

**AUGUSTA-RICHMOND COUNTY GEORGIA  
PURCHASING DEPARTMENT  
REQUISITION**

REQUISITION

REQUISITION

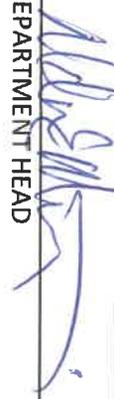
REQUISITION DATE

PURCHASE ORDER NUMBER

PURCHASE ORDER DATE

SOLE SOURCE

January 1, 2024

DEPARTMENT NAME Superior Court  
 DEPARTMENT NUMBER 101021110-5223112 R&M - Contract Equip.  
 DEPARTMENT HEAD 

NAME OF BIDDER	BISDIGITAL
PHONE NUMBER	800-834-7674 x 4518
QUOTED BY	Dan Meyer

Item No.	DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL PRICE	UNIT PRICE	TOTAL PRICE	UNIT PRICE	TOTAL PRICE
1	P2300626/Q#8024516 \$41,269.76							
2	JURY ASSEMBLY ROOM AV							
3	ITEM#BIS-MX-DAN-USB8PV4: Professional Digital 4ch	1	\$ 3,750.00	\$3,750.00				
4	PA Mixer DANTE Capable w/8ch USB out and POTS/VoIP Interface							
5	ITEM#BIS-CYNAP-PP: BYOD Presentation Sys Pro (Series 2)	1	\$ 2,750.00	\$ 2,750.00				
6	ITEM#BIS-EXTRN-DXP-42-HDMI: 4K/60 4X2 HDMI Matrix Switcher	1	\$ 1,770.00	\$ 1,770.00				
7	ITEM#BIS-EXTRN-DTP-HD-DA-4K-230-4: 4K/60 HDMI to DTP Distribution Amplifier (230ft)	1	\$ 3,650.00	\$ 3,650.00				
8	ITEM#BIS-EXTRN-DTP-HDMI-4K-230-RX: 4K/60 HDMI DTP receiver (230ft)	4	\$ 675.00	\$ 2,700.00				
9	ITEM#BIS-D-4K-50-C: 50" Commercial Display 4K	4	\$ 1,700.00	\$ 6,800.00				
10	ITEM#BIS-RC-RCG-HW3: Room Control Gateway (up to 3 rooms)	1	\$ 1,790.00	\$ 1,790.00				
11	ITEM#BIS-IPAD-10.9-G10-64GB-S: Pre-Programmed Applie iPad (10.9") 64GB 10th Generation Silver	1	\$ 599.00	\$ 599.00				
12	ITEM#BIS-IPAD-10.9-G10-USB-C-CAT6-B: Ethernet + Power USB-C Adapter for 10th Generation iPad (Black)	1	\$ 70.00	\$ 70.00				
13	ITEM#BIS-IPAD-SMNT-B: iPad Security Mount (Black)	1	\$ 155.00	\$ 155.00				

Shipping Charges

Deliver Time From Receipt of Purchase Order

**AUGUSTA-RICHMOND COUNTY GEORGIA  
PURCHASING DEPARTMENT  
REQUISITION**

DEPARTMENT NAME \_\_\_\_\_  
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DEPARTMENT HEAD \_\_\_\_\_

v#18420	<b>NAME OF BIDDER</b> BISDIGITAL
PHONE NUMBER	800-834-7674 x 4518
QUOTED BY	Dan Meyer

Item No.	DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL PRICE	UNIT PRICE	TOTAL PRICE	UNIT PRICE	TOTAL PRICE
1	cont. P2300626/Q#8024516 \$41,269.76							
2	JURY ASSEMBLY ROOM AV							
3	ITEM#BIS-USB-DANTE-2CHIO: DANTE USB I/O Adapter	2	\$ 290.00	\$580.00				
4	(2ch)							
5	ITEM#BIS-USB-3.0-HUB-4: USB 3.0 Hub (4-Port) Gray	1	\$ 70.00	\$ 70.00				
6	ITEM#BIS-NS-M4250-GSM4210PD: 9-Port Network	2	\$ 950.00	\$ 1,900.00				
7	Switch 9x 1GB 8x PoE+ (110w)							
8	ITEM#BIS-RSLF-1S2: 1U Rack Shelf 15" Depth	4	\$ 120.00	\$ 480.00				
9	ITEM#BIS-W-MP-22AWG-500ft: Microphone Wire	1	\$ 120.00	\$ 120.00				
10	22AWG (Plenum) - 500ft Roll							
11	ITEM#BIS-W-CAT6-SHB-1000: CAT6 cable shielded black	1	\$ 1,325.00	\$ 1,325.00				
12	1000'							
13	ITEM#BIS-HDMI-3FT-S2: HDMI Cable Series 2 (3ft)	4	\$ 17.00	\$ 68.00				
14	ITEM#BIS-HDMI-6FT-S2: HDMI Cable Series 2 (6ft)	4	\$ 20.00	\$ 80.00				
15	ITEM#BIS-HDMI-25FT-S2: 25' HDMI Cable (Series 2)	2	\$ 60.00	\$ 120.00				
16	ITEM#BIS-CAT6-SPC-3-P 3' Shielded CAT6 Patch Cable	6	\$ 46.00	\$ 276.00				
17	Plenum							
18	ITEM#BIS-CAT6-SPC-9-P: 9' Shielded CAT6 Patch Cable	2	\$ 80.00	\$ 160.00				
19	Plenum							
20	INSTALLATION SUPPLIES	1	\$ 397.26	\$ 397.26				
21	SHIPPING/HANDLING	1	\$ 2,044.91	\$ 2,044.91				

Shipping Charges \_\_\_\_\_

Deliver Time From Receipt of Purchase Order \_\_\_\_\_

**AUGUSTA-RICHMOND COUNTY GEORGIA  
PURCHASING DEPARTMENT  
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1	cont. P2300626/Q#8024516 \$41,269.76							
2	JURY ASSEMBLY ROOM AV							
3	ON-SITE SETUP, INSTALLATION AND TRAINING	1	\$ 7,920.00	\$7,920.00				
4	ANNUAL ONSITE SUPPORT (Includes Hardware Replacement) - Contract to be NMINT-OS-HRDW	1	\$3,864.00	\$ 3,864.00				
5	Replacement) - Contract to be NMINT-OS-HRDW							
6	Issued Upon Installation							
7	% DISCOUNT \$2169.41	1	\$ (2,169.41)	\$ (2,169.41)				
8								
9								
10								
11								
12								
13								
14								
15								
16								
17								
18								
19								
20								
21								
Shipping Charges				\$	41,269.76			
Deliver Time From Receipt of Purchase Order								



## Augusta Judicial Circuit

Superior Court Administration  
735 James Brown Blvd., Suite 2200  
Augusta, Georgia 30901

Office of Court Administration  
Nolan E. Martin

Telephone (706)849-3738  
FAX (706)849-3739

### MEMORANDUM

December 7, 2023

TO: Geri Sams – Procurement  
Takiyah Douse, Interim Administrator

FROM: Nolan E. Martin – Court Administrator 

RE: Sole Source – BISDIGITAL

The AV system in the Augusta Judicial Center's Jury Assembly Room needs replacing. The Courts within the Judicial Center have utilized BISDigital for the audio-visual systems upgrades in the courtrooms, two conference rooms and the arraignments rooms at the jail. Since BISDigital provided the recent equipment and installation, they are uniquely positioned to provide these services. Augusta Information Technology has signed off on the proposal and budgeted funds are available to cover the expenditure.

Thank you in advance for your favorable consideration. Should you have any questions or need further information, please do not hesitate to call on me.



Print Form

Sole Source Justification (Reference Article 6, Procurement Source Selection Methods and Contract Awards, § 1-10-56 SOLE SOURCE PROCUREMENT

Vendor: BIS DIGITAL E-Verify Number: 315365

Commodity: AV SYSTEM

Estimated annual expenditure for the above commodity or service: \$ 41,269.76

Initial all entries below that apply to the proposed purchase. Attach a memorandum containing complete justification and support documentation as directed in initialed entry. (More than one entry will apply to most sole source products/services requested).

- 1. SOLE SOURCE REQUEST IS FOR THE ORIGINAL MANUFACTURER OR PROVIDER, THERE ARE NO REGIONAL DISTRIBUTORS. (Attach the manufacturer's written certification that no regional distributors exist. Item no. 4 also must be completed.)
2. SOLE SOURCE REQUEST IS FOR ONLY THE AUGUSTA GEORGIA AREA DISTRIBUTOR OF THE ORIGINAL MANUFACTURER OR PROVIDER. (Attach the manufacturer's — not the distributor's — written certification that identifies all regional distributors. Item no. 4 also must be completed.)
3. THE PARTS/EQUIPMENT ARE NOT INTERCHANGEABLE WITH SIMILAR PARTS OF ANOTHER MANUFACTURER. (Explain in separate memorandum.)
4. THIS IS THE ONLY KNOWN ITEM OR SERVICE THAT WILL MEET THE SPECIALIZED NEEDS OF THIS DEPARTMENT OR PERFORM THE INTENDED FUNCTION. (Attach memorandum with details of specialized function or application.)
5. THE PARTS/EQUIPMENT ARE REQUIRED FROM THIS SOURCE TO PERMIT STANDARDIZATION. (Attach memorandum describing basis for standardization request.)
6. NONE OF THE ABOVE APPLY. A DETAILED EXPLANATION AND JUSTIFICATION FOR THIS SOLE SOURCE REQUEST IS CONTAINED IN ATTACHED MEMORANDUM.

The undersigned requests that competitive procurement be waived and that the vendor identified as the supplier of the service or material described in this sole source justification be authorized as a sole source for the service or material.

Name: Mary Smith Department: Superior Court Date: 12/7/23

Department Head Signature: [Signature] Date:

Approval Authority: Date:

Administrator Approval: (required – not required) Date:

COMMENTS:



## **Augusta-Richmond Superior Court**

### **Proposal**

### **Augusta-Richmond County Jury Assembly Room Upgrades**

**12-07-2023**

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**Mr. Nolan Martin**  
Street Address: 735 James Brown Blvd  
City: Augusta  
State: Georgia  
Zip Code: 30901  
Phone: (706) 821-2387  
Email: nmartin@augustaga.ogv



**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:**

Augusta-Richmond County Jury Assembly Room Upgrades

**Proposal Total:**

\$41,269.76

**BIS Digital Proposal Reference ID:**

P-2300626

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

Mr. Nolan Martin

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

Augusta-Richmond County Courthouse

**Delivery Address:**

735 James Brown Blvd  
Augusta, Georgia, 30901

## Submitting Organization Information

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**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:**

December 7, 2023

## Bill of Materials

**Account Name:**

Augusta-Richmond County Superior Court (GA)

**Quote Name:**

I - NOV 2023 - Q-8024516 - Jury Assembly Room Option: B - Courthouse - Augusta-Richmond County Superior Court

**Quote Number:**

Q-8024516

**Quote Amount:**

\$41,269.76

**Date:**

12/7/23

**Quote Expiration Date:**

6/7/24

**Account Rep:**

Dan Meyer

**Account Rep Email:**

dan.meyer@bisdigital.com

**Account Rep Phone:**

(800) 834-7674 x4518

Item	Product Code	Qty	Unit Price	Total Price
Professional Digital 4ch PA Mixer DANTE Capable w/8ch USB out and POTS/VoIP Interface	BIS-MX-DAN-USB8PV4	1.00	\$3,750.00	\$3,750.00
BYOD Presentation System   Pro (Series 2)	BIS-CYNAP-PP	1.00	\$2,750.00	\$2,750.00
4K/60   4x2 HDMI Matrix Switcher	BIS-EXTRN-DXP-42-HDMI	1.00	\$1,770.00	\$1,770.00
4K/60 HDMI to DTP Distribution Amplifier   1x4 (230ft)	BIS-EXTRN-DTP-HD-DA-4K-230-4	1.00	\$3,650.00	\$3,650.00
4K/60 HDMI DTP Receiver (230ft)	BIS-EXTRN-DTP-HDMI-4K-230-RX	4.00	\$675.00	\$2,700.00
50" Commercial Display   4K	BIS-D-4K-50-C	4.00	\$1,700.00	\$6,800.00
Room Control Gateway (up to 3 rooms)	BIS-RC-RCG-HW3	1.00	\$1,790.00	\$1,790.00
Pre-Programmed Apple iPad (10.9")   64GB   10th Generation   Silver	BIS-IPAD-10.9-G10-64GB-S	1.00	\$599.00	\$599.00
Ethernet + Power USB-C Adapter for 10th Generation iPad (Black)	BIS-IPAD-10.9-G10-USB-C-CAT6-B	1.00	\$70.00	\$70.00
iPad Security Mount (Black)	BIS-iPad-SMNT-B	1.00	\$155.00	\$155.00
DANTE USB I/O Adapter (2ch)	BIS-USB-DANTE-2CHIO	2.00	\$290.00	\$580.00
USB 3.0 Hub (4-Port)   Gray	BIS-USB-3.0-HUB-4	1.00	\$70.00	\$70.00
9-port Network Switch   9x 1GB   8x PoE+ (110w)	BIS-NS-M4250-GSM4210PD	2.00	\$950.00	\$1,900.00
1U Rack Shelf   15" Depth	BIS-RSLF-1S2	4.00	\$120.00	\$480.00
Microphone Wire 22AWG (Plenum) - 500ft Roll	BIS-W-MP-22AWG-500ft	1.00	\$120.00	\$120.00
CAT6 Cable   Shielded   Black   1000'	BIS-W-CAT6-SHB-1000	1.00	\$1,325.00	\$1,325.00

Item	Product Code	Qty	Unit Price	Total Price
HDMI Cable Series 2 (3ft.)	BIS-HDMI-3FT-S2	4.00	\$17.00	\$68.00
HDMI Cable Series 2 (6ft.)	BIS-HDMI-6FT-S2	4.00	\$20.00	\$80.00
25' HDMI Cable (Series 2)	BIS-HDMI-25FT-S2	2.00	\$60.00	\$120.00
3' Shielded CAT6 Patch Cable   Plenum	BIS-CAT6-SPC-3-P	6.00	\$46.00	\$276.00
9' Shielded CAT6 Patch Cable   Plenum	BIS-CAT6-SPC-9-P	2.00	\$80.00	\$160.00
Installation Supplies	BIS-INST-SUP	1.00	\$397.26	\$397.26
Shipping/Handling	S/H	1.00	\$2,044.91	\$2,044.91
On-site Setup, Installation and Training	SIT	1.00	\$7,920.00	\$7,920.00
Annual ON-SITE SUPPORT (Includes Hardware Replacement) - Contract to be Issued Upon Installation	NMNT-OS-HRDW	1.00	\$3,864.00	\$3,864.00
% DISCOUNT	PCT-DISCOUNT			(\$2,169.41)

**Subtotal:** \$43,439.17  
**Discounts:** - \$2,169.41  
**Total (Before Tax):** \$41,269.76



## Proposal Terms and Conditions

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<b>Proposal ID</b>	P-2300626
<b>Effective Period</b>	This proposal is valid through 06-04-2024.
<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-2300626 Accepted By**

**Full Name (Print):**

**Title:**

Nolan E. Martin

Court Administrator

**Signature:**

**Date:**

12/08/2023

**PLEASE NOTE:**

By signing above and or providing a purchase order number below, your organization is agreeing to the appended scope of work, pricing, disclaimers, 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-2300626.

**Accounts Payable Information**

**Full Name (Print):**

**Phone Number:**

Mary Smith

706-821-2363

**Email Address:**

**Fax Number:**

mjsmith@augustaga.gov

706-849-3739

**Purchase Order Required for Purchasing?**

**Purchase Order Number:**

**YES**

**NO**

## Key System Technology

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### 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.

### Digital Signal Processor

Digital Signal Processors (DSPs) are specialized computers that are used to process and manipulate signals in real time. This is achieved through algorithms that can analyze and manipulate audio in a variety of ways. For example, a DSP might be used to adjust the volume of an audio signal, remove background noise, or cancel out echoes. They are an essential component of many BIS Digital provided audio systems and are used in a wide range of applications including but not limited to courtrooms, council chambers, police stations, and conference rooms.

BIS Digital provides DSPs that offer advanced processing capabilities and a range of connectivity options, particularly where clear, intelligible audio is critical. Specifically, most of our DSPs will handle up to 64 channels of audio and support a range of audio signal types, including analog, digital, and networked audio, such as voice over internal protocols (VOIP) or Dante.

In a typical courtroom environment, we'll use a DSP to amplify the voice of a witness or to reduce background noise so that the testimony can be heard clearly by all parties. In some cases, a white noise sidebar preset may be configured. Or audio may need to be sent from one room to an overflow area. As to the specific functionality for this project, BIS Digital will prioritize the documented requests outlined in the scope of work but will adjust on site, as needed, based on the installation environment and client needs. This allows us to ensure that the final product meets your expectations and functions effectively within any known or unknown constraints.

### 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:

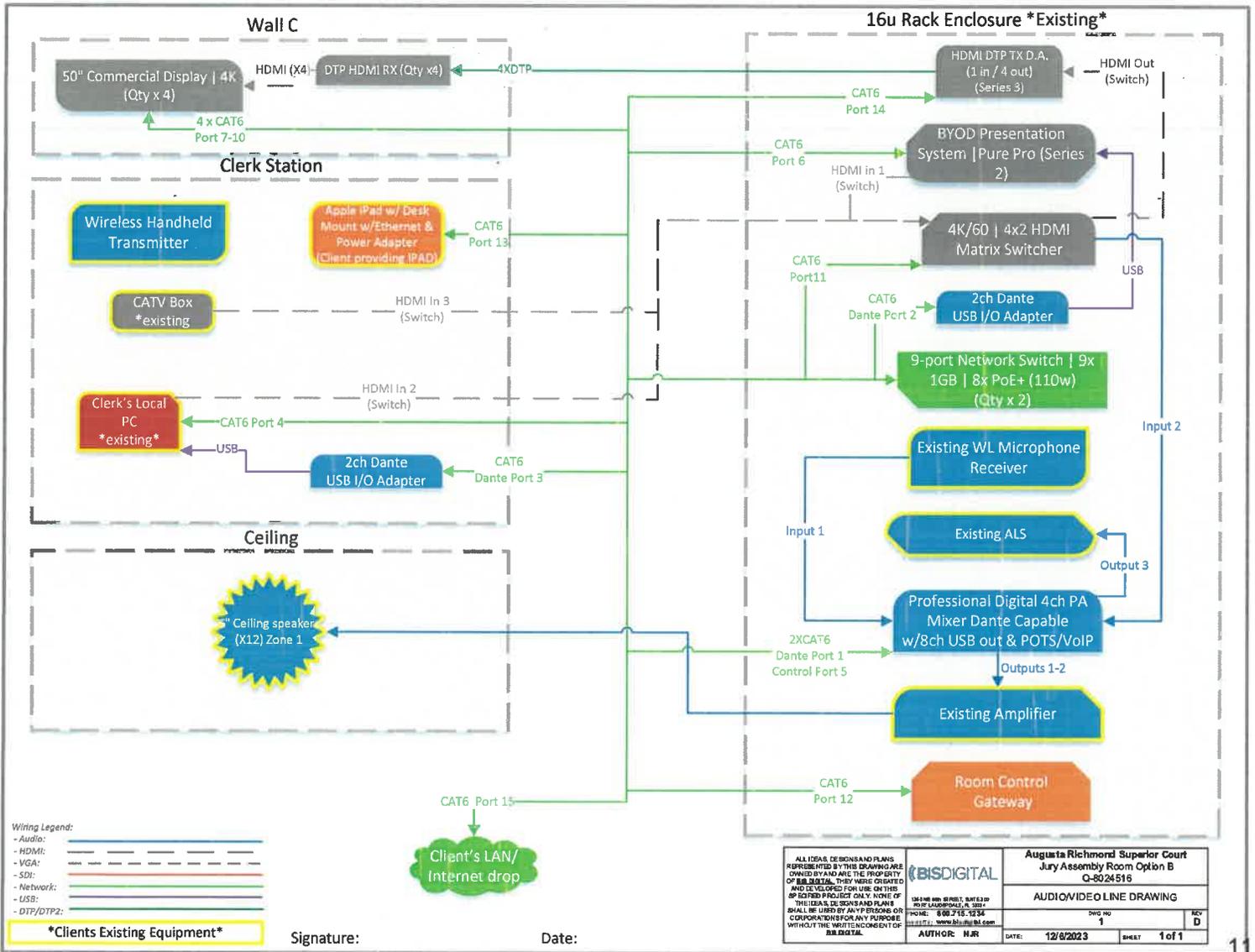
(800) 715-1234  
Support@BISDigital.com

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



## Installation (I) - BIS-3001329

### Augusta-Richmond County Superior Court

Dan Meyer  
dan.meyer@bisdigital.com

Jury Assembly Room Option: B

**Will this Scope of Work apply to multiple rooms?**

No – This scope does NOT consider multiple rooms.

**Is the client planning to record with DCR?**

No – DCR recording is not required in this system.

**Network Approval Process?**

No

**Will an IT Administrator or someone with knowledge of the network be available at the time of installation?**

No – Client did NOT confirm.

**Were the end-to-end workflows of the room, the existing system, and how the new system will be installed to satisfy workflow needs documented for client review and approval?**

Yes – A full description has been documented below.

**Will system training be required?**

Yes – BIS Digital Technicians will train end users on using the installed system.

**Installation (I) Description / Notes:**

Client would like their Jury Assembly room A/V upgraded, reusing as much equipment as possible.

BIS to install new DSP for Dante audio.

BIS to install Cynap Pure Pro for USB and wireless presentation.

BIS to install matrix switcher for multiple inputs.

BIS to install video distribution for displays in the room.

BIS to install four (4) 50" commercial grade displays in room, reusing existing mounts.

BIS to install Room Control System for equipment in the room with iPad for control

**Items reused in room:**

Amp

Listening Assist

Wireless Mic

Power Conditioner

Speakers

**Client responsibilities:**

Client to provide PC at front desk for presentations, if desired

## General Scope of Work Description for Installations

BIS Digital is committed to delivering high-quality AV systems that meet the needs of our clients; our Scope of Work process is an integral part of this commitment. Please note that this document is intended as a preliminary assessment only and may be subject to a final technical assessment of your requirements. Its use is limited to the purpose of allowing you to verify, via signature, whether the listed equipment, software, and installation needs were accurately recorded. The final implementation of equipment and functionality may vary due to factors including but not limited to: budget, infrastructure, and manufacturer constraints. This document does not provide any implied or express warranties, and BIS Digital accepts no liability for any reliance on the information contained within it beyond its intended purpose as an initial work assessment. Unless otherwise specified, the following section lists BIS Digital and client responsibilities for a standard installation.

### **BIS Digital will be responsible for the following:**

- Provision of all necessary labor, supervision, tools, equipment, materials, services, testing, and other expenses for the successful installation and delivery of a complete and operable A/V solution.
- Performance of all work as described in the scope of work, including installation and testing of specified equipment and final circuit terminations in the head-end equipment racks.
- Project management, personnel, supervision, staff, labor, installation planning, scheduling, documentation, installation quality, and testing devices as required to complete the work.
- Furnishing of specified equipment, with the caveat that BIS Digital reserves the right to bill for equipment as stored materials when delivery or installation is not possible.
- Recommendation for the installation of dedicated electrical power at the head-end, end-user equipment, or at the location of final control(s).
- Production of deliverables and any substitutions on a schedule established under a purchase agreement.

### **The client will be responsible for the following:**

- Preparation of the installation site, including but not limited to carpentry, network connection installation, and electrical work.
- Provision of scaffolds, ladders, or high-reach equipment for installation work in ceilings over 14 feet. BIS Digital will quote rental equipment as needed or upon request.
- Responsibility for any external noise or factors creating noise within the systems not exposed by installed electronic equipment.
- Ensuring that installation structures will support the weight of equipment, including but not limited to wall-mounted displays, hanging loudspeakers, and equipment racks.
- If required, customer-provided contractors will be responsible for the provision, hanging, and installation of all rigid electrical junction boxes, AC power, relay switches, conduits, and any structural reinforcement means as required for the proposed systems.

By signing below, I certify that I am an authorized signer for Augusta-Richmond County Superior Court and have reviewed and approve the Scope of Work provided by BIS Digital. I understand that this Scope of Work defines the equipment requirements for the project, and certify this document accurately captures the needs of my organization. I also acknowledge that any changes to the Scope of Work must be approved in writing by all parties involved.

Client Name Nolan E. Marlow Signature Nolan E. Marlow Date 12/08/2023

## Disclaimer: Shipping and Handling

### Shipping Information and Requirements

By engaging in our shipping services, customers are obligated to provide precise shipping contact information. This includes the first and last name, title, phone number, and email address of the individual designated to oversee shipping logistics. Customers must also explicitly state whether their location possesses a designated dock for receiving shipments. This information is crucial for planning to ensure the most efficient and timely delivery method.

### Direct Shipments from Manufacturers

BIS Digital reserves the right to dispatch particular items, such as monitors and specific components, directly from the manufacturer. While this approach may result in separate arrivals from bundled systems, it is essential to secure timely deliveries and the uncompromised condition of individual components. Rest assured, we manage this process to minimize any potential disruption to your project.

### Shipping Costs

The expenses associated with shipping and handling will be determined according to project-specific requirements. Customers will receive a set price for these costs included in a Bill of Materials prior to proceeding with any shipment. Our objective is to maintain cost-efficiency while upholding the highest standards of care for your equipment.

### Shipping Schedule and Tracking

BIS Digital collaborates closely with customers to establish a shipping schedule that aligns with project timelines. Timely delivery is a paramount commitment, and customers will be kept informed of the shipping status through proactive communication. Additionally, when applicable, customers will be granted access to tracking services and notifications, affording them the means to monitor the status of their shipments, thereby facilitating appropriate preparation for the arrival of their AV equipment.

### Disclaimer and Contact Information

This Shipping and Handling Disclaimer serves as a general guideline for our shipping and handling procedures. BIS Digital is firmly committed to addressing specific inquiries or concerns regarding shipping in a prompt and efficient manner, all with the overarching goal of ensuring a seamless and expedient shipping experience for your AV equipment. Should you require further clarifications, have concerns, or need additional assistance, we encourage you to reach out to our dedicated support team.

**Does the delivery site include lockable storage?**

Yes – BIS Digital will use on-site lockable storage.

**Is the delivery site equipped with a loading dock?**

Yes – BIS Digital will use an on-site loading dock.

By signing below, I certify that I am an authorized signer for Augusta-Richmond County Superior Court and have reviewed and approved BIS Digital's Shipping and Handling Disclaimer. I understand that this disclaimer provides a general overview of shipping expectations and agree to hold BIS Digital harmless from liability arising from third-party carrier errors, damages, or delays. Furthermore, I acknowledge that if specific shipping instructions, such as address details, carry-in delivery, or attention-to information, are required, I will promptly forward these instructions to the designated account manager for implementation. I also recognize that any delays in providing accurate shipping information may result in project delays, and I accept responsibility for mitigating such delays by promptly addressing any shipping-related requirements.

Client Name

*Nolan E. Martin*

Signature

*Nolan E. Martin*

Date

*12/08/2023*

## **Disclaimer: Client-Initiated Modifications and Post-Installation Changes**

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This document serves as a disclaimer by BIS Digital, Inc. to address concerns regarding client-initiated modifications and changes made to audiovisual systems during or post-installation. We urge all clients, their respective staff, and any applicable third-parties, to carefully review and understand the following points.

### **Responsibility for Modifications**

BIS Digital takes pride in delivering high-quality audiovisual systems and solutions that are carefully designed, installed, and configured according to the client's specific needs and requirements. Any modifications, alterations, or changes made to the installed systems by the client or their staff after the completion of installation are outside the scope of our original service and responsibility.

### **Risk and Implications**

Clients are advised that making unauthorized modifications to the audiovisual systems, including hardware and software, may result in compatibility issues, operational errors, and system malfunction. BIS Digital shall not be held responsible for any issues or damages that may occur due to these client-initiated modifications.

### **Client Decision-Makers**

We encourage clients to designate responsible individuals who will oversee and approve any changes or updates to the audiovisual systems, and who understand the potential consequences of unauthorized modifications.

### **Client Communication**

In the event that clients intend to make changes or upgrades to the installed systems, we kindly request that they notify BIS Digital in advance. This will allow us to assess the proposed changes for compatibility and potential impacts on the system.

### **Warranty and Support**

Our standard warranty and support services apply to the audiovisual systems as they were originally installed and configured by BIS Digital. Any client-initiated modifications may void these warranties and may incur additional charges for repair or maintenance.

### **Dispute Resolution**

In the event of disputes arising from client-initiated modifications and their impact on the audiovisual systems, BIS Digital is open to engaging in a constructive dialogue to find mutually acceptable solutions. However, the ultimate responsibility for such modifications rests with the client.

### **Acknowledgment**

By continuing to use or make changes to the audiovisual systems installed by BIS Digital, clients acknowledge their understanding and acceptance of this disclaimer.

### **Contact Information**

For any questions, concerns, or inquiries related to this Disclaimer, please contact BIS Digital through our official channels.

Please note that this disclaimer is a fundamental aspect of our service agreements. BIS Digital is committed to delivering exceptional AV solutions and ensuring the longevity and functionality of our installations. We appreciate your cooperation in preserving the integrity of our work.

## Client Site Preparation Checklist

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As part of delivering a seamless experience, there are a few things clients can do ahead of time that greatly impact the speed and efficacy of an on-site or remote installation. In either instance, BIS Digital highly recommends reviewing the client checklist provided below and completing all applicable items within the timeframes listed should you choose us as your technology partner. If you have any questions about the items on this list, please don't hesitate to contact your account manager or call us directly at (800) 834-7674.

### At least 30 Days Prior to Installation Date:

- Identify the location where the AV equipment will be installed and ensure that it meets the necessary specifications, including proper power and electrical outlets, HVAC, lighting, and structural support.
- Provide BIS Digital with a comprehensive list of all existing AV equipment and systems that will be integrated with the new equipment, including make and model numbers.
- Ensure that all necessary software and firmware updates have been performed on existing equipment.
- Ensure that all required permits and licenses have been obtained, including those related to construction or renovation work as applicable.
- Ensure that any necessary network infrastructure is in place, including existing routers, switches, and firewalls.
- Provide BIS Digital with any applicable IP addresses to ensure that the AV equipment is properly configured to integrate with the network.
- Ensure that the appropriate personnel are present during the installation, including facilities personnel, IT personnel, and any other key stakeholders.
- Establish a clear communication plan with BIS Digital to ensure that any issues or concerns that arise on-site are promptly addressed.
- Coordinate with BIS Digital to schedule any necessary training sessions for end-users to ensure that they are familiar with the AV equipment and its functionality.

### If Archiving Recordings to a Network Path:

- Create a dedicated folder on the network for recording files.
- Ensure the Universal Naming Convention (UNC) path is available for that folder.
- Ensure each recording PC will have network access to this path.
- Ensure user logging into a recording computer will have read/write access to this path.

### Day Before Installation:

- Provide BIS Digital with any necessary access codes or keys to the installation site.
- Ensure any pre-shipped equipment is accounted for and accessible to the technicians on site.
- Ensure any existing computers will be in proper working order, free of viruses, have internet access, and be in the place where they will be used.
- Provide BIS Digital with any necessary user credentials and network access information to ensure that the AV equipment is properly integrated with the network. If this cannot be provided, please ensure someone with administrator rights will be available during the installation.

### Note on Recording Storage:

The DCR recording software can write files to multiple locations simultaneously. BIS Digital will create a C:\DCR Recordings folder on the local recording computer as the primary storage method. A mirror copy can be written to a network, external HD, flash drive, SD card, or CD/DVD. Mirroring to a network location is the preferred method. When mirroring to a network path, any user that intends to record audio/video will also need read/write/modify access to this network path so that the files can mirror successfully. When considering storage methods, BIS Digital recommends revisiting state or local government requirements for long-term storage.

### If Archiving Recordings to a CD/DVD:

- Ensure any existing CD/DVD burners meet BIS Digital specifications, function properly, and be installed at each recording computer.
- Ensure any applicable CD/DVD writing software is installed unless purchasing from BIS Digital.
- Provide a sample of writable media for testing/training and going live with the system. CD-R and DVD +R are the supported disk types.

## Standard Training Disclaimer

The scope of training provided by BIS Digital is limited to the standard operation and maintenance of the equipment as outlined in this scope of work and in accordance with the manufacturer's requirements. Training is intended to equip end-users with the knowledge necessary to independently and effectively operate the integrated audiovisual systems.

Our training sessions are conducted by an installing technician who is most knowledgeable about the specific system, especially in cases where adjustments or modifications have been made due to unforeseen conditions on-site. This ensures that users receive tailored, accurate, and up-to-date information regarding their AV system.

The estimated total hours of training, as listed in the table below, are calculated under the assumption that each user will be trained individually. This approach is adopted because BIS Digital recognizes that end-user availability for training may vary significantly. However, we can accommodate group training sessions for efficiency. Please note that group sizes are generally limited to no more than five (5) people to ensure the quality and effectiveness of the training.

Please be aware that our training sessions are standardized and may not accommodate specific learning disabilities or impairments. Our technicians are not certified trainers and are unable to provide specialized training for such cases. If any subset of client users requires special accommodations due to learning disabilities or impairments, we strongly encourage a "train-the-trainer" approach with the client. This means that the client should designate an individual or individuals within their organization to receive the standard training and then provide tailored training or support to those with specific needs.

While every effort is made to provide comprehensive training, BIS Digital shall not be held liable for any errors, omissions, or issues arising from the use of the integrated audiovisual system following training. Users are encouraged to seek additional support or clarification if necessary.

By proceeding with training services provided by BIS Digital, you acknowledge that you have read and understood this disclaimer, and you agree to abide by the terms and conditions stated herein. If you have any questions or concerns regarding our training services or this disclaimer, please do not hesitate to contact us.

	Estimated Hours	Number of Users
DCR		
DCR-VC		
DCR Player		3
Web Access / Network Monitor		3
Room Control	4.50	
Evidence Presentation	4.50	
Other (see notes)		
<b>Total</b>	<b>9</b>	

**Estimated Number of 8 Hour Training Days in Addition to Installation (as Facilitated by 1 Technician):**

0.38



## Optimal Specifications for BIS Digital Recording PC Systems (v8.5)

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### PC Requirements:

#### 2/4 Channel Audio Only

- 8GB RAM (For Windows 7-11 @ 64-bit)
- 256 GB Hard Drive / 8 MB Cache / 7200 RPM
- Intel Core i5 Processor
- Ethernet RJ-45 Network Interface 100/1000
- USB 3.0 Ports
- Microsoft Windows 7-11 Professional

#### 4/8 Channel Audio w/ 4 Video Channel Max

- 8GB RAM (For Windows 7-11 @ 64-bit)
- 1TB Hard Drive / 8 MB Cache / 10,000 RPM
- Intel Core i5 Processor
- Ethernet RJ-45 Network Interface 100/1000
- USB 3.0 Ports
- PCIe Slot (For Non-IP Video Solutions Only)
- Microsoft Windows 7-11 Professional

#### 8/16 Channel Audio w/ 8 Video Channels

- 16GB RAM (For Windows 7-11 @ 64-bit)
- 2TB Hard Drive / 8 MB Cache / 10,000 RPM
- Intel Core i7 Processor
- Ethernet RJ-45 Network Interface 100/1000
- USB 3.0 Ports
- PCIe Slot (For Non-IP Video Solutions Only)
- Microsoft Windows 7-11 Professional

## Audio Sources

	Location	Status	Placement	Type	Make/Model	DCR Channel	Function
A1	Clerk	Use 1 Client-Provided	Other (see notes)	Hand-held (Wireless)		N/A	Use in VTC



## Speakers

	Location	Status	Type	Zone	Make/Model
S1	Gallery	Use 12 Client-Provided	In-ceiling Speaker	2	



## Video Sources

	Location	Status	Placement	Type	Make/Model	Shot	Dist. to Target	Target	DCR Channel	Function
V1	Clerk	Provide 1 New	Desk-sitting	HDMI Video Feed	Cynap Pure Pro				N/A	N/A
V2	Clerk	Use 1 Client-Provided	Rack-mounted	HDMI Video Feed	Cable TV Box				N/A	N/A
V3	Clerk	Use 1 Client-Provided	Other (see notes)	HDMI Video Feed	Clerk PC				N/A	N/A



## Displays

	Location	Status	Placement	Size	Type	Make/Model	Include Audio?	A/V Room Controls?	Annotation Control?
D1	Wall C	Provide 4 New	Wall-mounted (tilt)	50"	Display		No	Yes	No

## Room Control Panels

	RC1	RC2	RC3	RC4	RC5
Speakers (Volume/Power)	✓				
BYOD Pairing (On/Off)	✓				
Microphones (Levels/Mute)	✓				
Source Select	✓				



## Equipment

	Location	Status	Make / Model	Ports Available
Amplifier	Rack	Use 1 Client-Provided		
Assisted Listening System	Rack	Use 1 Client-Provided		
Desktop/Laptop	Clerk	Use 1 Client-Provided		
DSP/Mixer	Rack	Provide 1 New		
NAS Drive				
Network Switch	Rack	Provide 1 New		
Power Conditioner	Rack	Use 1 Client-Provided		
Presentation System	Clerk	Provide 1 New		
Video Distribution Amplifier				
Video Input Switcher				
Other (see notes)				

## Rack(s)

	Location	Status	Type	Access	Conduit	Units Available
Rack 1	Clerk	Use 1 Client-Provided	Enclosed	Direct (in-room)	Existing	16U

## Infrastructure

### On-site lockable storage?

Yes – BIS Digital will use on-site lockable storage.

### Loading dock?

Yes – BIS Digital will use an on-site loading dock.

### Known asbestos?

Unknown – Client is not aware of any asbestos at time of scope, but knows that remediation will be necessary if discovered.

### Conduit available?

Yes – Conduit can be accessed and approved for use by the building facilities.

### Access above ceiling?

N/A – Ceiling access is not needed.

### Any ceiling height on-site greater than 12 feet?

No – Ceiling heights at all locations are below 12 feet.

### Cables ran in-wall?

Yes – Existing infrastructure will support running cables in-wall.

### Cables ran on floor with coverings?

No – Existing infrastructure will not support running cables on the floor or client does not approve the use of coverings to facilitate cable runs.

### Equipment mounted on walls, ceilings, or floors as needed?

N/A – Equipment will not be mounted for this scope.

### At time of walk, client confirmed that installation structures will support installed equipment as applicable?

Yes – Client confirmed structure WILL support installed devices.

### At time of walk, client confirmed relocating rack or equipment may require new cable runs for existing equipment as applicable?

Yes – Client confirmed possible relocation constraints.

### Room Diagram:

