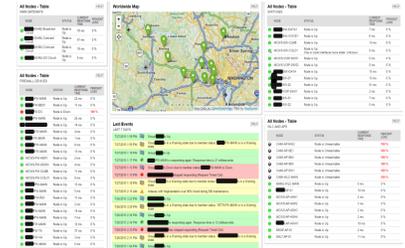




If a service issue is Information Technology in nature, an administrator will be able to e-mail ITSupport@MCWSolutions.net, and a service ticket respective to our IT support services will set off the same metrics as described under AV Support. All standard service reports found within the service portal can be extracted by MCW personnel at the click of a button and issued to Authority personnel should they choose to manage their service and support ticketing via e-mail.



Our dispatch personnel are agnostic in their ability to react to a service ticket’s technical discipline, and will immediately re-direct a service ticket to the proper MCW technology realm if they find that the issue is better suited for another technology service department.

MCW’s Network Operations Center is UL2050-certified and properly sized and manned to provide total Radford University Audiovisual service and support.



Our dispatch personnel are present 24 hours a day, 365 days a year. As they, and our field personnel, work through a service ticket or task order project, MCW’s Support Portal provides all parties with access to essential data, even down to the equipment unit number that was serviced or installed. It also provides a dashboard of information and the ability to initiate functions, such as:

- ❖ Severity/Impact Analytics
- ❖ Email History
- ❖ Contacts
- ❖ Service Board
- ❖ Status of Tickets/Projects
- ❖ Connector
- ❖ Documents
- ❖ Products
- ❖ Priority
- ❖ Actual Hours
- ❖ Detailed Notes
- ❖ Expenses
- ❖ Communication
- ❖ Audit Trails
- ❖ Agreements
- ❖ Team

Proposed Coverages and Pricing include the following services and are further described below:



Categories	Services and Coverage
Availability	Telephone Technical Support: 5 days a week, 7:30 am until 5:00 p.m. EST.
Initial Response	Normal Business Hours: You will be contacted within 2 working hours following receipt of a service call.
On-Site Response	Priority response in service queue. MCW will attempt to provide next day on-site response. (Dependent on time of initial contact). Monday through Friday.
Parts Repair and Replacement	Defective equipment will be replaced or repaired through the manufacturer RMA process with expedited and or advanced replacement. No additional fees or shipping charges to be incurred. No labor charges will accrue.
Labor Coverage	All parts are covered by the Manufacturer’s warranty. No labor charges will accrue. All labor is covered as well as incidental materials.
Software Coverage	Firmware revisions are for control systems and their respective ancillary units. Hardware codecs are covered. Firmware for codecs will be updated to the latest revision release.
Preventative Maintenance	Quarterly
Firmware Updates	Note: Manufacturer codecs require the annual warranty coverage to be current. No labor charges will accrue. Normal business hours



Terms and Conditions

MCW Solutions (MCW) shall provide the services and/or hardware described in the Scope of Work (“SOW”) set forth above and will provide the services described in the SOW in a professional and workmanlike manner in accordance with “best in class” generally accepted industry standards. MCW may provide additional services or hardware beyond those described if the parties agree in writing to such services. Services and/or hardware not specifically described in the SOW shall be the responsibility of Client or other third parties engaged by Client.

Client's Responsibilities Client shall provide MCW with all information, surveys, reports, and professional recommendations and any other related items reasonably requested by MCW in order to perform the services described in the SOW (the “Services”) or deliver the hardware. When available, Client must provide MCW with up-to-date plans in the event they impact the Scope of Work. MCW may rely on the accuracy and completeness of these items without any obligation of independent verification. Client will not be responsible for obtaining or paying for necessary permits from authorities with jurisdiction over the Services unless MCW provides written notification in the SOW stating otherwise.

Estimated Schedule MCW shall use commercially reasonable efforts to render the Services in accordance with any committed timetable set forth in the SOW. During the course of providing the Services, events outside the reasonable control of MCW may impact the completion schedule, MCW shall not be held responsible for any delays in meeting the completion schedule resulting there from. Delays or movement in scheduled dependent predecessor tasks will not change the required minimum time for MCW to complete their associated task/work. As a result, this may or may not impact the overall completion date of the project. MCW shall notify Client of any such delays within 48 hours.

Fees and Payment Client shall pay MCW the fees for Services and/or Hardware set forth on the invoice consistent with the payment term provisions set forth above. All payments are due to MCW upon receipt of invoice, unless otherwise agreed to by MCW. Client shall pay interest in the amount of 1.5% per month, or the maximum rate permitted by applicable law, on all amounts more than 30 days past due. Client shall reimburse MCW for all reasonable costs and expenses of collection, including attorneys’ fees.

MCW has determined this project to be one requiring Government type billing. Please see the relative payment schedule below.

Government

Payment Schedule	Bill Amount	Approximate Due Date
Deposit	0%	Proposal Execution or Purchase Order
Progress Payments	Monthly Invoicing	Net 30
Substantial Completion	10%	Net 30
Final Payment	Balance/10%	Net 30

Termination / Suspension of Contract Either party may terminate this Agreement at any time upon not less than 30 days prior written notice to the other party. Client shall pay MCW for all Services rendered up to the effective date of termination plus any associated restocking fees for materials that cannot be returned for credit. MCW may terminate this Agreement or suspend the performance of the Services if Client fails to pay MCW any invoice issued pursuant hereto. MCW shall have no liability to Client or any third party as a result of any such suspension or termination.

Independent Contractors All employees and representatives of MCW will be deemed for purposes of all compensation and employee benefits to be employees or representatives of MCW and not employees or representatives of the Client and in performing the Services, such employees and representatives will be under the direction, control, and supervision of MCW, and not the Client. MCW will have the sole right to exercise all authority with respect to the employment (including termination of employment), assignment and compensation of its employees and representatives.



No Agency Relationship Nothing in this Agreement shall be deemed to make any party the agent of the other party or to otherwise constitute a partnership, franchise, or joint venture relationship between the parties.

Indemnification Client shall indemnify, defend and hold MCW its officers, directors, employees and agents harmless from and against any and all claims, liabilities, suits, demands, losses, costs and expenses, including, but not limited to, reasonable attorneys' fees and other expenses and fees incurred through appeal, and interest thereon, accruing or resulting to any and all persons, firms or any other legal entities on account of any damages or losses, including injuries or death, or economic losses, arising out of the Services; provided, however, Client shall not be required to indemnify MCW for claims where MCW, its officers, directors, employees or agents are found to be solely responsible by final non-appealable judicial decision for such damages or losses based upon such entity's or person's willful misconduct or gross negligence.

Warranty; Limitation of Liability EXCEPT AS SPECIFICALLY SET FORTH HEREIN, MCW MAKES NO WARRANTIES, WHETHER EXPRESS, IMPLIED OR STATUTORY, REGARDING OR RELATING TO THE SERVICES PROVIDED TO CLIENT UNDER THIS AGREEMENT. TO THE GREATEST EXTENT ALLOWED BY LAW, MCW SPECIFICALLY DISCLAIMS ALL IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND ARISING FROM A COURSE OF DEALING, USAGE OR TRADE PRACTICE, EXCEPT TO THE EXTENT SUCH WARRANTIES CANNOT BE WAIVED. IN NO EVENT WILL MCW BE LIABLE FOR ANY LOSS OF PROFITS, LOSS OF USE, LOSS OF GOOD WILL, BUSINESS INTERRUPTION, COST OF COVER OR INDIRECT, PUNITIVE, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND ARISING OUT OF THIS AGREEMENT.

Miscellaneous This Agreement shall be governed by and construed in accordance with the laws of the Commonwealth of Virginia, without regard to its conflict of laws provisions. Any legal action or proceeding relating to this Agreement shall be instituted in any state or federal court in Fairfax County, Virginia, and the parties agree to submit to the jurisdiction of, and agree venue is proper in, the aforesaid courts in any such legal action or proceeding. This Agreement is the entire and integrated agreement between Client and MCW with respect to the subject matter herein and supersedes all prior negotiations, statements or agreements, either written or oral. The parties may amend this Agreement only by a written instrument signed by authorized representatives of both Client and MCW. If any term or provision of this Agreement is found to be unenforceable or invalid for any reason, the remainder of this Agreement shall continue in full force and effect, and the parties agree that any unenforceable or invalid term or provision shall be amended to the minimum extent required to make such term or provision enforceable and valid. Neither Client nor MCW shall assign this Agreement without the prior written consent of the other party, which consent shall not be unreasonably withheld. Should any legal proceeding be commenced by MCW seeking to enforce any of its provisions, including, but not limited to, fee provisions, if MCW is the prevailing party in such proceeding, it shall be entitled, in addition to such other relief as may be granted, to a reasonable sum for attorneys' and expert witnesses' fees, which shall be determined by the court or forum in such a proceeding or in a separate action brought for that purpose. Nothing in this Agreement shall create a contractual relationship for the benefit of any third party. Any notices required or permitted under this Agreement or required by law must be in writing and must be: (i) delivered in person; (ii) sent by registered mail, return receipt requested; (iii) sent by overnight courier, (iv) or sent by facsimile, each case forwarded to the appropriate address set forth below. This Agreement may be executed in one or more counterparts, including facsimile, each of which when executed shall be deemed to be an original, but all of which taken together shall constitute one and the same instrument. Neither party will incur any liability to the other party on account of any loss or damage resulting from any delay or failure to perform all or any part of this Agreement if such delay or failure is caused, in whole or in part, by events, occurrences, or causes beyond the control and without negligence of the parties, including but not limited to acts of God, riots, acts of war, earthquakes, fire and explosions.



Maintenance Terms of Service

Preventative Maintenance

Preventative maintenance is the act of cleaning and maintaining the audio visual equipment as to prolong its service life and help aid in preventing equipment failure due to dust buildup, dirty ventilation fans, blocked air vents, etc. The preventative maintenance in this contract includes all audio visual equipment installed by MCW Solutions or others listed in the maintenance schedule. The technician will utilize compressed air, safe cleaning agents, and micro fiber cloths to clear dust and debris from the audio visual equipment. If a projector lamp needs replacement and the client has a replacement lamp available, the technician will replace it during his visit. MCW Solutions will not provide projector lamps and they are not included in this contract. Projector lamps can be purchased through MCW Solutions prior to the preventative maintenance and the technician will install the newly purchased lamp at the time of service.

Professional Video Calibration

The professional video calibration includes connecting a professional video testing device into the video system that will display various test patterns and when necessary adjusting the displays to have the highest quality image possible. If a display is exhibiting issues, a report will be written describing the issue and possible resolutions. That report will be provided to the client the following day. MCW Solutions will not be responsible for repairing any display that cannot perform as expected.

Professional Audio Tune-Up

The professional audio tune up includes connecting a professional audio testing device to the audio system and utilizing specialized software to set proper audio levels and correct any equalization issues for the best possible audio experience the system is capable of producing. If no audio adjustment controls are available, the technician will not perform this maintenance.

Software and Firmware Updates

The technician will determine upon first visit if and what devices that are part of the audio visual system are capable of software and/or firmware upgrades. If a firmware upgrade is available, the technician will install the new software/firmware to the device. This does not include computers or tablets. On occasion, a device can become unresponsive during a firmware upgrade. If this should occur during the maintenance, the technician will contact technical support for the device and begin a repair process. MCW Solutions will not be responsible if this should occur. You can also elect not to have this service performed. The technician will provide you with a list of all devices that are eligible for a software/firmware upgrade prior to the upgrade and will proceed once permission is given.

Complete System Function Test

During the maintenance visit, the technician will verify the Network Video System operates as designed. Any deficiencies will be documented and provided to the client in the maintenance report. If existing issues are found, the technician will attempt to make repairs to the AV system to get it back to normal operation. If a device is found to be damaged or nonfunctional, the technician will discuss replacement options and the associated costs with you. All equipment repair or replacement costs will be the responsibility of the client.

Billing

This maintenance contract will automatically renew every (365) days until the contract is cancelled by the client. At the start of your contract, an email notification will be sent to you describing the start date of your contract and the date of auto renewal. Thirty (30) days prior to the end of your contract a notice will be sent to the email address on your account notifying you of the upcoming renewal.

Items Not Covered:

- Any items damaged caused by misuse, abuse, accident and/or disasters (fire, flood, water, wind and lightning).
- Items designed to fail in order to protect the equipment, such as power and/or lightning suppressors, also are not covered by this plan.
- Any existing damaged devices



- Consumables such as projector lamps, filters, and fuses.
- Purchaser network failures resulting in equipment going offline or experiencing damage.



**REQUEST FOR PROPOSAL
RFP # R16-024**

ISSUE DATE: October 1, 2015

TITLE: Networked Video Capture System

ISSUING AGENCY: **RADFORD UNIVERSITY**
Procurement and Contracts
David E. Armstrong Complex, 501 Stockton St.
Post Office Box 6885
Radford, VA 24142-6885

AGENCY WHERE WORK WILL BE PERFORMED: Radford University, Radford, VA

PERIOD OF PERFORMANCE: Upon Contract execution through January 31, 2021 plus five (5) one-year renewal options or as negotiated.

SEALED PROPOSALS DUE DATE/TIME: November 4, 2015 up to and including 3:00 PM Eastern Standard Time
PROPOSALS RECEIVED AFTER THE DUE DATE AND TIME CANNOT BE ACCEPTED.

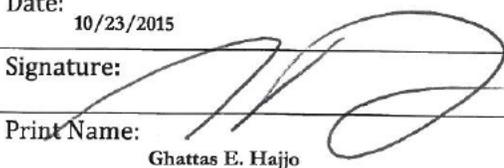
OPTIONAL PRE-PROPOSAL CONFERENCE: See Section IX and Attachment H

QUESTIONS/INQUIRIES: E-mail all inquiries for information to: Nancy Pressing, npressing@radford.edu
Questions may be submitted up to five (5) business days before due date.
RFP Addenda with questions and answers will be published on eVA with RFP.

IF PROPOSALS ARE MAILED, SEND DIRECTLY TO RADFORD UNIVERSITY, PROCUREMENT AND CONTRACTS, POST OFFICE BOX 6885, RADFORD, VA 24142. IF PROPOSALS ARE HAND DELIVERED OR SENT BY COURIER, DELIVER TO: Radford University, Procurement and Contracts, David E. Armstrong Complex, 501 Stockton St., Radford, VA 24142.

In compliance with this Request for Proposals and to all conditions imposed therein, the undersigned offers and agrees to furnish the goods/services described at the prices indicated in Attachment (G) - Pricing Table.

Legal Name and Address of Firm (Type or Print):

MCW Solutions, LLC.	Date: 10/23/2015	
20098 Ashbrook Pl. Ste. 100 Ashburn, VA 20147	Signature: 	
	Print Name: Ghattas E. Hajjo	
	Title: Founder & CEO	
FEI/FIN/SS No.: XXXXXXXXXX	Telephone: 703-726-1292	
eVA Vendor ID or DUNS No.: 128164139 DUNS 743078344 HQ TIN #	Fax: 703-726-1295	Email: GHajjo@MCWSolutions.net
Check all that apply: <input type="checkbox"/> Corporation <input checked="" type="checkbox"/> Partnership <input type="checkbox"/> Proprietorship <input type="checkbox"/> Individual <input type="checkbox"/> Woman-Owned <input type="checkbox"/> Minority-Owned <input checked="" type="checkbox"/> Small Business Department of Small Business and Supplier Diversity (DSBSD) Certification No. 671121 and Expiration Date:		
www.sbsd.virginia.gov for additional information.		

Note: This public body does not discriminate against faith-based organizations in accordance with §36 of the Governing Rules or against a offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

ADDENDUM NO. 1 TO ALL OFFERORS:

Reference Request For Proposal Number:	R16-024
Commodity:	Networked Video Capture System
Dated	October 18, 2015
For Delivery To:	Radford University Agency, Commonwealth of Virginia 501 Stockton Street Radford, Virginia 24142
Proposal Due Date/Time:	No change to RFP Nov 4, 2015 up to and including 3:00 PM Eastern Standard Time

This Addendum contains questions and answers from the Pre-proposal Conference held October 8, 2015 plus several edits/clarifications to the RFP. The deadline for receipt of proposals remains unchanged.

RFP EDITS –

1. DELETE: RFP R16-024, Attachment B – Special Terms and Conditions, Item # 29 – Inspection of Job Site entirely. No site visit is planned or required to respond to RFP R16-024.
2. DELETE: RFP R16-024, Attachment J, both Floorplans and Furniture – Remove shading from Fifth Floor, Room 5213 (part of the CAPS suite). This room should not be shaded as it is not involved with the networked video capture system.
3. DELETE AND REPLACE: RFP R16-024, Attachment F – Statement of Needs, Item 4.2 to read: High definition video recording and playback along with high quality audio recording and playback.
4. DELETE AND REPLACE: RFP R16-024, Attachment F – Statement of Needs, Item 4.5 to read: Supports video and audio on/off recording controls initiated locally in each uniquely controlled room, initiated remotely from the observation room, and initiated by advance schedule. Describe what hardware will be installed in each room to achieve in-room on/off controls, how that interacts with remote and schedule on/off controls, how the proposed system provides assurance that individual room video and audio recording is disabled when desired to allow secure meetings.
5. ADD NEW: RFP R16-024, Attachment F – Statement of Needs, Item # 5.3 to read: Cameras should be Power Over Ethernet (POE).

PREPROPOSAL CONFERENCE QUESTIONS AND ANSWERS –

The numbers followed by “Q” are questions, and those followed by “A” are answers to those questions.

1Q – Please clarify the use of fixed and PTZ cameras as it relates to use of the system, live video, and remote viewing.

1A –The function and use of the spaces will impact camera placement and choices. Each offeror may propose where and how many of each type of camera they recommend based on the descriptions and drawings provided in RFP R16-024. Some spaces, especially larger spaces, may need more flexibility, so PTZ may provide more flexibility. Each offeror may propose multiple options within their proposal for consideration. Pricing should include unit pricing of each proposed camera.

The cameras will be used in the educational process. Students will conduct sessions and may view recordings. Faculty may view in the observation room or in their office, they may view live and view recordings, and they may enter feedback within the recordings.

2Q – Could all rooms potentially have a live observer controlling the cameras?

2A – Yes.

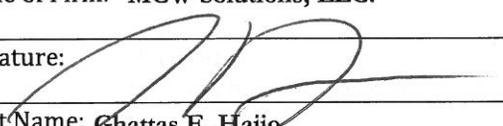
3Q – Will the new system be incorporated into other systems?

3A – No, at this time all cameras will be isolated from other systems, such as building surveillance. Mixing systems with different purposes could be problematic.

Note: A signed acknowledgement of this addendum must be received at the location indicated on the IFB either prior to the proposal due date and hour or attached to your proposal. Signature on this addendum does not substitute for your signature on the original proposal document. The original proposal document must be signed.

Respectfully,
Nancy Pressing

Phone: 540-831-5090
Fax: 540-831-5946
Email: npressing@radford.edu

Name of Firm: MCW Solutions, LLC.	
Signature: 	Title: Founder & CEO
Print Name: Ghattas E. Hajjo	
Date: 10/20/2015	

ADDENDUM NO. 2 TO ALL OFFERORS:

Reference Request For Proposal Number:	R16-024
Commodity:	Networked Video Capture System
Dated	October 29, 2015
For Delivery To:	Radford University Agency, Commonwealth of Virginia 501 Stockton Street Radford, Virginia 24142
Proposal Due Date/Time:	No change to RFP Nov 4, 2015 up to and including 3:00 PM Eastern Standard Time

This Addendum contains questions and answers. The deadline for receipt of proposals remains unchanged.

QUESTIONS AND ANSWERS -

The numbers followed by "Q" are questions, and those followed by "A" are answers to those questions.

1Q – Attachment F, Section 3.4, "Allow Radford University to download all video if needed and store on another system", can the Authority provide additional data/clarity as to their expectations for this requirement?

1A – Attachment F, Section 3.4 – We want to know whether a proposed system will allow us to export video/audio, and if so in what format, should we need to migrate to another system in the future.

2Q – Attachment F, Section 8.1, "Describe compatibility of proposed system with potential client architecture, operating systems, databases, and other IT variables", we do not have enough information about the current architecture, operating systems, or databases to provide a clear and unambiguous response to this data call item. Can the Authority provide an overview of the systems to which our proposed systems will be compatible with?

2A – Attachment F, Section 8.1 - We want to know the environments in which a proposed system is functional and compatible. Radford University's environment may be different in many ways from other potential clients who could order under any resulting contract, so it's best to approach this response as describing the environments in which a proposed system is demonstrated to function rather than speaking only to the Radford University environment. That's why we did not describe only one environment, but left it open-ended.

3Q – Attachment G, Sections 6.4 – 6.7, 6.10 and 6.11, the questions described therein are at the discretion/needs/wants of the Authority, can you provide some clarity as to your needs/wants/wishes regarding these items?

3A – Attachment G, Section 6 – Since the system we seek will not be hosted, none of the Items in Section 6 are applicable. You may enter Not Applicable or N/A for those responses.

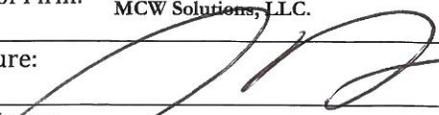
Note: A signed acknowledgement of this addendum must be received at the location indicated on the IFB either prior to the proposal due date and hour or attached to your proposal. Signature on this addendum does not substitute for your signature on the original proposal document. The original proposal document must be signed.

Respectfully,

Nancy Pressing

Phone: 540-831-5090

Fax: 540-831-5946
Email: npressing@radford.edu

Name of Firm: MCW Solutions, LLC.	
Signature: 	Title: Founder & CEO
Print Name: Ghattas E. Hajjo	
Date: 10-30-2015	