



Statewide Contract Information Sheet

Statewide Contract Number	99999-SPD-SPD0000210-0004	NIGP Code(s)	See page 6
Name of Contract	Audiovisual Equipment and Related Services		
Effective Date	06/16/2023	Expiration Date	06/15/2026
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Supplier Information Sheet

Contract Information	
Statewide Contract Number	99999-SPD-SPD0000210-0004
PeopleSoft Supplier Number	0000057727
Supplier Name & Address	
Atlanta Soundworks, Inc. dba ASW (Awarded Category 1 & Category 2) 580 Marksmen Ct. Fayetteville, GA 30214	
Contract Administrator	
Bryan Patten Director of Sales 770-716-7400 ext. 1009 bryan@aswav.com	
Contact Details	
Ordering Information	Atlanta Soundworks, Inc. dba ASW 580 Marksmen Ct. Fayetteville, GA 30214 accounting@aswav.com
Remitting Information	Atlanta Soundworks, Inc. dba ASW 580 Marksmen Ct. Fayetteville, GA 30214

Discounts	See Supplier Specific Discount Price Sheet
Payment Terms	Net 30 Days
Bid Offer includes	State and Local Government
Acceptable payment method	Supplier will accept Purchase Orders and the Purchasing Card under this contract as permitted by current policies governing the Purchasing Card program.



Key Benefits

Key benefits of the contract include:

- Diverse Supplier base representing all the necessary manufacturers.
- Varying discounts per manufacturer and per which manufacturers Suppliers can sell.
- Minimum discounts remain constant throughout the term of the contract, including any renewals.
- Easy to order and compare pricing in Team Georgia Marketplace.
- High level of customer service support, before and after the sale of goods/services.
- Project Management & System Integration.

Contract Term, Renewals, Extensions

Current Term End Date: 06/15/2025

Renewal 1: 06/16/2025 to 06/15/2026

DOAS Contact Information

Duane Tomlinson

Contract Management Specialist

Email: duane.tomlinson@doas.ga.gov

Telephone: 404-850-4075

For Team Georgia Marketplace question(s)

Procurement Help Desk

Telephone: (404) 657-6000

Fax: (404) 657-8444

Email: procurementhelp@doas.ga.gov



Ordering Instructions

Ordering Instructions for Atlanta Soundworks, Inc.:

1. The cost structure for this contract is Percentage Discount off MSRP (i.e., manufacturer Catalog/Manufactured Suggested Retail Price, Private Label Catalog, Commercial Price Book, etc.) for Audiovisual Equipment Manufacturer/Brand for Equipment and Hourly Rate per Job Title for Professional Services. The discount includes all cost (i.e. profit, overhead, operating & administrative expenses, commissions, transaction charges, delivery charges, administrative fees, etc.)
2. Each Suppliers' discount price list is available under their Supplier profile in Team Georgia Marketplace together with Supplier contact information, eVerify, certificate of insurance, and executed contract.
3. To obtain product and pricing information and receive a quote, please contact the Suppliers directly. Orders will be placed and processed outside of Team Georgia Marketplace due to the nature of this contract.
 - a. NOTE: For Category 2 – Audiovisual Solutions, all pricing or charges related to travel and/or lodging must be itemized in a quote at the point of sale. In addition, if the Supplier is charging for travel and/or related expenses it must be aligned with the state's current travel policy or as it may be amended from time to time. Suppliers can review the State's travel policy at <https://sao.georgia.gov/travel/state-travel-policy>.
4. Supplier's quotes should list awarded Supplier's assigned Statewide Contract number and must include a detailed breakdown of cost for equipment and/or services (model numbers, specific versions of equipment, misc. materials, etc.)
 - a. It is best practice to seek quotes from multiple suppliers.
 - b. All Audiovisual projects and integrations that include professional services provided by Supplier, should be formally managed by a full time, in-house employee of the Supplier whose primary role is project management. All major components of the project should be detailed and outlined using a Comprehensive Scope of Work, either the Comprehensive Scope of Work Template provided or a Supplier specific Comprehensive Scope of Work. The Comprehensive Scope of Work should clearly state all necessary steps and requirements of the project and the process to fully achieve the Authorized User's project goals. Each phase/milestone of the project should also clearly indicate the line-item price of each component included in each phase. Milestone payments are allowed for Audiovisual Solutions Projects but should be fully agreed upon by both Authorized User and Supplier before the project can commence. Authorized User and Supplier shall both sign off on the acceptance of the project for each milestone phase before any payment is made. Any change in key personnel of the project shall be communicated in writing to the Authorized User.
 - c. In addition to clearly stating all necessary steps, requirements, phases, milestone payments outlined in the agreed upon Comprehensive Scope of Work. The Scope of Work should include written specifications that define the overall system quality expectations, a bill of materials or equipment listing.
5. All integrated Audiovisual Solutions and related services should be purchased using a Purchase Order. Equipment should be purchased using either a Purchase Order or a Procurement Card (P-card). For more information regarding how to obtain or use a P-card, Contact the State Cards Program Manager at pcard@doas.ga.gov.



Audiovisual Equipment and Related Services

Supplier Name: **Atlanta Soundworks, Inc.**
Supplier Contract Number: **99999-SPD-SPD0000210-0004**

Category 2 - Supplier Extended Warranty Offerings

- a) ASW has multiple channels for submitting support requests based upon client's needs.
1. Dedicated support phone number with a live English-Speaking person (8:00 A.M. to 5:00 P.M. EST Monday – Friday)
 2. Support email address (support@aswav.com)
 3. Support ticketing portal (<https://desk.zoho.com/portal/asw/>)
 - i. ASW's ticketing portal provides automated contract Service Level Agreement enforcement and provides client visibility on demand.
 - ii. The ASW Client Support Manager is Nick Sheppard.
 - iii. ASW to respond to all standard support ticket requests within 12 hours 8:00 A.M. to 5:00 P.M. EST Monday – Friday
 - iv. Premium support response time is within 4 business hours
 4. Calls, emails, and support tickets received after regular business hours will be responded to on the next business day. In the event of an emergency, ASW will follow the after-hours support under the terms of the state contract.
- b) Upon notification of an issue with equipment provided under this contract, ASW will open a trouble ticket and schedule a technician to troubleshoot and initiate the RMA process with the manufacturer if necessary. During the 180-day workmanship warranty period and for equipment covered under an active service agreement that includes labor, ASW will remove and reinstall the equipment at no charge to the client. ASW may also provide loaner equipment based upon availability.
- c) Your ASW client manager will handle vendor warranty claims on your behalf. The status and progress of the claim can be tracked in your ASW client portal. Based upon individual end-user preferences, email notifications of ticket updates will also be sent.
- d) The ASW support portal is available at <https://desk.zoho.com/portal/asw/>. This system provides real-time updates of tickets as well as reporting on SLAs and MTTR.
- e) ASW's escalation path is short and simple. SLA violations are automatically escalated by our ticketing system. ASW clients are provided direct contact information for all contacts within the escalation chain. Client -> Service Technician -> Service Manager -> COO -> CEO
1. ASW has documented processes for customer complaint escalation. If the account representative cannot fulfill or meet a customer request in a timely manner, this situation would then be escalated to the Service Manager. If a further escalation is needed, it would then go to the COO. Lastly, the CEO will get involved if escalation is warranted to satisfy the customers' needs.

ASW provides a 180-day warranty on workmanship for system integration work. ASW also offers extended warranties and service agreements for most equipment and installed systems. These service agreements include preventative maintenance such as firmware updates, filter cleanings, dust removal and system inspection to keep installed systems operational.



Contract NIGP Codes

28595	Wiring Devices: Adapters, Caps, Connectors, Extension Cords, Fluorescent and HP Starters, Outlets, Plates and Covers, Plugs, Receptacles, Safety Cord Lock, Switches, Terminals, etc. (Incl. Recycled Electrical Products, Supplies)
65590	Studio Production Equipment: Backdrop Mechanisms, Floods, Posing Stools, Reflectors, Spots, Stands, Strobe Systems, etc. (See Class 285 for Lamps)
69031	Controls, Integrated System
83835	Communication Systems, Integrated, Including Telephone, Clock, Intercom, etc.
84014	Audio Equipment and Accessories, Television, Microphones, Mixers, and Amplifiers
84056	Teleconference Systems, Audio/Video, Including Video on Demand Systems
84059	Television, Interactive Digital LED/LCD HDTV, Integrated with PC
84074	Video Monitors, Demodulators, Signal Processors, etc.; Accessories and Parts
84076	Video Projectors, Accessories and Parts
88011	Audio Visual Equipment and Supplies, (Not Otherwise Classified)
91802	Audio and Visual (A/V) Consulting
92064	System Implementation and Engineering Services
92591	Video and Audio Design Engineering
93906	Audio-Visual Equipment Maintenance and Repair
93977	Sound Equipment, Including Microphones, Speakers, Recording Equipment, etc., Installation, Maintenance and Repair
94086	Tower Maintenance and Repair
96246	Installation and Removal Services (Not Otherwise Classified)