**EXHIBIT A: STATEMENT OF WORK**

1. **WORK**

* 1. Contractor will provide professional audio-visual and video conferencing services, including but not limited to maintenance of existing equipment, installation, support, repair, software updates, replacement, best practice recommendations, and new equipment to meet the needs of the Court, at all Court locations, including but not limited to all courtrooms, jury assembly rooms, public queuing areas, conference rooms, and training rooms (hereinafter referred to as “Services”). In addition, Contractor will provide Preventative Services as specified in Section 1.5(a) below.
  2. **No Minimum Guarantee**. The Court makes no guarantee of the number of requests for Services and no guarantee of the number of hours or quantity of materials required to perform the Work.
  3. **Background check**. Pursuant to section 1.6(e) of Exhibit B: General Terms and Conditions, prior to performing any Services, Contractor’s employees who will be performing Services are required to undergo the Court’s criminal background check at Contractor’s expense. Contractor will not assign any person who fails a background check o or who has any felony conviction to perform Work under this Agreement.
  4. **Approval and Quotes**.
     1. All Work under this Agreement requires pre-approval by the Court’s Project Manager.
     2. Contractor will provide quotes for Services under this Agreement as requested by the Court’s Project Manager. Quote will include estimated costs separated for labor and materials, and estimated start and completion dates.
  5. **Preventative Services**.
     1. Contractor will provide annual service visits to the following Court locations. Contractor will coordinate with the Court’s Project Manager and provide a planned and controlled program of systematic inspection, adjustment, lubrication, and replacement of components, as well as performance testing and analysis of all installed and portable audio-visual systems and equipment, according to manufacturer specifications and recommendations:
* San Bernardino Justice Center (SBJC), 247 West Third Street, San Bernardino, CA 92415
* Vineyard Training Center, 9607 Business Center Drive, Ranch Cucamonga, CA 91730
* Historic Training Room, 351 North Arrowhead Avenue San Bernardino CA 92415
  + 1. Contractor will provide the Court with a report of all visits, including equipment checklists, date of installation (if available), end of warranty period, recommended repair and replacement analysis, and recommended time intervals for equipment maintenance schedules.
    2. Contractor will provide the Court with audio-visual industry updates on new technologies and best practices for installed and portable equipment.
    3. Contractor will provide software/firmware upgrades, patches and small programming as necessary or required for the audiovisual system controllers or operating systems.
    4. Contractor will perform simple installation work.

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* 1. **Standard and Emergency Services**.
     1. Contractor will provide a toll free number to receive trouble and service request calls from authorized Court AV personnel during Standard M&S Hours. In addition, Contractor will work with the Court to provide a link to help desk software to provide a faster response time and better tracking of repair incidents.
     2. Contractor will coordinate and provide standard on-site maintenance and assessment of malfunctioning equipment within two (2) business days of the request.
     3. Contractor will coordinate and provide emergency assistance to the Court and assessment of malfunctioning equipment within four (4) hours on the same day of the request, if such request is received before 12:00 PM Pacific Time, or by 8:00 AM Pacific Time the next business day if such request is received after 12:00 PM Pacific Time.
     4. Contractor will coordinate and provide on-site maintenance, repair and/or replacement of malfunctioning equipment for the locations.
     5. Contractor will coordinate and oversee the factory repair equipment process on behalf of the Court, which includes direct interaction with equipment manufacturer, distributor, and/or supplier.
     6. Contractor will provide and install loaner equipment if repairs are to exceed forty-eight hours (48), and assistance in securing that equipment from a third-party vendor if necessary.
     7. Contractor will provide and install new equipment on a pre-scheduled basis.
     8. Contractor will perform simple installation work.
  2. **Training and Support**.
     1. Contractor will provide training of court staff on an as needed basis for installed and portable audio-visual equipment and systems as determined by and in coordination with the Court’s Project Manager. Contractor will submit a written report of all training to the Court’s Project Manager in a layout and format agreed upon in advance.
     2. Contractor will make all commercial efforts to provide immediate remote telephone support services for new equipment and technology assessment and solution inquiries.
  3. **Certifications/Licenses.**
     1. Contractor will maintain a California Contractors License Class, Electrical (C10) and Low Voltage (C7)
     2. Contractor will maintain BICSI, Registered Communications Distribution Designer (RCDD) certified
     3. Contractor will maintain a Crestron DM certification for installation of digital media systems
  4. **Special Request Services**.
     1. The Court may inquire into availability of Services on a per-specific-event basis. The Court may reserve Services on or near the date of an event or months in advance and may cancel at any time with no cancellation fee. Service requests for events that occur outside of Standard M&S Hours or events that require special Court staff scheduling, vendor or venue coordination must be resolved by the Court and Contractor within the constraints of advance requirements of third-party vendors and venues, and no later than forty-eight (48) hours prior to the event.

*End of Exhibit A*