



**THE UNIVERSITY OF NORTH CAROLINA
AT CHAPEL HILL**

**Audiovisual and Multimedia Equipment,
Integration/Installation, and Support Services
University Term Multi Contracts**

**The WH PLATTS Company
Authorized Vendor**

Send quote requests & purchase orders to:

buyav@whplatts.com

Contacts:

Jeff Maley, CTS

Area Sales Manager

jeffm@whplatts.com

704-280-5712

Mike Grier

Area Sales Manager

mikeg@whplatts.com

704-5783029

Charlotte Office:

704-332-9053

3.2 SPECIAL TERMS AND CONDITIONS

3.2.1 AFFILIATES

Any resulting contract may be utilized by the University and any affiliated University of North Carolina System institution (each an "Affiliate"), which includes the following:

Appalachian State University
East Carolina University
Elizabeth City State University
Fayetteville State University
North Carolina Agricultural and Technical State University
North Carolina Central University
North Carolina School of Science and Mathematics
North Carolina State University
University of North Carolina at Asheville
University of North Carolina at Charlotte
University of North Carolina at Greensboro
University of North Carolina at Pembroke
University of North Carolina at Wilmington
University of North Carolina School of the Arts
University of North Carolina System Office
Western Carolina University
Winston-Salem State University

Participation by an Affiliate is strictly voluntary, and the University shall not be responsible for orders or payments for any Affiliate.

3.2.2 INDEFINITE QUANTITY

Any resulting contract shall be an indefinite quantity contract. The total quantity of any equipment and/or services to be purchased under any resulting contract is not known and the University does not imply nor guarantee any minimum number of purchases.

3.2.3 NON-EXCLUSIVITY

Any resulting contract shall not be exclusive, and the University reserves the right to purchase the same or similar equipment and/or services from other vendors at any time, at the sole discretion of the University.

3.2.4 CONTRACT VALUE

The University does not expect the total value of any resulting contract to exceed one million US Dollars (\$1,000,000.00).

3.2.5 ORDERS

Orders may be placed throughout the contract term on an as-needed basis for equipment and/or services, and each order will be issued directly to the respective Vendor after receipt of a project quote, proposal, and/or Statement of Work, as per the requirements and specifications stated herein.

All orders under any resulting contract must be placed using a separate, new authorized Purchase Order or Procurement Card (PCard) number. Each order shall indicate the specific equipment and/or services and quantities required and delivery/ship-to information, as applicable.

All orders received by the Vendor that do not include a separate, new authorized Purchase Order or PCard number shall not be accepted or processed by the Vendor. The University shall not be responsible for any orders processed by the Vendor that do not include a separate, new authorized Purchase Order or PCard number.

3.2.6 EQUIPMENT AND SUPPLIES

All equipment and supplies provided under any resulting contract shall be brand new. Used, refurbished, or previously sold, opened, or owned equipment or supplies shall not be accepted.

4.0 SCOPE OF WORK

4.1 GENERAL SCOPE OF WORK

Vendor shall provide audiovisual and multimedia equipment, Installation / Integration, and Support Services to the University during the term of any resulting contract.

4.2 REQUIREMENTS

4.2.1 AUTHORIZED RESELLER

Vendor must be currently authorized by the manufacturer of any equipment provided under any resulting contract to sell their products and provide warranty service.

4.2.2 STANDARDS

Vendor must perform all services provided under any resulting contract in accordance with standards adopted, endorsed, or set forth by (a) the University, including those prescribed by federal and State of North Carolina laws, and those adopted as University policy, and (b) Audiovisual and Integrated Experience Association (AVIXA), including but not limited to the following:

- 4.2.2.1 AVIXA 10:2013 (AV Systems Performance Verification)
- 4.2.2.2 AVIXA F501.01:2015 (Cable Labeling for AV Systems)
- 4.2.2.3 AVIXA F502.01:2018 (Rack Building for Audiovisual Systems)

4.2.3 INSTALLATION SERVICES

All employees and subcontractors of Vendor who are tasked with providing Installation Services under any resulting contract shall be competent technicians who are experienced in the installation of professional audiovisual and multimedia systems. Vendor shall have at least one (1) lead installer at the installation site at all times during any installation who (a) has a Certified Technology Specialist (CTS) or higher certification, and (b) will provide supervision and oversight of other personnel.

4.2.4 SUPPORT SERVICES

All employees of Vendor who are tasked with providing Support Services under any resulting contract shall be competent technicians who are experienced in the support and maintenance of professional audiovisual and multimedia systems.

4.2.5 WARRANTY

The manufacturer's standard warranty or better shall apply for all equipment purchases. The warranty shall be for a minimum period of twelve (12) months from date the equipment is put into operation. Such warranty shall cover the cost of all defective parts replacement, labor,

freight, and technicians travel at no additional cost to the University. Vendor shall provide a copy of the manufacturer's standard warranty at the University's request.

4.3 SPECIFICATIONS

4.3.1 EQUIPMENT PRICING

Vendor shall provide a percentage discount off of the manufacturer's current List Price. Upon request by the University, Vendor shall provide a valid quote / proposal that details both List Price and the University's Contract Price. The University's Contract Price shall never exceed the manufacturer's Minimum Advertised Price.

4.3.2 SERVICES PRICING

Upon request by the University, Vendor shall provide a valid Statement of Work, which will be considered a not-to-exceed proposal. Vendor shall invoice and be paid only for actual hours worked.

4.3.3 STORAGE OF EQUIPMENT PRIOR TO INSTALLATION

Upon the University's reasonable request, Vendor shall store the equipment off-site until installation begins.

4.3.4 INSTALLATION GEAR

Vendor shall provide its employees with all necessary gear for the safe, accurate and expedient execution of any services provided under any resulting contract. This includes, but is not limited to, ladders, crimps, fish-tapes, cable spool stands, label printers, soldering tools, diagnostic equipment, drop cords, personal safety/protective equipment, hand and power tools. Subject to the University's advanced written approval, Vendor may seek reimbursement for costs associated with special equipment rentals such as scaffolding and lifts.

4.3.5 INSTALLATION DOCUMENTATION

Within fourteen (14) days after installation completion, Vendor shall provide equipment inventory (including, but not limited to, model information, serial number, MAC address (if applicable), IP address (if applicable), physical installation location, login and password information, and firmware version) in Microsoft Excel format as well as all system manuals and diagrams, Drawings of Record in Visio or AutoCAD file, editable versions of all configuration files for any digital signal processing equipment as well as the associated software required for editing those files, and editable and uncompiled versions of all master source code for the control system with final contract documents attached.

4.3.6 SUBCONTRACTING

Vendor may subcontract the performance of services provided under any resulting contract to third parties only with the prior written consent of the University. If Vendor intends to subcontract any portion of the services, then all such subcontractors shall be identified and their responsibilities and qualifications provided to the University for approval. Vendor remains solely responsible for the performance of its subcontractors. Subcontractors shall adhere to the same standards required of Vendor.

4.3.7 USER MANUALS

Vendor shall provide complete user manuals in Microsoft Word or Adobe PDF (to be delivered electronically) to facilitate user training.

4.3.8 USER TRAINING

Upon the University's reasonable request, Vendor shall train the University's users and support personnel in proper operation and support of new equipment/systems.

4.3.9 SUPPORT SERVICE TIMES

During any applicable warranty period, Vendor shall answer service calls within twenty-four (24) hours and maintenance calls shall be completed within three (3) business days of notification and at no cost to the University. After any applicable warranty period, Vendor shall answer service calls within forty-eight (48) hours and maintenance calls shall be completed within two (2) weeks of notification. Notwithstanding the foregoing, if the terms of any separate service agreement conflict with the terms of this RFP, the terms of the service agreement shall prevail.

4.3.10 TRAVEL ALLOWANCE

Vendor shall not charge the University for parking or other travel expenses to/from Chapel Hill, NC or Carrboro, NC. Subject to the University's advanced written approval, Vendor may seek reimbursement for travel expenses and per diem for employees providing services on behalf of the University to locations outside of the Chapel Hill - Carrboro area. Vendor must submit documentation substantiating expenses at time of invoice. Reimbursement shall conform to University policies and shall not exceed reimbursement rates set forth by the State of North Carolina. All mileage shall be calculated from either the University's campus at Chapel Hill (which means from the main entrance of the University located at the intersection of South Boulevard and Country Club Drive in Chapel Hill) or the Vendor's business location, whichever is less.

4.3.11 INVOICING

Upon successful completion of each project, Vendor shall provide an itemized invoice that contains a complete description of all equipment and services rendered for that project. Vendor may submit incremental invoices prior to completion of a project for equipment received by the University and services provided in accordance with this RFP only with the prior written approval of the University.

4.3.12 ON-CAMPUS REGULAR WORK HOURS

Vendor shall ensure that its employees arrive on campus to begin work at 8:00 AM and conclude work by 5:00 PM (local time), unless otherwise agreed in writing by the University. Vendor shall not charge the University for time taken for lunch, breaks, and non-University related errands.

4.3.13 BILLING FOR AFTER-HOURS AND WEEKEND WORK

After-hours and weekend work applies to services provided to the University outside of the University's normal operating hours of 8:00 AM to 5:00 PM (local time), Monday through Friday. After-hours and weekend work is subject to the University's advance written approval and shall not be billed at more than one-and-one-half (1.5) times the regular hourly rate for the specific service provided.

4.3.14 BILLING FOR HOLIDAY WORK

Holiday work applies to services provided to the University on days designated as official University holidays by the University's Office of Human Resources or days when the University is officially closed. Holiday work is subject to the University's advance written approval and shall not be billed at more than two (2) times the regular hourly rate for the specific service provided.

4.4 REQUIRED QUALIFICATIONS

To be eligible for an award of contract, Vendor must (a) meet all of the following required qualifications (the “Required Qualifications”), and (b) provide documentation to evidence the same as part of Vendor’s offer.

If at the time of offer submission Vendor meets some, but not all, of the Required Qualifications, then Vendor may submit an offer in accordance with this RFP and follow up with the University once all of the Required Qualifications have been met.

4.4.1 Vendor must be a firm with at least five (5) years of experience providing professional Integration Services for audiovisual and multimedia systems.

4.4.2 Vendor shall have personnel on staff with the following certifications:

- 4.4.2.1 Certified Technology Specialist (CTS)
- 4.4.2.2 Project Management Professional (PMP)¹
- 4.4.2.3 Control System Programming – Level 1²
- 4.4.2.4 Digital Signal Processing (DSP) Programming – Level 1²

1. The following project management certifications will be accepted as alternatives to the PMP certification with a minimum of (a) three (3) years of project management experience, and (b) three (3) references from recently managed projects:

- Agile Certified Practitioner (ACP)
- Certified Six Sigma Green Belt (CSSGB)
- Certified Six Sigma Black Belt (CSSBB)
- Master Project Manager (MPM)
- Certified ScrumMaster (CSM)
- Certified Associate in Project Management (CAPM)
- CompTIA Project+

2. These certifications are intended to be brand / manufacturer agnostic. Notwithstanding the foregoing, Vendor may detail in its offer for which brands and/or manufacturers it is certified.

4.4.3 Vendor shall have as full-time employees at least two (2) workers whose primary duties are equipment installation.

4.5 ADDITIONAL INFORMATION

Vendor shall provide the following additional information as part of its offer:

4.5.1 A completed **ATTACHMENT I – Requirements Checklist**.

4.5.2 A “**Statement of Compliance**” that explicitly details Vendor’s ability to comply with the specifications listed in Section 4.3 (Specifications) of this RFP. Notwithstanding the foregoing, if Vendor is unable to comply with any specification(s), then Vendor shall detail any area(s) of non-compliance with the reason for non-compliance clearly stated.

4.5.3 A list of all manufacturers for which Vendor is an authorized reseller.

4.5.4 Vendor shall advise if it has personnel on staff with the following certifications and, if so, provide documentation to evidence the same:

- 4.5.4.1 Certified Technology Specialist Installer (CTS-I)
- 4.5.4.2 Certified Technology Specialist Designer (CTS-D)
- 4.5.4.3 Advanced Audio Tuning (e.g., SynAudCon, Biamp Tesira Server)
- 4.5.4.4 Dante Level 1 through Level 3
- 4.5.4.5 Audio Visual over Internet Protocol (AVoIP) (e.g., Extron NAV, Crestron NVX)
- 4.5.4.6 Any other relevant certifications that demonstrate the expertise of your team

5.0 PRICING, SHIPPING, AND INVOICES

5.1 PRICING

Complete **ATTACHMENT D – Pricing** and submit with your offer.

The list of products / manufacturers included in **ATTACHMENT D – Pricing** is *not* intended to be comprehensive of all products / manufacturers that may be provided by Vendor under any resulting contract. Other products / manufacturers not listed in **ATTACHMENT D – Pricing** may be provided by Vendor under a resulting contract, provided that those products / manufacturers fall under the scope of this RFP (i.e., are audiovisual or multimedia equipment).

Pricing and percentage discounts are to be fixed for the term of any resulting contract, with the following exceptions:

- a) The University shall be advised of, and receive the benefit of, any price decrease automatically and immediately. Vendor shall provide written price reduction information within fifteen (15) days of its effective date.
- b) Requests for any price increase may be submitted by Vendor to the University in writing once annually during the month of October (i.e., during the period starting October 1st and ending October 31st), during the term of any resulting contract. Upon receipt of such request, the University may (a) accept the price increase, or (b) terminate the contract. Any price increase, if accepted, will take effect on January 1st of the following calendar year.

5.2 SHIPPING

Shipping terms shall be FOB Destination. Freight, handling, and distribution charges may be either (a) included in the total price of each item, or (b) listed separately on any quote / proposal.

5.3 INVOICES

Invoices for orders placed using a Purchase Order must (a) include the relevant Purchase Order number, and (b) be submitted electronically via the University's Vendor Invoice Submission Page (VISP) – instructions are included as **ATTACHMENT J – Vendor Invoice Submission Page**. The Vendor's failure to include the correct Purchase Order number may cause a delay in payment.

**ARTICLE VI
PRICING SCHEDULE**

Contract Number: WHPLATTS/Y25AMG/GEN1/2X5/RFP

Pricing Matrix for Equipment and Warranty

PRODUCT / MANUFACTURER:	MINIMUM DISCOUNT OFF LIST PRICE (%) <i>(enter % amount or "No Bid")</i>	WARRANTY <i>(1-Year, 2-Year, etc., or N/A)</i>
--------------------------------	---	--

Common AV Manufacturers

BIAMP	35%	1-Year or more (see manufacturer)
CLEAR ONE	12%	1-Year or more (see manufacturer)
EXTRON	35%	1-Year or more (see manufacturer)
FSR	20%	1-Year or more (see manufacturer)
HARMAN	20%	1-Year or more (see manufacturer)
KRAMER	20%	1-Year or more (see manufacturer)
LEGRAND	20%	1-Year or more (see manufacturer)
SHURE	20%	1-Year or more (see manufacturer)
CHAUVET STUDIO LIGHTING	15%	1-Year or more (see manufacturer)

UC Collaboration & Video Conferencing Hardware

CRESTRON	40%	1-Year or more (see manufacturer)
----------	-----	-----------------------------------

Lecture Capture Systems

CRESTRON	40%	1-Year or more (see manufacturer)
EXTRON	35%	1-Year or more (see manufacturer)

Encoding & Transcoding

AJA VIDEO SYSTEMS	10%	1-Year or more (see manufacturer)
DIGITAL RAPIDS (IMAGINE COMMUNICATIONS)	No Bid	
MAGEWELL	No Bid	
SVSI	No Bid	
TERADEK	No Bid	

VITEC VIDEO INNOVATIONS	No Bid	
CRESTRON	40%	1-Year or more (see manufacturer)
EXTRON	35%	1-Year or more (see manufacturer)

AV Control Systems

AMX	No Bid	
ATLONA	25%	1-Year or more (see manufacturer)
CRESTRON	40%	1-Year or more (see manufacturer)
EXTRON	35%	1-Year or more (see manufacturer)
KRAMER	25%	1-Year or more (see manufacturer)
Q-SYS	20%	1-Year or more (see manufacturer)

Racks & Enclosures

AVFI	25%	1-Year or more (see manufacturer)
MIDDLE ATLANTIC	25%	1-Year or more (see manufacturer)
PEERLESS	25%	1-Year or more (see manufacturer)
WINSTED	25%	1-Year or more (see manufacturer)

Document Cameras

EPSON	50%	1-Year or more (see manufacturer)
SMART	20%	1-Year or more (see manufacturer)

Bulk Cable

BELDEN	15%	1-Year or more (see manufacturer)
BELKIN	15%	1-Year or more (see manufacturer)
CRESTRON	40%	1-Year or more (see manufacturer)
EXTRON	35%	1-Year or more (see manufacturer)
LIBERTY	15%	1-Year or more (see manufacturer)
WESTPEN	15%	1-Year or more (see manufacturer)
Other		
Other		
Other		

Projectors

EPSON	50%	1-Year or more (see manufacturer)
-------	-----	-----------------------------------

NEC	25%	1-Year or more (see manufacturer)
PANASONIC	15%	1-Year or more (see manufacturer)
SHARP	25%	1-Year or more (see manufacturer)
EPSON LENSES	45%	1-Year or more (see manufacturer)
EPSON ACCESSORIES (LAMPS, FILTERS, C	10%	1-Year or more (see manufacturer)

Projection Screens

DA-LITE	25%	1-Year or more (see manufacturer)
DRAPER	30%	1-Year or more (see manufacturer)

Microphones

AKG HARMON	25%	1-Year or more (see manufacturer)
AUDIO-TECHNICA	12%	1-Year or more (see manufacturer)
LISTEN TECH	15%	1-Year or more (see manufacturer)
SENNHEISER	25%	1-Year or more (see manufacturer)
SHURE	25%	1-Year or more (see manufacturer)

Amplifiers & Sound Processing

AUDIO-TECHNICA	20%	1-Year or more (see manufacturer)
BIAMP	35%	1-Year or more (see manufacturer)
BOGEN	35%	1-Year or more (see manufacturer)
C2G (CABLES TO GO)	25%	1-Year or more (see manufacturer)
CRESTRON	20%	1-Year or more (see manufacturer)
CROWN	25%	1-Year or more (see manufacturer)
EXTRON	35%	1-Year or more (see manufacturer)
LAB GRUPPEN	20%	1-Year or more (see manufacturer)
POWERSOFT	20%	1-Year or more (see manufacturer)
D&B AUDIOTECHNIK	12%	1-Year or more (see manufacturer)
JBL	25%	1-Year or more (see manufacturer)
QSC	20%	1-Year or more (see manufacturer)

Audio Speakers

ALTAS SOUND	20%	1-Year or more (see manufacturer)
BIAMP	35%	1-Year or more (see manufacturer)
EXTRON	35%	1-Year or more (see manufacturer)

JBL	25%	1-Year or more (see manufacturer)
QSC	20%	1-Year or more (see manufacturer)
RENKUS HEINZ	20%	1-Year or more (see manufacturer)
TANNOY	20%	1-Year or more (see manufacturer)
D & B AUDIOTECHNIK	12%	1-Year or more (see manufacturer)
FBT	25%	1-Year or more (see manufacturer)

Lecterns / Furniture

MIDDLE ATLANTIC	25%	1-Year or more (see manufacturer)
MILLER'S PRESENTATION FURNITURE	15%	1-Year or more (see manufacturer)
AVFI	25%	1-Year or more (see manufacturer)

Mounting Hardware

CHIEF	20%	1-Year or more (see manufacturer)
PEERLESS	25%	1-Year or more (see manufacturer)
PREMIER	25%	1-Year or more (see manufacturer)
SANUS	25%	1-Year or more (see manufacturer)
VADDIO	No Bid	

Assistive Listening Devices / Systems

EXTRON	35%	1-Year or more (see manufacturer)
LISTEN TECH	15%	1-Year or more (see manufacturer)
WILLIAMS SOUND	22%	1-Year or more (see manufacturer)

Wireless AV Products

CRESTRON	40%	1-Year or more (see manufacturer)
EXTRON	35%	1-Year or more (see manufacturer)
KRAMER	20%	1-Year or more (see manufacturer)

Displays & Monitors

LENOVO	2%	1-Year or more (see manufacturer)
LG	15%	1-Year or more (see manufacturer)
MARSHALL	2%	1-Year or more (see manufacturer)
NEC	15%	1-Year or more (see manufacturer)
PANASONIC	15%	1-Year or more (see manufacturer)

PLANAR	10%	1-Year or more (see manufacturer)
SAMSUNG	20%	1-Year or more (see manufacturer)
SONY	15%	1-Year or more (see manufacturer)
UNILUMIN LED	15%	1-Year or more (see manufacturer)

DVD and BluRay Record / Players

DENON	10%	1-Year or more (see manufacturer)
-------	-----	-----------------------------------

Cameras

PANASONIC	8%	1-Year or more (see manufacturer)
SONY	8%	1-Year or more (see manufacturer)
CANON	15%	1-Year or more (see manufacturer)
AVER	12%	1-Year or more (see manufacturer)
PTZ OPTICS	12%	1-Year or more (see manufacturer)
MARSHALL	20%	1-Year or more (see manufacturer)

Interactive White Boards / Displays

AVOCOR	5%	1-Year or more (see manufacturer)
SMART TECHNOLOGIES	12%	1-Year or more (see manufacturer)
NEWLINE	15%	1-Year or more (see manufacturer)

Power Conditioning / Distribution / UPS

APC	15%	1-Year or more (see manufacturer)
FURMAN	15%	1-Year or more (see manufacturer)
MIDDLE ATLANTIC	15%	1-Year or more (see manufacturer)
TRIPPLITE	25%	1-Year or more (see manufacturer)

USB Collaboration Devices

BIAMP	20%	1-Year or more (see manufacturer)
BARCO	5%	1-Year or more (see manufacturer)

USB Extenders

EXTRON	40%	1-Year or more (see manufacturer)
ICRON	5%	1-Year or more (see manufacturer)
BINARY	25%	1-Year or more (see manufacturer)

ATLONA	25%	1-Year or more (see manufacturer)
--------	-----	-----------------------------------

AV Related Accessories

GATOR CASES	38%	1-Year or more (see manufacturer)
-------------	-----	-----------------------------------

AVoIP - NETWORK DISTRIBUTED AV SYSTEMS

EXTRON	40%	1-Year or more (see manufacturer)
CRESTRON	40%	1-Year or more (see manufacturer)

VIDEO SERVERS & STORAGE / VIDEO SWITCHERS

ROSS SWITCHERS	10%	1-Year or more (see manufacturer)
SCALE LOGIC	10%	1-Year or more (see manufacturer)

Contract Number: WHPLATTS/Y25AMG/GEN1/2X5/RFP

Pricing Matrix for Integration Services

On-Site Equipment Installation Services	
	Hourly Rate (USD) <i>(enter \$ amount or "No Bid")</i>
Regular Rate	\$ 75.00
After-hours / Weekend Rate	\$ 112.50
Holiday Rate	\$ 150.00
Other	

Project Management Services	
	Hourly Rate (USD) <i>(enter \$ amount or "No Bid")</i>
Regular Rate	\$ 85.00
After-hours / Weekend Rate	\$ 127.50
Holiday Rate	\$ 170.00
Other	

Design and Engineering Services	
	Hourly Rate (USD) <i>(enter \$ amount or "No Bid")</i>
Regular Rate	\$ 85.00
After-hours / Weekend Rate	\$ 127.50
Holiday Rate	\$ 170.00
Other	

Programming Services	
	Hourly Rate (USD) <i>(enter \$ amount or "No Bid")</i>
Regular Rate	\$ 95.00
After-hours / Weekend Rate	\$ 142.50
Holiday Rate	\$ 190.00
Other	

Support Services	
	Hourly Rate (USD) <i>(enter \$ amount or "No Bid")</i>
Regular Rate	\$ 85.00
After-hours / Weekend Rate	\$ 127.50
Holiday Rate	\$ 170.00
Other	