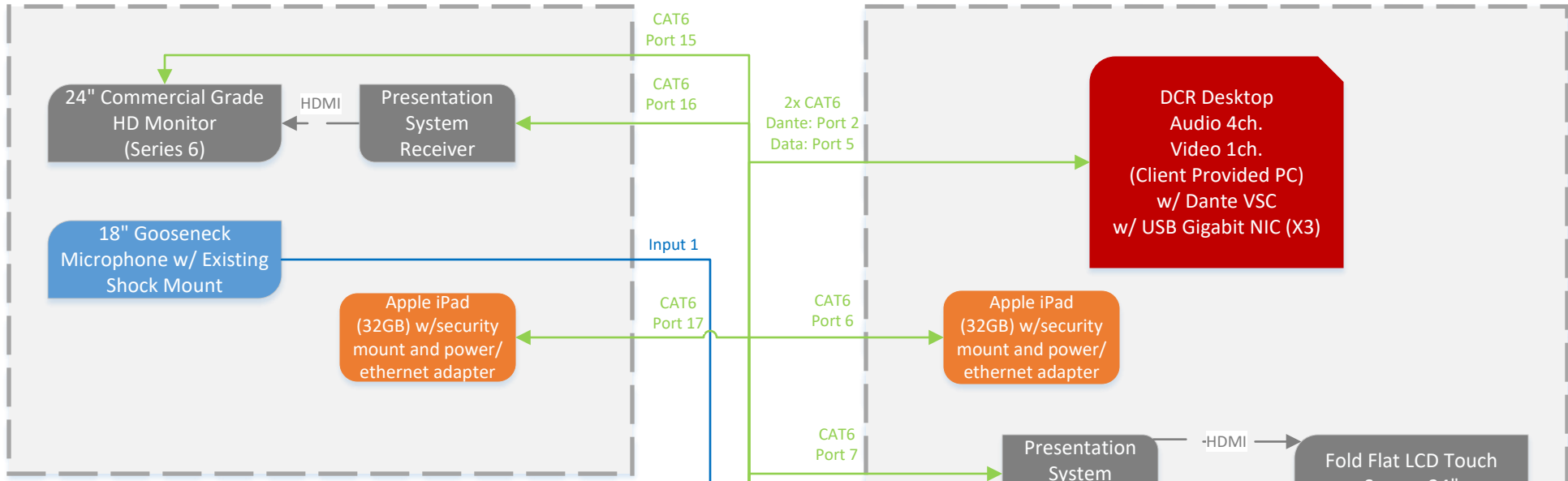
Item	Product Code	Qty	List Price	TIPS Price	Total Price
Power Amplifier   4ch. 250W 70v   Series 4	BIS-AMP-4C250-70S2	1.00	3150.00	\$2,835.00	\$2,835.00
Gooseneck Desk Stand w/Programmable Mute Switch (Series 2)	BIS-M-GN-LPS-S2	2.00	205.00	\$184.50	\$369.00
Unidirectional Condenser Boundary Microphone	BIS-M-P5544	1.00	225.00	\$202.50	\$202.50
18" Gooseneck Microphone (Series 2)	BIS-MIC-GN18-S2	5.00	405.00	\$364.50	\$1,822.50
Microphone Shock Mount Plate w/XLR Connector	BIS-MS-338646	1.00	99.00	\$89.10	\$89.10
Digital Document Camera (Gen.6)	BIS-DDC-GEN6	1.00	4600.00	\$4,140.00	\$4,140.00
HDMI IP Video Encoder (Single Channel)	BIS-IP-VE-HDMI-MW	3.00	650.00	\$585.00	\$1,755.00
HD IP PTZ Camera   Fixed Dome	BIS-IP-HD-PTZ-FD	1.00	1495.00	\$1,345.50	\$1,345.50
Fixed Dome Wide Angle IP Camera   1080p (Series 2)	BIS-VC-IP-FD-WA-S2	1.00	725.00	\$652.50	\$652.50
IP DVR Core License (Series 2)	BIS-IP-DVR-CS2	2.00	150.00	\$135.00	\$270.00
IP Video Decoder w/Multiview	BIS-VC-IP-VDMV	1.00	750.00	\$675.00	\$675.00
Annotation Presentation System w/Wireless Link (Pro)	BIS-CYNAP-PRO	1.00	8000.00	\$7,200.00	\$7,200.00
Matrix Feature Pack for BIS-CYNAP	BIS-CYNAP-MFP	1.00	2900.00	\$2,610.00	\$2,610.00

Item	Product Code	Qty	List Price	TIPS Price	Total Price
DCR 4ch Digital A/V Recording Software (incl. 12 month SAS)	DCR-4S	1.00	3250.00	\$2,925.00	\$2,925.00
DANTE Virtual Sound Card (up to 64ch)	BIS-DANTE-V64	1.00	149.00	\$134.10	\$134.10
USB Gigabit NIC (10/100/1000)	BIS-NIC-GB	3.00	45.00	\$40.50	\$121.50
Room Control Gateway (up to 3 rooms)	BIS-RC-RCG-HW3	1.00	1775.00	\$1,597.50	\$1,597.50
Pre-Programmed Apple iPad (10.9")   64GB   10th Generation   Silver	BIS-IPAD-10.9-G10-64GB-S	2.00	599.00	\$539.10	\$1,078.20
iPad Security Mount (Black)	BIS-iPad-SMNT-B	2.00	145.00	\$130.50	\$261.00
Ethernet + Power USB-C Adapter for 10th Generation iPad (Black)	BIS-IPAD-10.9-G10-USB-C-CAT6-B	2.00	70.00	\$63.00	\$126.00
DANTE USB I/O Adapter (2ch)	BIS-USB-DANTE-2CHIO	1.00	250.00	\$225.00	\$225.00
IP to IR Protocol Converter for Room Control System (Series 2)	BIS-RC-IP-IR3-S2	1.00	225.00	\$202.50	\$202.50
Power Distribution System (Series 2)	BIS-PWR-DIST-S2	1.00	450.00	\$405.00	\$405.00
1U Rack Shelf (Series 2)	BIS-RSLF-1S2	1.00	110.00	\$99.00	\$99.00
48-port Network Switch   2x 10GB   48x PoE+ (960w)	BIS-NS-M4300-GSM4352PB	1.00	3499.00	\$3,149.10	\$3,149.10
HDMI Cable Series 2 (3ft.)	BIS-HDMI-3FT-S2	8.00	17.00	\$15.30	\$122.40
CAT6 Cable   Shielded   Black   1000'	BIS-W-CAT6-SHB-1000	1.00	1325.00	\$1,192.50	\$1,192.50
Microphone Wire 22AWG (Plenum) - 500ft Roll	BIS-W-MP-22AWG-500ft	1.00	120.00	\$108.00	\$108.00
HDMI Cable Series 2 (15ft.)	BIS-HDMI-15FT-S2	1.00	33.00	\$29.70	\$29.70
12' Shielded CAT6 Patch Cable   Plenum	BIS-CAT6-SPC-12-P	6.00	86.00	\$77.40	\$464.40
Installation Supplies	BIS-INST-SUP	1.00	669.86	\$602.87	\$602.87
Shipping/Handling	S/H	1.00	3302.04	\$2,971.84	\$2,971.84
On-site Setup, Installation and Training	SIT	1.00	9000.00	\$8,100.00	\$8,100.00
Annual ON-SITE SUPPORT (Includes Hardware Replacement) - Contract to be Issued Upon Installation	NMNT-OS-HRDW	1.00	7427.70	\$6,684.93	\$6,684.93
TIPS Contract 220704 - Audio Visual Equipment, Supplies, and Services	BIS-X-TIPS				

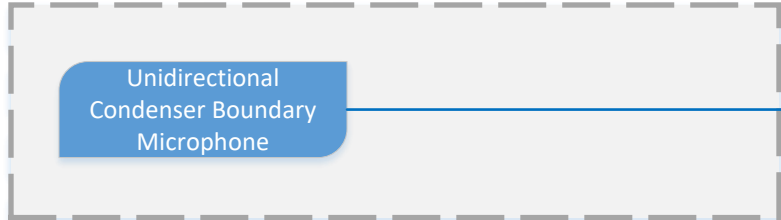
**Total (Before Tax): \$66,753.77**

**Judge's Bench**

**Clerk**



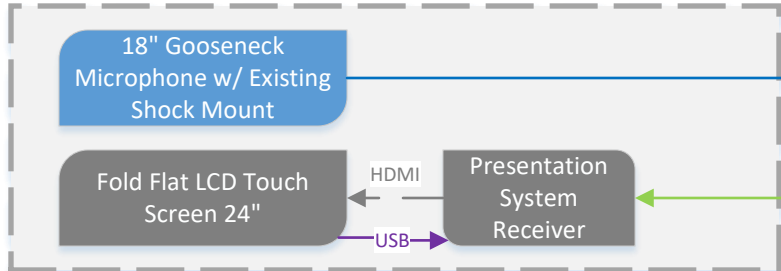
**Side Bar**



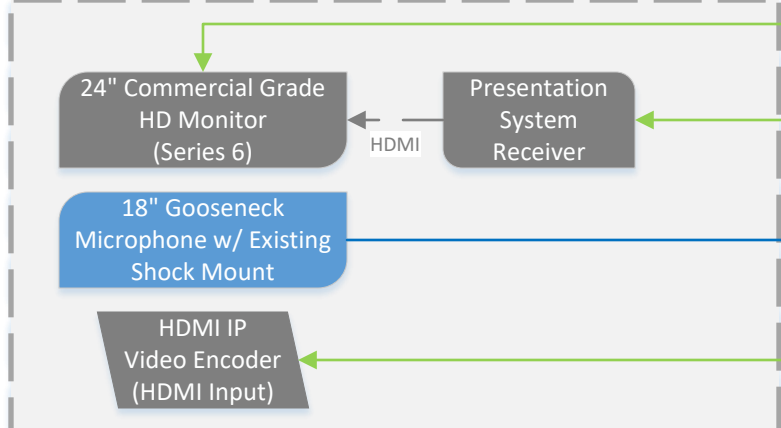
**Evidence Presentation Table**



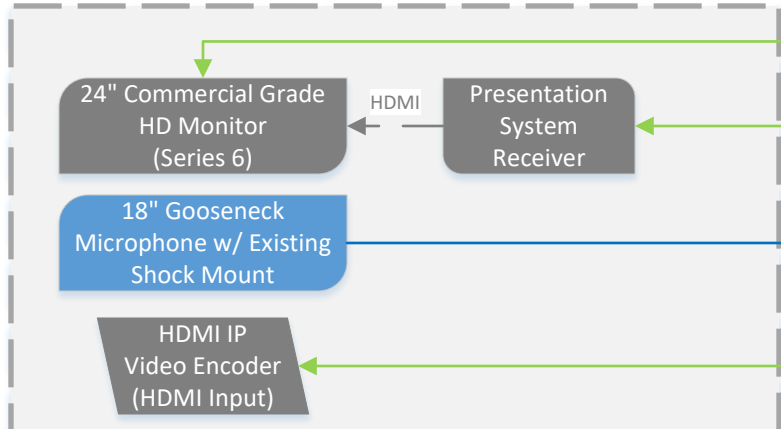
**Witness**



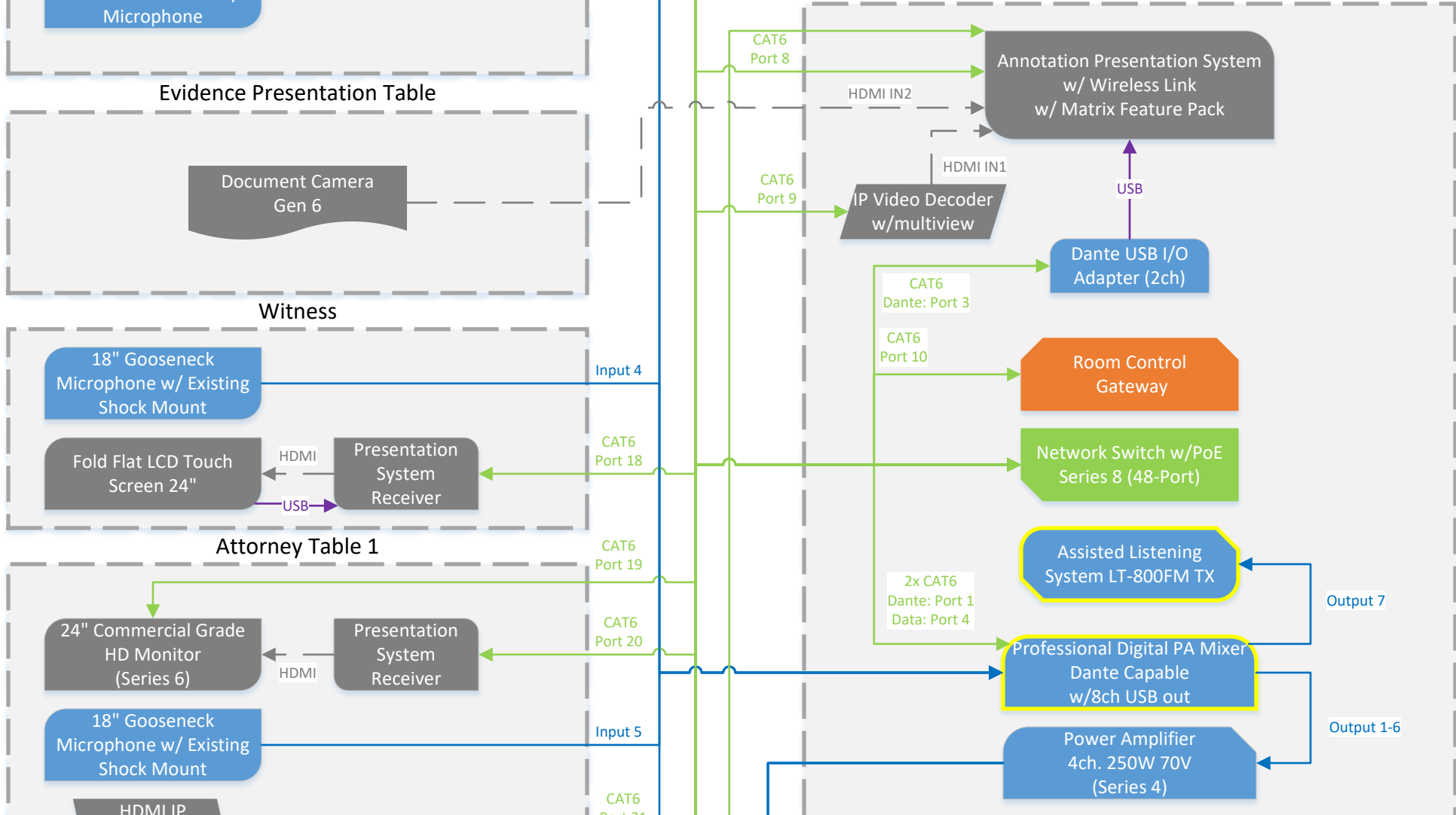
**Attorney Table 1**



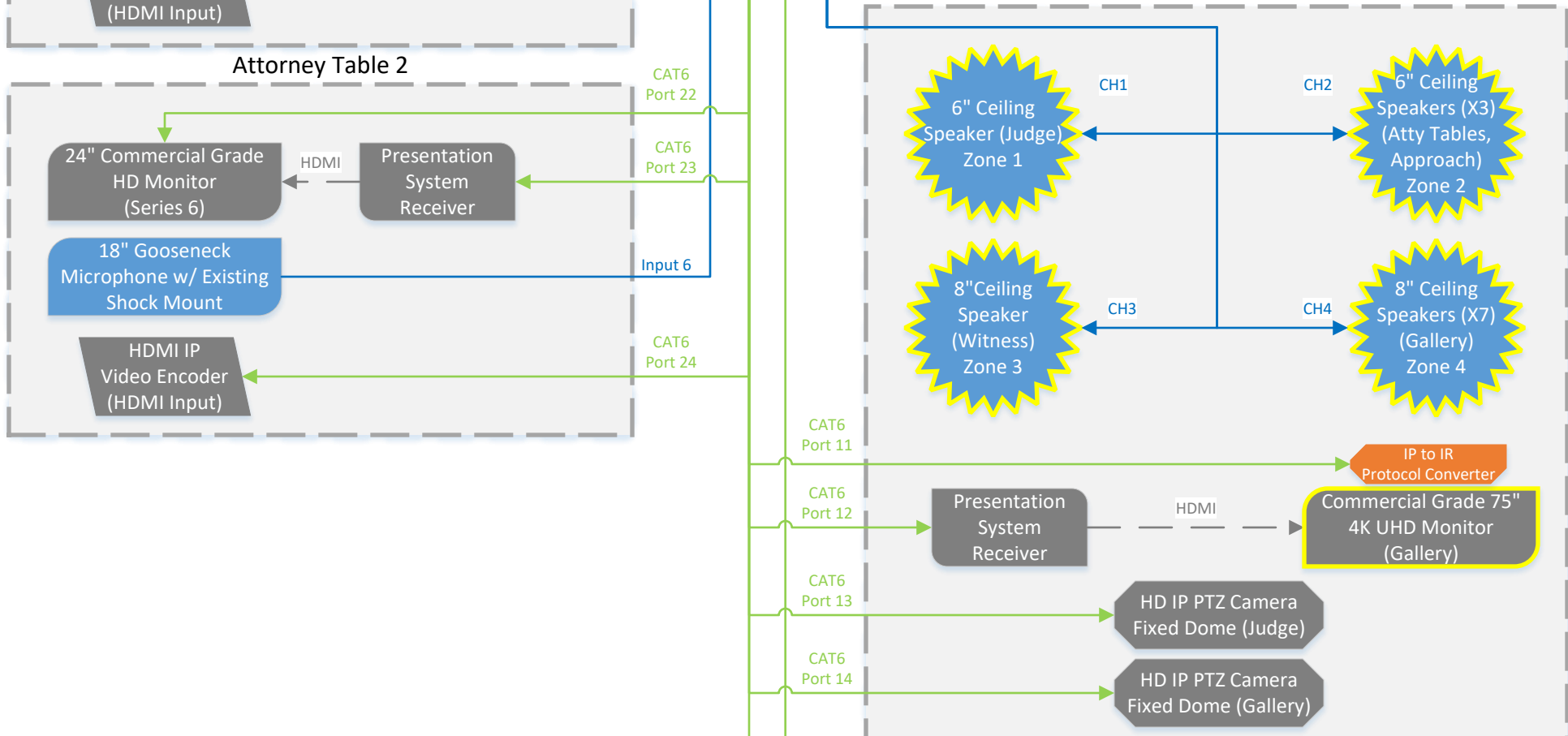
**Attorney Table 2**



**12U Rack In Courtroom**



**Ceiling**

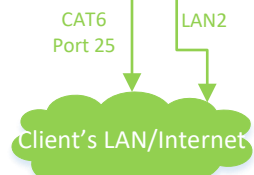


- Wiring Legend:**
- Audio: ———
  - HDMI: ———
  - VGA: ———
  - Composite: - - - - -
  - Network: ———
  - USB: ———
  - HDBaseT: ———

\*Clients Existing Equipment\*

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



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		AUDIO / VIDEO LINE DRAWING	
AUTHOR: M.M.	DATE: 8/1/2023	DWG NO: 1	REV: C
		SHEET: 1 of 1	6

## Bill of Materials

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**Account Name:**

DeKalb County Magistrate Court (GA)

**Quote Name:**

I - NOV 2022 - 8021681 - Courtroom B Option A - Camp Circle - Dekalb County Magistrate Court (GA)

**Quote Number:**

Q-8021682

**Quote Amount:**

\$66,890.96

**Date:**

8/2/23

**Quote Expiration Date:**

1/31/24

**Account Rep:**

Dan Meyer

**Account Rep Email:**

dan.meyer@bisdigital.com

**Account Rep Phone:**

(800) 834-7674 x4518

Item	Product Code	Qty	List Price	TIPS Price	Total Price
Power Amplifier   4ch. 250W 70v   Series 4	BIS-AMP-4C250-70S2	1.00	3150.00	\$2,835.00	\$2,835.00
18" Gooseneck Microphone (Series 2)	BIS-MIC-GN18-S2	4.00	405.00	\$364.50	\$1,458.00
Digital Document Camera (Gen.6)	BIS-DDC-GEN6	1.00	4600.00	\$4,140.00	\$4,140.00
HDMI IP Video Encoder (Single Channel)	BIS-IP-VE-HDMI-MW	2.00	650.00	\$585.00	\$1,170.00
HD IP PTZ Camera   Fixed Dome	BIS-IP-HD-PTZ-FD	2.00	1495.00	\$1,345.50	\$2,691.00
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Matrix Feature Pack for BIS-CYNAP	BIS-CYNAP-MFP	1.00	2900.00	\$2,610.00	\$2,610.00
24" Touch Display   1080p   10-Point Touch   VESA Compatible	BIS-TD-HD-24	2.00	500.00	\$450.00	\$900.00
Annotation Presentation System Receiver (Series 2)	BIS-CYNAP-REC	6.00	2025.00	\$1,822.50	\$10,935.00
24" Monitor for PC   Height Adjustable   w/ Speakers   HDMI   DP   VGA	BIS-24-MON-PC-T	3.00	395.00	\$355.50	\$1,066.50
DCR 4ch Digital A/V Recording Software (incl. 12 month SAS)	DCR-4S	1.00	3250.00	\$2,925.00	\$2,925.00

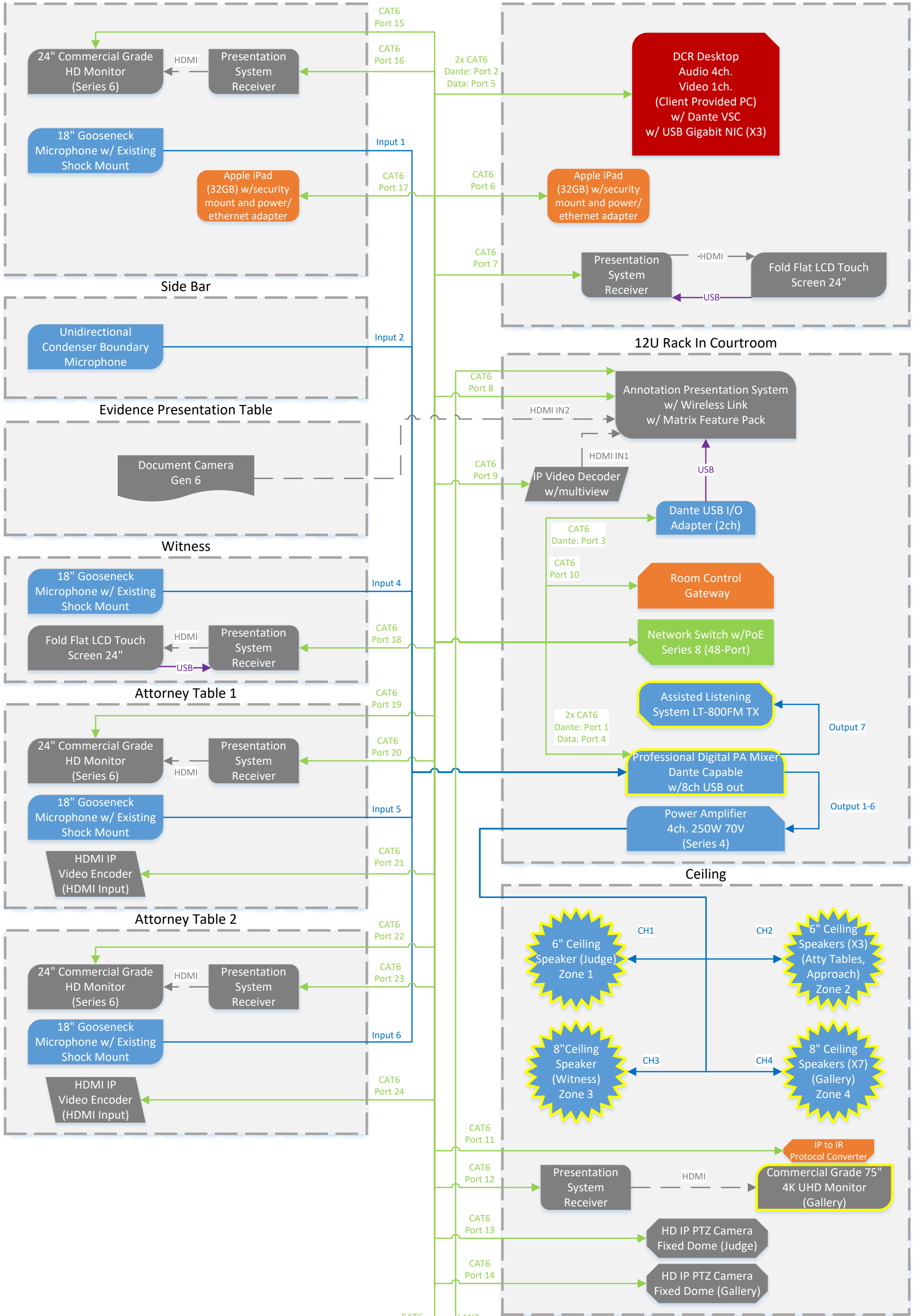
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DANTE Virtual Sound Card (up to 64ch)	BIS-DANTE-V64	1.00	149.00	\$134.10	\$134.10
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48-port Network Switch   2x 10GB   48x PoE+ (960w)	BIS-NS-M4300-GSM4352PB	1.00	3499.00	\$3,149.10	\$3,149.10
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TIPS Contract 220704 - Audio Visual Equipment, Supplies, and Services	BIS-X-TIPS				

**Total (Before Tax): \$66,890.96**



**Judge's Bench**

**Clerk**



- Wiring Legend:**
- Audio: —
  - HDMI: —
  - VGA: —
  - Composite: —
  - Network: —
  - USB: —
  - HDBaseT: —

\*Clients Existing Equipment\*

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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	<p><b>AUDIO / VIDEO LINE DRAWING</b></p>	
<p>AUTHOR: M.M.</p>	<p>DATE: 8/1/2023</p>	<p>REV C</p>

## Bill of Materials

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**Account Name:**

DeKalb County Magistrate Court (GA)

**Quote Name:**

I - NOV 2022 - 8021681 - Courtroom A Option A - Camp Circle - Dekalb County Magistrate Court (GA)

**Quote Number:**

Q-8021681

**Quote Amount:**

\$66,753.77

**Date:**

8/2/23

**Quote Expiration Date:**

1/31/24

**Account Rep:**

Dan Meyer

**Account Rep Email:**

dan.meyer@bisdigital.com

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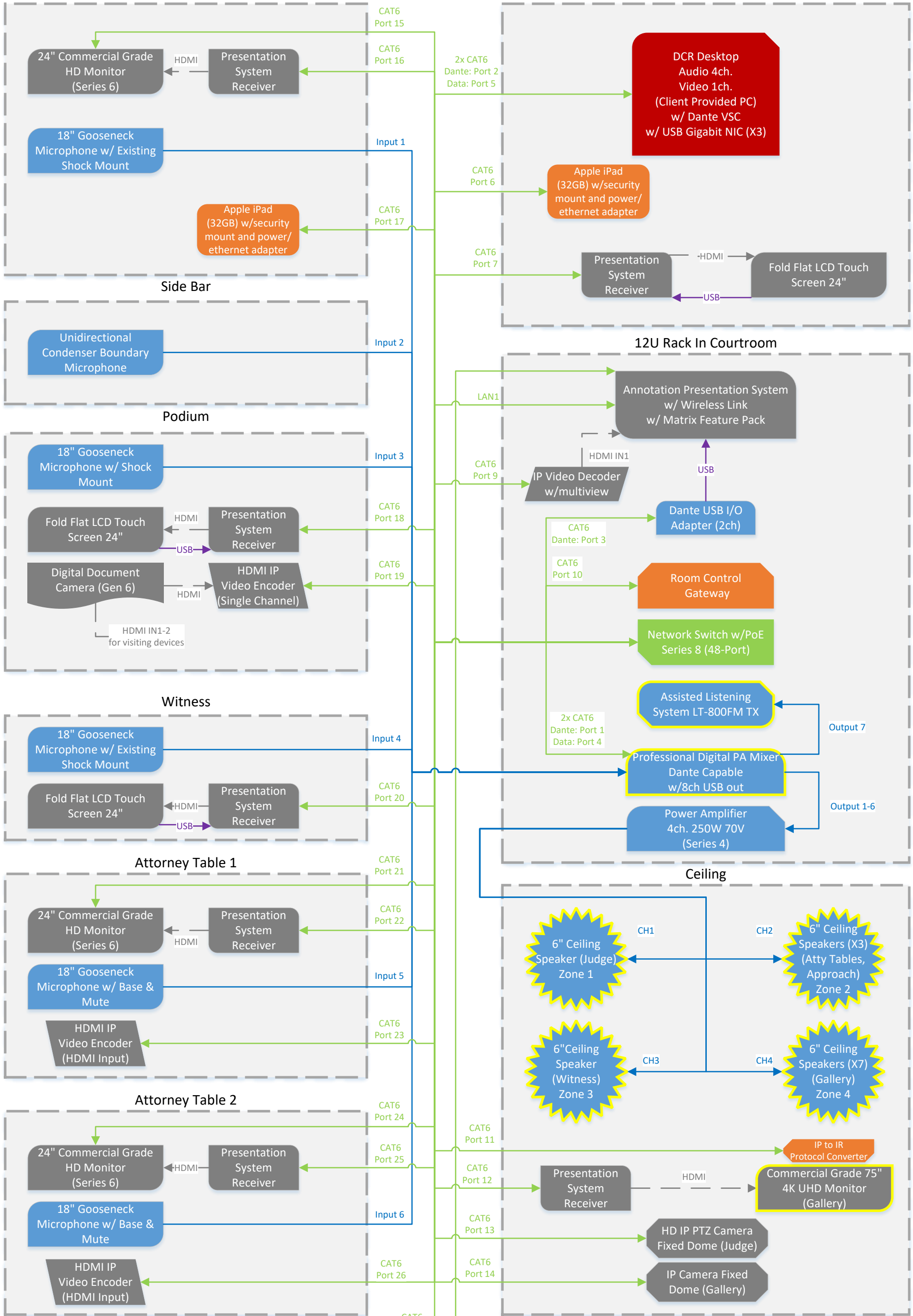
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Item	Product Code	Qty	List Price	TIPS Price	Total Price
24" Touch Display   1080p   10-Point Touch   VESA Compatible	BIS-TD-HD-24	3.00	500.00	\$450.00	\$1,350.00
24" Monitor for PC   Height Adjustable   w/ Speakers   HDMI   DP   VGA	BIS-24-MON-PC-T	3.00	395.00	\$355.50	\$1,066.50
Annotation Presentation System Receiver (Series 2)	BIS-CYNAP-REC	7.00	2025.00	\$1,822.50	\$12,757.50
DCR 4ch Digital A/V Recording Software (incl. 12 month SAS)	DCR-4S	1.00	3250.00	\$2,925.00	\$2,925.00
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On-site Setup, Installation and Training	SIT	1.00	9000.00	\$8,100.00	\$8,100.00
Annual ON-SITE SUPPORT (Includes Hardware Replacement) - Contract to be Issued Upon Installation	NMNT-OS-HRDW	1.00	7910.70	\$7,119.63	\$7,119.63

Item	Product Code	Qty	List Price	TIPS Price	Total Price
TIPS Contract 220704 - Audio Visual Equipment, Supplies, and Services	BIS-X-TIPS				
					<b>Total (Before Tax): \$70,464.26</b>

Judge's Bench

Clerk



- Wiring Legend:**
- Audio: ———
  - HDMI: ———
  - VGA: - - - - -
  - Composite: - · - · -
  - Network: ———
  - USB: ———
  - HDBaseT: ———

\*Clients Existing Equipment\*

Signature:

Date:

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		<p><b>AUDIO / VIDEO LINE DRAWING</b></p>	
<p>DWG NO: 1</p>		<p>REV: B</p>	<p>AUTHOR: M.M.</p>
<p>DATE: 11/28/2022</p>		<p>SHEET 1 of 1</p>	<p>13</p>

## Proposal Terms and Conditions

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<b>Proposal ID</b>	P-2300397
<b>Effective Period</b>	This proposal is valid through 01-27-2024.
<b>Tax Status</b>	Sales tax will be added to an invoice unless a Tax-Exempt Form is on file with the BIS Digital corporate office.
<b>Deposit</b>	All orders above \$5,000 require a 50% deposit. Once the deposit for an order is received by BIS Digital, installation scheduling and shipment of goods will occur.
<b>Payment Terms</b>	Payment for the delivery of goods is due upon the transfer of possession of the goods to the buyer or its agent. Payment of services is due when all services have been fully performed in accordance with the terms of the agreement. The buyer shall promptly inspect the goods or services upon receipt and shall notify BIS Digital of any defects or non-conformities. An ACH number will be provided for payment.
<b>Cancellation</b>	<p>In the event a customer cancels or postpones an order after a deposit has been received, BIS Digital reserves the right to invoice for hardware, software, shipping costs, and any other materials procured for the order.</p> <p>Restocking Fee: A 20% restocking fee will be charged for all canceled orders.</p>
<b>Limited Warranty</b>	New software supplied by BIS Digital are covered for 90 days from the date of installation. New hardware supplied by BIS Digital are covered for 90 days from the date of delivery. Manufacturer Warranties do not cover On-Site Technical Support, Shipping costs, or Software upgrades.
<b>Software Assurance</b>	Annual Software Assurance entitles users to software upgrades at a fixed fee assessed at time of purchase.
<b>Substitutions</b>	Unforeseen supply chain disruptions or component shortages may impact the availability of goods. As a result, some items may require substitution and may be subject to price and/or delivery time variances. In these instances, BIS Digital will consult with the customer about options and alternatives



## Proposal P-2300397 Accepted By

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Full Name (Print):

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Signature:

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Title:

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Date:

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**PLEASE NOTE:**

By signing above and or providing a purchase order number below, your organization is agreeing to the above scope of work, pricing, terms, and conditions, and is authorizing BIS Digital, Inc. to order, install, and bill for ALL materials and applicable services listed in this proposal: P-2300397.

## Accounts Payable Information

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Full Name (Print):

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Email Address:

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Purchase Order Required for Purchasing?

YES

NO

Phone Number:

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Fax Number:

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Purchase Order Number:

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## Key System Technology

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### Digital Court Recorder (DCR)

DCR is a multi-channel audio and video recording platform specifically designed to address the limitations of most recording systems. It allows for up to 32 separate audio channels and up to 8 separate video channels to be recorded and stored in a single file. DCR can be used with a PC or portable system, or remotely capture audio and video from a centralized or non-centralized system without traditional digital USB mixers. It can also be accessed through a standard internet browser or network connection. The recording can be saved to two locations simultaneously such as a hard drive, network drive, CD, DVD, or other PC-compatible storage media and locations on separate or shared networks. In addition, DCR offers file attachments, sealing of the recording, remote monitoring, and optional features such as remote control operation, case management integration, post-recording management, and virtual conferencing. The solution is compatible with most traditional laptops and tower PCs that run Windows 7 or higher. In addition to its core recording capabilities, the DCR platform includes several other prominent features. Codec independence allows users to choose the size of the recording file and easily adopt new audio recording codec technology. The platform's equipment agnosticism allows it to capture sound systems, in-person participants, telephone participants, video, and VTC participants simultaneously. Confidence monitoring allows users to see level meters and listen to the audio recording as it is being written to the PC's hard drive, ensuring the best possible quality. Users can also embed notes directly into the audio/video files for easy management and faster retrieval, most notably through the use of bookmarks, DCR's most comprehensive feature. Bookmarks allow operators to enter notes while a recording is in progress. Each bookmark includes a time stamp and links directly to the audio/video segment. The platform also provides automatic notes indicating the start, pause, and stop of the file and includes information on the time, speaker, and metadata. Users can utilize bookmarks to enter unique identification data relevant to their needs including but not limited to personal information (such as a name or title), officer's badge number, agenda topic, recording ID, etc. They can also attach any digital file type to the aforementioned examples or upload it as a standalone bookmark. Predefined Bookmarks allow for prefilled data to be entered during a recording (such as docket information from an agency's case management system). Whereas Text Substitution allows users to create shortcuts for commonly used words or phrases. In any case, bookmarks can be edited during or after recording. Integrated into a system, DCR can be set to create a new audio file in specific instances, such as when a hearing starts or a light switch is turned on automatically naming the file based on requirements. Similarly, it can be set to close a file when a hearing ends or a light switch is turned off. If the recording is interrupted, the operator can easily and quickly resume the session. Files can be also started, paused, stopped, and resumed without creating a new file if needed.



## **DCR Player**

DCR handles retrieval, playback, and exporting with DCR Player, which was designed with transcription in mind and is feature-rich to make the process as efficient as possible. DCR Player is 508 compliant and has been certified for use with Magic Screen Magnifier, JAWS Speech Software, and Dragon Software. It is currently supported on Windows, Android, iOS, and Mac OS devices and is also compatible with any USB foot pedal. DCR Player allows operators to locate recordings by searching for identification data or by searching for any word or phrase in the bookmarks. Users can play, pause, stop, fast forward, rewind, and jump to specific points in the DCR file and navigate through the recording using bookmarks, jump-to-time, or a progressive slider bar. The player includes a visual indication of the current point in the audio file, the total runtime of the entire file, and the file name. It allows users to listen and control the audio of each participant separately from the others. Or combine any number of channels and use built-in noise-filtering to eliminate ambient background noise during playback. It can even filter out ultra-low frequencies below 125 Hz to reduce noise from microphone bumps. The player also has auto gain control to maintain a constant audio level during playback, treble and base audio level controls, and variable pitch control to speed up or slow down playback without changing the pitch. As for exporting, DCR Player allows users to export any part of a file to a WMA, WMV, WAV, MP3, MP4, AVI, PDF, or DCR file with any combination of channels, video, and bookmarks (as long as the format supports it). Music formats break down bookmarks into song tracks and allow users to listen to recordings from CDs, DVDs, USB storage devices, and hard drives. When creating MP4s, DCR Player will also create a separate meta-data file. This includes an HTML file that can be viewed in a browser and allows for playback of the video, audio, and use of bookmarks.

## **Room Control**

BIS Digital provides room control systems to improve the efficiency and convenience of managing multiple systems and devices in a space. With a centralized touchscreen interface, users can easily access and control the various systems and devices in a room, without the need to navigate through multiple separate controls or interfaces. This can help to reduce the time and effort required to set up and manage a space, and it can also help to improve the overall user experience. For instance, in a courtroom, clients may want to be able to control the lighting, temperature, and audio-visual systems from the touch screen, or they may want to be able to access legal documents or other materials from a central location. Similarly, in a council room, clients may want to be able to control the lighting, temperature, and audio-visual systems, as well as access agendas, reports, and other documents from the touchscreen interface. BIS Digital customizes the user controls with the specific functions and features outlined in the scope of work.

## **Document Camera**

A document camera, also known as a visual presenter or visualizer, is a device that is used to display physical documents, objects, or other materials on a screen or monitor for the purpose of sharing them with an audience. BIS Digital typically supplies document cameras that consist of an articulating stand or arm with a camera mounted on top, which is positioned above the document or object that is being displayed. The camera captures an image of the document or object and displays it on client-specified screens in real time, allowing people to see the details of the material being presented.

## **Evidence Presentation**

As part of our comprehensive AV system solution, BIS Digital proposes an advanced evidence presentation system that offers optional annotation capabilities. This versatile system can be seamlessly operated on touch-enabled screens or tablet devices, enabling presenters, typically attorneys or witnesses, to interact with the evidence digitally. Our system supports various evidence formats, including documents, images, audio recordings, and videos. In situations where non-digital evidence is required, BIS Digital can integrate a document camera as a source feed into the evidence presentation system. The evidence can then be presented on displays throughout the courtroom, ensuring all participants, including the judge, jury, attorneys, and witnesses, have a clear view.

During presentations, presenters can leverage the touch screen annotation features to emphasize specific sections of the evidence, create diagrams, add notes, or underline important points. Real-time annotation functionality facilitates dynamic and collaborative interaction during evidence analysis. Attorneys can raise objections, present counter-arguments, or pose questions related to the evidence using the touch screen interface. Additionally, judges can use the system to mark rulings or seek clarifications.

To cater to specific room workflows, our solution offers a preview and publish evidence option. This feature allows authorized individuals, such as the judge, to select specific evidence for review by clicking the preview button. The selected evidence will only be displayed on monitors designated as preview monitors. Once the judge has reviewed the evidence and determined its admissibility, there is an option to publish the evidence to the gallery. By selecting the publish option, the evidence becomes accessible to gallery participants, including the jury, witnesses, and opposing counsel, via designated 'publish' monitors.

For added convenience, our larger AV system can optionally record the presented evidence and any annotations made during the session. If integrated with a room control system, the evidence presentation controls can be consolidated into a single control interface, simplifying operation and enhancing efficiency.

### **Cynap**

Included in this proposal is a WolfVision Cynap, an advanced wireless presentation and collaboration system packed with a wide array of essential features. With the Cynap system, users can seamlessly share and showcase content from their personal devices on a larger screen or monitor. By leveraging a network connection, content transmission from the presentation device to the hub becomes cable-free, simplifying setup and enabling usage in any location with ease. One notable capability of the Cynap system is its support for simultaneous connections of multiple presentation devices, fostering collaborative content sharing among multiple users. Moreover, it can effortlessly connect to multiple displays at once, empowering users to share content across multiple screens or display different content on each screen. The Cynap system also boasts an intuitive on-screen annotation tool, empowering users to make real-time handwritten notes or drawings on the displayed content, facilitating seamless collaboration and communication. Furthermore, it offers robust support for audio and video content, making it an adaptable tool for a wide range of applications. Compatible with laptops, tablets, and smartphones, the Cynap system prioritizes security with features like encryption and password protection, ensuring the utmost protection for shared content.

## Installation Overview

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BIS Digital is committed to delivering high-quality AV systems that meet the needs of our clients; our installation process is an integral part of this commitment. The following section is a general overview of the steps we take to ensure a seamless experience. Note: The final schedule is determined with the client after a proposal is accepted and a purchase order is received.

Our installation process begins with careful planning and design to ensure that the AV system meets the needs of the end users and is properly integrated into the space. This includes conducting site surveys to assess the physical space and infrastructure, as well as working with clients to understand their specific needs and requirements. In circumstances where we are not able to conduct a technical walkthrough pre-quotation or believe the project would benefit from an additional review, we will coordinate a site survey at the client's earliest convenience. This allows us to properly assess the physical space and infrastructure, and solidify whether any site preparations need to be made in advance, such as providing lockable storage or installing power outlets as needed to support the AV system. Product orders will commence immediately following this final site review meeting and can take 2-3 weeks, depending on manufacturing and shipping times.

Once the site is prepared, BIS Digital will connect and configure all hardware and software components of the AV system. All work will be performed by BIS Digital Technicians only, with no subcontractors. This may include installing and configuring audio processors, amplifiers, and control systems, as well as integrating the AV system with other building systems as applicable. Installation times can range from two days to two weeks per room depending upon the complexity of the system and environment. Custom programming and support will be provided by BIS Digital programmers, who will be available throughout the installation period and for routine performance upgrades and maintenance through remote service. BIS Digital follows all local building codes and regulations when performing work and ensures that all components are installed safely and securely.

After all elements are installed and tested, our technicians will provide user training to ensure that all end users are comfortable operating the AV system. The scope of training will vary depending on the complexity of the project and the number of users who need to be trained. This may include hands-on training sessions, demonstrations, and the creation of user manuals or other documentation as needed. Ongoing training can also be provided through an on-site service or remote service agreement if desired. Our goal is to ensure that all end users have the knowledge and skills they need to effectively use and maintain the AV system.

## Support and Service Overview

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At BIS Digital, we are committed to meeting our customers' service and support requirements and honoring all product warranties. We also offer comprehensive maintenance programs that include on-site and remote support, service, and training in addition to warranty fulfillment. Complete details are available upon request.

We have a 24/7 toll-free service hotline staffed by experienced technical service representatives, as well as options for placing service calls directly on our website or by phone. In most cases, we can resolve issues over the phone or in a video conference, but there may be times when an on-site visit is necessary. We use hosted customer relationship management (CRM) software to track the performance of our supported systems and our customers' services. Our technicians receive service calls through our internal service coordinator, and the cost of service coverage depends on the customer's service agreement. When a service call is completed, an automated email is sent to the customer with the results.

To ensure that we're responding quickly and efficiently to our customer requests and service issues, we've also implemented a Service Level Management Escalation Policy that outlines how we handle different levels of severity and how we communicate with our customers. Sometimes, we may need to escalate issues for technical or managerial reasons. Technical escalations involve bringing in additional expertise to resolve technical problems as quickly as possible, while managerial escalations involve higher levels of decision-making authority to address procedural or behavioral obstacles that may be holding up the resolution of a situation.

To optimize these systems, we ask every customer to contact the Technical Support Center first:

(800) 715-1234  
Support@BISDigital.com

In the event a BIS Digital technical support representative does not respond in a prompt manner (within 8 business hours), customers can escalate their service issue to the contacts below.

Account Manager – Dan Meyer  
(800) 834-7674 x. 4518

Technical Services Manager – Gary Jones  
(800) 834-7674 x. 4513

President – Steve Coldren  
(800) 834-7674 x. 4504