

## **SWC# 384 Videoconferencing System Equipment** **Contract Information and Usage Instructions**

**Contract Period:** June 1, 2014- May 31, 2019

**Summary/Background Information:** This restricted statewide contract was awarded to a primary vendor (One Diversified) and secondary vendor (BT Conferencing, Inc.) for the purchase of videoconferencing system equipment such as projectors, video, and audio systems. This contract is available to all state agencies and local entities, though executive branch agencies must go through Strategic Technology Solutions (STS) to purchase.

### **State Contact Information**

#### **Unified Communications & Collaboration:**

Mark Stanford

Unified Communications and Collaboration

Strategic Technology Solutions

Office: 615 984-0205

[Mark.A.Stanford@tn.gov](mailto:Mark.A.Stanford@tn.gov)

#### **Contract Administrator:**

Michael Porter

Category Specialist

Central Procurement Office

(615) 741-1192

[michael.porter@tn.gov](mailto:michael.porter@tn.gov)

#### **Vendor Contact Information:**

#### **One Diversified LLC (formerly Technical Innovation LLC.) (Primary Vendor)**

Edison Contract # 41965

Vendor Number # 652

Brian Flint

Project Development

Office: 615-515-3404

Mobile: 615-300-7509

[bflint@technical-innovation.com](mailto:bflint@technical-innovation.com)

Fax: 615-244-1031

1449 Donelson Pike

Nashville, TN 37217

**BT Conferencing Video, Inc. (Secondary Vendor)**

Edison Contract # 41949

Vendor Number # 396

Katherine Vito

Global Account Manager

Phone: (410)360-5150

[katherine.vito@bt.com](mailto:katherine.vito@bt.com)

FAX # (410)630-7767

11400 Westmoor Cr., Ste. 225

Westminster, CO 80021

**Usage Instructions:**

*The most current Contract Documents including Catalog can be found at:*

[Supplier Portal Contract Documents](#)

Ordering from STS

Please visit the following URL to order from STS if you are a State agency:

*\*\*Note: You will need to login to [Service Now](#) to access the procurement requests.*

**Video Conferencing** - [Click Here](#)

**Audio Visual Systems** - [Click Here](#)

**Video Streaming** - [Click Here](#)

## Contract Items and Pricing

Category	TI Discount	BT Discount
CATEGORY 1 - Cisco Video Hardware and Software	36%	30%
CATEGORY 2 - Polycom Video Hardware	22%	20%
CATEGORY 3 - Polycom Software (Licenses)	14%	27%
CATEGORY 4 - Video conferencing endpoints, not from Cisco or Polycom	11%	27%
CATEGORY 5 - Biamp hardware, software and accessories	36%	36%
CATEGORY 6 - Shure hardware, software and accessories	20%	22%
CATEGORY 7 - Extron hardware, software, cabling and accessories	25%	35%
CATEGORY 8 - Harman Companies (Crown, JBL Professional, etc...) accessories	23%	22%
CATEGORY 9- Audio Equipment not from Biamp, Shure, Extron or Harman Companies	24%	22%
CATEGORY 10 - Crestron hardware, software, cabling and accessories	45%	40%
CATEGORY 11 - AMX hardware, software and accessories	45%	20%
CATEGORY 12 - Video Equipment not from Extron, Crestron or AMX.	35%	10%
CATEGORY 13 - Cables 2 Go hardware, cabling and accessories	20%	5%
CATEGORY 14 - Miscellaneous and specialty cabling (TecNec)	10%	10%
CATEGORY 15 - Panasonic Projectors	35%	35%
CATEGORY 16 - NEC Projectors	37%	30%
CATEGORY 17 - Projectors not from Panasonic or NEC	30%	10%
CATEGORY 18 - Replacement Projector Lamps	4%	10%
CATEGORY 19 - Panasonic Monitors	18%	22%
CATEGORY 20 - NEC Monitors	37%	20%
CATEGORY 21 - Monitors not from Panasonic or NEC	22%	22%
CATEGORY 22 - DaLite Electric projector screens	25%	30%
CATEGORY 23 - Chief Mfg mounts, hardware and accessories	27%	32%
CATEGORY 24 - Middle Atlantic racks, hardware and accessories	18%	30%
CATEGORY 25 - Video Furniture International furniture, accessories, and racks	29%	30%
CATEGORY 26 - FreeFlight Carts and accessories	30%	35%
CATEGORY 27 - Furniture, carts and hardware not from Chief, Middle Atlantic, VFI or FreeFlight	10%	25%
CATEGORY 28 - AMD Telemedicine hardware, software and accessories	1%	6%
CATEGORY 29 - Multimedia Tables and Application packages	13%	20%
CATEGORY 30 -- Streaming Video	26%	0%

Category 31 and 32 are line item/hourly rates for professional services:

Category	TI Hourly Rate	BT Hourly Rate
CATEGORY 31 - Audiovisual and Videoconferencing Installation Labor		
<i>Installation Labor</i>	\$130	\$120
<i>Rack, Stack and Test - Warehouse set-up labor</i>	\$130	\$120
CATEGORY 32 - Audiovisual and Videoconferencing Programming Labor		
<i>Programming Labor</i>	\$130	\$125

This contract is a restricted Statewide Contract. Purchases under this contract are project-based and are purchased through STS Unified Communications & Collaboration.

#### Primary and Secondary Vendor

- The primary vendor (TI) will have the first chance to work on all projects and deliver all orders. The secondary vendor (BT) will receive the PO if the primary vendor cannot:
  - meet the objectives
  - achieve milestones once the project has begun
  - cannot take on a new project due to workload
- If the primary vendor has 3 instances of failure occur (as defined in the above bullet point), the secondary vendor will become the primary vendor.
- Local entities are free to purchase from either the primary or secondary vendor without restriction.

#### Technical Support

STS Unified Communications & Collaboration shall act as the State's first and second level of technical support and shall have the responsibility of reporting an outage or malfunction and shall determine if the outage is critical or non-critical and shall determine when a critical outage exists.

- Throughout the contract term, the vendor must provide at no charge, telephone technical assistance to the Department of Finance and Administration, Strategic Technology Solutions (STS), Unified Communications & Collaboration. Telephone technical support is required when issues or failures of a technical nature occur, involving the operation of equipment, hardware, and/or software.
  - must be available to the State via a local Nashville, TN or a toll-free telephone number during normal State working hours, (8:00 am – 4:30 pm local time based on location) Monday through Friday, except state holidays.
  - must provide telephone technical support for issues or failures within two (2) hours of notification during the State's normal business working hours
- The vendor must provide product information and technical assistance, as requested by the State, to ensure the following:
  - Installation, operation, troubleshooting, problem resolution upgrade/modernization considerations of all items provided under the contract.
  - The integration of all contract items into the State's Unified Communications & Collaboration infrastructure.
  - The interoperability of all contract items within the State's multi-layered

hardware, software, and STS Unified Communications & Collaboration environments.

- *Critical outage*- must be responded to upon notification. Telephone technical support must be initialized within two (2) hours regardless of the day of the week or time of day (twenty-four (24) hours a day, seven (7) days a week). All critical outage issues shall be completed no later than seventy-two (72) hours after notification from the State of the urgent need for service.
- *Non-Critical Outages*- If an on-site visit is required, for non-critical outages, the vendor shall respond on-site within twenty-four (24) hours. Repairs shall be accomplished, during the State's normal working hours, between Monday through Friday, excluding State holidays and weekends.

#### **Requisition and Purchase Order Generation:**

For information on how to create a requisition and/or purchase order please click on the "Agency Upgrade User Guide" link on the following page:

<https://www.tn.gov/generalservices/procurement/central-procurement-office--cpo-/helpful-links-/reference-material.html>.

#### **Billing and Payment Instructions:**

- **F.O.B. Destination (Statewide Contract)**- All state agencies, local government agencies and authorized non-profit enterprises located within the State of Tennessee.
- **Freight F.O.B. State and Local Government Agencies (Dock)**  
All quotations shall be F.O.B. destination. The term F.O.B. destination shall mean delivered and unloaded onto the receiving dock of any state agency and, when applicable, any local government agency or authorized corporation within the State of Tennessee, with all charges for transportation and unloading prepaid by the vendor/contractor.
- **Net 30**  
If backorders are apparent, vendor must let STS-UCC know within fifteen (15) calendar days. Backorders are Net60, as long as appropriate notification has been given.

#### **Asset and Inventory Management:**

All purchases under this Contract by State agencies must be conducted through STS's Unified Communications & Collaboration.