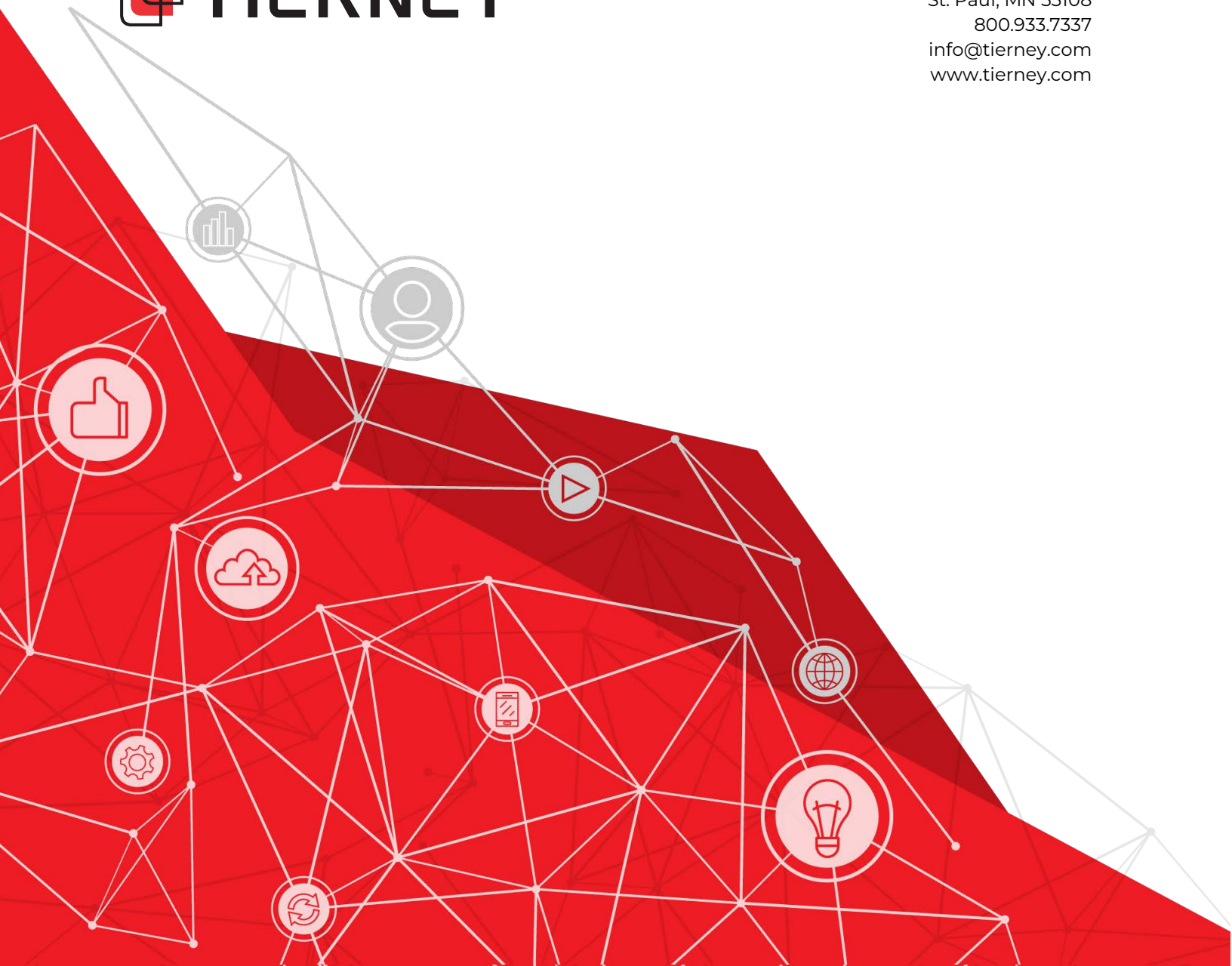




1771 Energy Park Dr. Suite 100
St. Paul, MN 55108
800.933.7337
info@tierney.com
www.tierney.com



PROPOSAL

Design & Integration by Tierney



THANK YOU
FOR CONSIDERING US!

Tierney has been in the business of helping our partners improve their communication and tell their unique stories for over forty years. The only way to accomplish this is to listen to our customers needs, provide consultation based on our experience, and deliver on our promise. We strive to be a valued and trusted partner to your organization, not simply a supplier.

On behalf of our entire team at Tierney, we truly appreciate the opportunity to work with you on delivering your vision and supporting you each step of the way. Our success is dependent on your success.

Robert T. Gag
CEO



Wednesday, September 09, 2020

City of Shakopee

Proposal for Audio-Visual Service

RE: City of Shakopee Fire

Opportunity Number: 21608 R3

Scope of Integration Services

Summary of Work to be completed by Tierney at **2700 Vierling Drive East, Shakopee, MN, 55379**.
(Please initial if address is correct or provide correct address. _____)

Quote 189110: A - City of Shakopee Fire Training Room

Tierney shall remove the two existing Panasonic projectors and provide and install a single Epson WUXGA (HD) laser projector (6000 ANSI Lumens). The projector will be installed centered in the ceiling using a lateral shift bracket to adjust for the in room light fixtures. The image will be projected on a fixed frame screen at the front of the room measuring 57.5" X 92" in a 16:10 video format.

Two flat panel displays will be installed for additional viewing coverage to the left, and right of the projection screen. On the left will be a 75", and on the right will be an 86". Both will be wall mounted using tilt mounts. The user will have the ability through the control panel located at the lectern to send the same, or separate (matrix) video sources to each of the display devices. A 55" monitor will be installed from the ceiling at a location TBD during a pre-installation site visit with a Tierney Project Manager providing the presenter with a confidence monitor showing the presented material.

The existing VGA connections, as well as the composite video input used for the DVD player will not be reconnected as the new projector doesn't provide a composite input. The DVD player will be removed from the system.

A single HDMI wall input plate will be installed near the existing lectern location, and is intended for a user provided laptop for presentation. The following inputs will be provided at the equipment rack location in a room adjacent to the Training Room.

- HDMI input for an OFE (owner furnished equipment) dedicated PC
- HDMI input for an OFE cable box
- ~~HDMI input for a Barco Clickshare wireless presentation device with two USB dongles.~~

A ceiling mounted Vaddio PTZ camera will be installed and adjusted to view the front of the room. Three presets will be provided within the control system.

- Tight shot of presenter at the lectern location
- Presenter, and projection screen
- Wide shot of the front of room

~~Six Shure in ceiling microphones will be installed (two on the left side, two on the right side, and two in the center of the room to provide audio pickup of the participants. This audio will be used for far end audio when in a video conference, and will not provide voice lift within the room. Two existing wireless~~

mics will be reused, and will provide far end conference audio, as well as voice lift within the room. The PTZ camera feed, as well as the existing microphones will be connected to the dedicated PC used for web conferencing. The client will be responsible for providing an RF wireless keyboard, and mouse for use with the dedicated PC. Web conferencing will not be available at the lectern laptop input.

~~An assisted listening device will be installed, along with four body pack receivers with neck loops for T-Coil hearing aid systems.~~

The existing ceiling speakers, and amplifier will be reused for program audio.

A Crestron 10" touch panel will be located at the lectern, and will provide the following functionality.

- Projector power on/off
- Power on off of the three flat panel displays.
- Individual source routing to any of the four display devices. System startup will default as the dedicated PC routed to all displays.
- Camera presets as described above
- Program audio level control with mute. System startup will default to a nominal level.
- Individual level control of the wireless presenter microphones with mute.
- ~~Ability to mute all ceiling mics simultaneously~~

The client will be responsible for providing the following items two weeks prior to the installation date.

- Electrical disconnected from the existing projection screens.
- Quad electrical outlet (20 amp dedicated circuit) at the projector location.
- Quad electrical outlet at each of the three display locations.
- Duplex electrical outlet (20 amp dedicated circuit) at the equipment rack location.

Customer Expectations:

If multiple rooms were quoted, installation pricing for this proposal assumes that all quotes will be signed off on and installed at the same time. If one or more of the quotes in this proposal are not approved, existing quotes will need to be revised to reflect those changes and additional charges may apply.

Equipment locations such as closets, or cabinetry may require additional venting, or in some cases, dedicated cooling units to keep equipment operating at standard temperatures.

Tierney will not be responsible for the condition and functionality of any existing OFE (Owner Furnished Equipment) during the installation process. This includes transitioning product from the process of de-installation to re-installation. Should existing equipment fail or be found to not work properly with our system design, the customer will have the option of sourcing a Tierney approved replacement part or Tierney will offer a billable replacement alternative. If OFE malfunction causes delays in the installation timeframe, additional billable labor charges may apply.

We appreciate the opportunity to present this proposal. If you have any questions, please do not hesitate to contact us at your convenience at 612-331-5500. Our fax number is 612-331-3424.

Proposal Prepared By:

Sales Representative - Heidi Harvey

Systems Engineer - Darrick Knutson

(Please initial to acknowledge and authorize the Scope of Integration Services presented here. _____)



Quote

#189110

1771 Energy Park Drive, Suite 100, St. Paul, MN 55108
(612) 331-5500 | (800) 933-7337 | Fax (612) 331-3424
www.tierney.com

9/9/2020

Bill To

Accounts Payable
City of Shakopee
485 Gorman Street
Shakopee MN 55379

Ship To

City of Shakopee Fire
2700 Vierling Drive East
Shakopee MN 55379

Memo:

A - Training Room R3

Expires	Sales Rep	Contract	Terms
12/8/2020	209 Heidi Harvey	MNS-CPV 152129	Net 30

Qty	Item	MFG	Price	Ext. Price	Cost	Ext Cost	Markup %	Category
	A - Training Room R3							
	Display Solution							
1	CMA110 Ceiling Plate w/1.5" Pipe Threads	Chief	\$43.80	\$43.80	\$38.76	\$38.76	13%	Mounting Hardware
1	CMA-440 CMA-440 8" X 2' Ceiling Plate	Chief	\$86.31	\$86.31	\$76.38	\$76.38	13%	Mounting Hardware
1	CMS018024W Adjustable Pipe 18"-24" White	Chief	\$87.60	\$87.60	\$77.52	\$77.52	13%	Mounting Hardware
1	CMS0406 4-6' Adjustable Extension Column	Chief	\$110.79	\$110.79	\$98.04	\$98.04	13%	Mounting Hardware
1	LSB100 Lateral Shift Bracket for RPA	Chief	\$30.92	\$30.92	\$27.36	\$27.36	13%	Mounting Hardware
1	RPAOW Milestone Projector Mount Original Style White	Chief	\$117.52	\$117.52	\$104.00	\$104.00	13%	Mounting Hardware
1	XCM1U XL, SINGLE COLUMN, CEILING MOUNT	Chief	\$364.56	\$364.56	\$322.62	\$322.62	13%	Mounting Hardware
2	XTM1U X-Large Fusion Micro-Adjustable Tilt Wall Mount	Chief	\$240.25	\$480.50	\$212.61	\$425.22	13%	Mounting Hardware
1	28851V Parallax 0.8 57.5" x 92" or 109" Diagonal	Da-Lite	\$2,819.80	\$2,819.80	\$2,495.40	\$2,495.40	13%	Projection Screens
1	V11H901020 PowerLite L610U Standard Laser Projector, 6,000 Lumens, WUXGA	Epson	\$2,880.37	\$2,880.37	\$2,549.00	\$2,549.00	13%	Data/Video Projectors
2	75UT640S0UA 75" Class (74.6" viewable) - UT6400 Series LED TV - 4K UHD (2160p) 3840 x 2160 - edge-lit - black - wifi	LG	\$1,930.49	\$3,860.98	\$1,708.40	\$3,416.80	13%	Display Monitors
1	86UT640S0UA 86IN LCD TV 4K UHD TAA SMRT WLS HDMI 3YR	LG	\$3,501.09	\$3,501.09	\$3,098.31	\$3,098.31	13%	Display Monitors



189110



Quote

#189110

1771 Energy Park Drive, Suite 100, St. Paul, MN 55108
 (612) 331-5500 | (800) 933-7337 | Fax (612) 331-3424
 www.tierney.com

9/9/2020

Qty	Item	MFG	Price	Ext. Price	Cost	Ext Cost	Markup %	Category
1	CMA473 XL PLENUM CEILING BOX	Chief	\$114.01	\$114.01	\$100.89	\$100.89	13%	Mounting Hardware
1	999-30230-000W EasyIP 20 Camera WHITE Key Features: 20x Optical zoom 1/2.5-type Exmor R CMOS sensor 70.2° horizontal field of view One EasyIP (Network PoE+) and one HDMI video output Supports up to two EasyIP Mixers or Decoders simultaneously	Vaddio	\$2,754.37	\$2,754.37	\$2,437.50	\$2,437.50	13%	Video Conferencing
1	535-2000-296 Off-Set Drop Down Mount for Vaddio ClearVIEW HD-20, HD-19 and HD-18 Video Source Solution Owner Furnished Product - Cable/Sat Rcvr Owner Furnished Product - Laptop Owner Furnished Product - PC	Vaddio	\$265.17	\$265.17	\$234.67	\$234.67	13%	Audio-Visual Furniture
4	MHD18G-35PROBLKA MicroFlex Active Pro AV/IT 18G Extended Length HDMI Cables with ProGrip, CL3, Jet Black 35ft	Comprehensi ve	\$66.16	\$264.64	\$58.55	\$234.20	13%	Cabling
4	MHD18G-6PROBLK MicroFlex Pro AV/IT Certified 4K60 18G High Speed HDMI Cable with ProGrip Jet Black 6ft	Comprehensi ve	\$18.81	\$75.24	\$16.65	\$66.60	13%	Cabling
1	DMPS3-4K-350-C 3-Series® 4K DigitalMedia™ Presentation System 350	Crestron	\$5,650.00	\$5,650.00	\$5,000.00	\$5,000.00	13%	Control Systems
4	HD-RXC-101-C-E DM Lite – HDMI® over CATx Receiver w/IR & RS-232, Surface Mount	Crestron	\$226.00	\$904.00	\$200.00	\$800.00	13%	Broadcast Video and Production
1	HD-TX-101-C-1G-E-W-T DM Lite – HDMI® over CATx Transmitter, Wall Plate, White Textured	Crestron	\$214.70	\$214.70	\$190.00	\$190.00	13%	Broadcast Video and Production
2	HD-TXC-101-C-E DM Lite – HDMI® over CATx Transmitter w/IR & RS-232, Surface Mount Audio Solution	Crestron	\$226.00	\$452.00	\$200.00	\$400.00	13%	Broadcast Video and Production



189110



Quote

#189110

1771 Energy Park Drive, Suite 100, St. Paul, MN 55108
 (612) 331-5500 | (800) 933-7337 | Fax (612) 331-3424
 www.tierney.com

9/9/2020

Qty	Item	MFG	Price	Ext. Price	Cost	Ext Cost	Markup %	Category
1	TesiraFORTE DAN VT TesiraFORTE DSP fixed I/O server with 12 analog inputs, 8 analog outputs, 8 channels configurable USB audio, 32 x 32 channels of Dante™, Acoustic Echo Cancellation (AEC) technology (all 12 inputs), 2 channel VoIP and standard FXO telephone interface	Biamp	\$2,371.87	\$2,371.87	\$2,099.00	\$2,099.00	13%	Control Systems
1,000	24-4P-P-L6SH-BLK Black Category 6 F/UTP EN series 23 AWG 4 pair shielded cable Reel Owner Furnished Product - CDi1000 Owner Furnished Product -CONTROL 26C/T Owner Furnished Product - SLX4-J3	Liberty	\$0.60	\$600.00	\$0.535	\$535.00	12%	Cabling
1	999-60210-000 EasyIP Decoder -Supports up to four EasyIP cameras and two Vaddio EasyMIC microphones (TableMIC or CeilingMIC) -Able to discover and pair with EasyIP Cameras and sources -Video is transported via EasyIP technology over the network to the decoder -Allows seamless control of cameras using remote UVC controls -Provides USB 3.0 output up to 1080p/60 streams -PoE+ powered Control Solution	Vaddio	\$677.15	\$677.15	\$599.25	\$599.25	13%	Video Conferencing
1	IRP2 IR Emitter Probe w/Terminal Block Connector	Crestron	\$28.25	\$28.25	\$25.00	\$25.00	13%	Cabling
1	TSW-1060-B-S 10.1" Touch Screen, Black Smooth	Crestron	\$1,356.00	\$1,356.00	\$1,200.00	\$1,200.00	13%	Control Systems
1	TSW-1060-TTK-B-S Tabletop Kit for TSW-1060, Black Smooth	Crestron	\$141.25	\$141.25	\$125.00	\$125.00	13%	Cabling
1	AMS-2624P 26 Port Switch With 24 Ports PoE Furniture/Rack Solution	Luxul	\$687.04	\$687.04	\$608.00	\$608.00	13%	Broadcast Video and Production
1	TIERNE-RHIM-RDRJ Rack Header-Image Series1 Rack-Logo	Liberty	\$15.80	\$15.80	\$13.98	\$13.98	13%	Audio-Visual Furniture
1	ERK-3525-AV ERK-3525-AV 19" Stand Alone Enclosure Kit	Middle Atlantic	\$1,230.06	\$1,230.06	\$1,088.55	\$1,088.55	13%	Audio-Visual Furniture



189110



Quote

#189110

1771 Energy Park Drive, Suite 100, St. Paul, MN 55108
(612) 331-5500 | (800) 933-7337 | Fax (612) 331-3424
www.tierney.com

9/9/2020

Qty	Item	MFG	Price	Ext. Price	Cost	Ext Cost	Markup %	Category
1	HP-Screws HP Box of 100 PCS 10-32 Screws Black	Middle Atlantic	\$16.27	\$16.27	\$14.40	\$14.40	13%	Audio-Visual Furniture
1	LBP-1A "L" SHAPED LACING BAR, 10 PC. PACK	Middle Atlantic	\$24.91	\$24.91	\$22.05	\$22.05	13%	Audio-Visual Furniture
3	U1 Utility Rackshelf, 1 RU, 10.75"D	Middle Atlantic	\$30.51	\$91.53	\$27.00	\$81.00	13%	Audio-Visual Furniture
	System Core and Infrastructure Solution							
1	DL-ARDA 1 Adapter Cable DisplayPort male to HDMI female 5 inches long (AR-DPM-HDF) AR-MDPM-HDF 1 Adapter Cable Mini-DisplayPort male to HDMI female 5 inches long (AR-MDPM-HDF) MD826AM/A 1 Apple Certified Adapter Lightning (M) to HDMI (F) and Lightning (F) to power device (MD826AM/A) MJ1K2AM/A 1 Apple Certified Adapter USB C to HDMI w/USB A Port (MJ1K2AM/A) AR-UCM-HDF 1 Adapter Cable USB "C" male to HDMI female 9 inches long (AR-UCM-HDF) DL-AP2 Security clamp to attach Apple Adapters to DL-AR system (DL-AP)	Liberty	\$255.89	\$255.89	\$226.45	\$226.45	13%	Cabling
8	CAT6STP-3BLK Cat6 Snagless Shielded Ethernet Cables, Black, 3ft	Comprehensive	\$4.42	\$35.36	\$3.92	\$31.36	13%	Cabling
9	Integration Item CAT6STP-5BLK	Comprehensive	\$4.77	\$42.93	\$4.23	\$38.07	13%	Video Products
2	USB3-AB-6ST USB 3.0 A Male To B Male Cable 6ft.	Comprehensive	\$8.50	\$17.00	\$7.52	\$15.04	13%	Cabling
1,800	18-2C-P-BLK 18/02C STR BC CL3P Plenum Control Cable Black	Liberty	\$0.13	\$234.00	\$0.12	\$216.00	8%	Cabling
75	22-2C-PSH-BLK Black Audio and control 22 AWG 1 pair shielded plenum	Liberty	\$0.11	\$8.25	\$0.10	\$7.50	10%	Cabling
40	22-6C-P-BLK Black Commercial grade general purpose 22 AWG 6 conductor plenum cable	Liberty	\$0.20	\$8.00	\$0.18	\$7.20	11%	Cabling
1	N062-024-KJ-SH 24-Port 1U RM Shielded Blank Patch Panel	Tripp Lite	\$21.14	\$21.14	\$18.71	\$18.71	13%	Control Systems
11	Integration Item N238-001-SH-TF	Tripp Lite	\$5.70	\$62.70	\$5.05	\$55.55	13%	Video Products
1	Minnesota State Contract - Associated Hardware Includes Allowance for a Larger Screen		\$1,100.00	\$1,100.00				



189110



Quote

#189110

1771 Energy Park Drive, Suite 100, St. Paul, MN 55108
(612) 331-5500 | (800) 933-7337 | Fax (612) 331-3424
www.tierney.com

9/9/2020

Qty	Item	MFG	Price	Ext. Price	Cost	Ext Cost	Markup %	Category
11	Minnesota State Contract - Design / Engineering Professional/Technical Design Service; Engineering and Design		\$120.00	\$1,320.00				
35	Minnesota State Contract - Project Management		\$90.00	\$3,150.00				
16	Minnesota State Contract - In-House Installation		\$90.00	\$1,440.00				
48	Minnesota State Contract - On-Site Installation		\$95.00	\$4,560.00				
31	Minnesota State Contract - Programming and Configuration Professional/Technical Design Service; Programming and Configuration		\$120.00	\$3,720.00				
1	Minnesota State Contract - Maintenance / Service (Std 1 yr) Maintenance / Service; Standard One Year Installation Warranty		\$1,699.00	\$1,699.00				

Subtotal \$49,992.77

Tax (0%) \$0.00

Shipping Cost \$1,585.44

Total \$51,578.21

To accept this quotation, sign here : _____

Please reference this quote number on your purchase order.

Please inspect product upon delivery. State of Minnesota Contract Return Policy will apply.

Standard Times for Delivery from Receipt of PO*:

- Stocked Product Equipment Only Sales – Three to Five Business Days
- Non-Stocked Product Equipment Only Sales – Ten to 14 Business Days
- Integration Projects – Two to Eight Weeks

*All days include time in transit and assume product is not on back order with the manufacturer.



189110



Quote

#189120

1771 Energy Park Drive, Suite 100, St. Paul, MN 55108
(612) 331-5500 | (800) 933-7337 | Fax (612) 331-3424
www.tierney.com

9/9/2020

Bill To

Accounts Payable
City of Shakopee
485 Gorman Street
Shakopee MN 55379

Ship To

City of Shakopee Fire
2700 Vierling Drive East
Shakopee MN 55379

Memo:

Optional 3yr Warranty R3

Expires	Sales Rep	Contract	Terms
12/8/2020	209 Heidi Harvey	MNS-CPV 152129	Net 30

Qty	Item	MFG	Price	Ext. Price	Cost	Ext Cost	Markup %	Category
1	Optional 3yr Warranty R3 Minnesota State Contract - Maintenance / Service (PRM 3 yr) Maintenance / Service; Optional Upgrade to Premium 3 Year Installation Warranty including preventative maintenance.		\$2,999.00	\$2,999.00				

Subtotal \$2,999.00

Tax (0%) \$0.00

Shipping Cost \$0.00

Total \$2,999.00

To accept this quotation, sign here : _____

Please reference this quote number on your purchase order.

Please inspect product upon delivery. State of Minnesota Contract Return Policy will apply.

Standard Times for Delivery from Receipt of PO*:

- Stocked Product Equipment Only Sales – Three to Five Business Days
- Non-Stocked Product Equipment Only Sales – Ten to 14 Business Days
- Integration Projects – Two to Eight Weeks

*All days include time in transit and assume product is not on back order with the manufacturer.





1771 Energy Park Dr. #100, St. Paul, MN 55108
800.933.7337 | info@tierney.com | www.tierney.com

Tierney Premium Warranty Program

Designed for:

City of Shakopee

Terms and Conditions

Tierney offers a Premium Warranty on the installation you have purchased. Tierney will provide all labor needed to correct any defects in the system. All manufacturer warranties will be honored under this warranty and if equipment is out of warranty Tierney will facilitate all repairs through the manufacturer. Also included in the Premium Warranty the customer will receive:

- Unlimited Phone Support
- On-site service
- Preventative Maintenance Check

Preventative Maintenance Check will be completed toward the end of the Premium warranty period or annually for multi-year Premium warranty contracts. The warranty period commences at the end of the original installation warranty.

During the warranty period, Tierney will first work to resolve any problems by troubleshooting over the phone. If Tierney Support Specialists determine that the issue cannot be resolved over the phone, a Technician will be dispatched to your location(s) within 24-48 hours (if necessary) of the original call (Monday through Friday 8:00am – 5:00pm, excluding national holidays). Customers outside of a 100-mile radius of Tierney are subject to mileage and trip charges. If service is required after the Premium warranty period has expired, the customer will be billed at Tierney current labor rates.

Obtaining Warranty Service

To obtain warranty service, please use your custom support portal (support.tierney.com) and contact us via chat, phone, or email:

<https://support.tierney.com/>

Click here for a short video explaining how to log in to your support portal your first time:

<http://content.jwplatform.com/players/TpGSX21s-kaM9q1Ga.html>

If you have any questions, please email support@tierney.com or call us at 800-933-7337. You can also call our advanced support line, 855-612-7762.

Obtaining Your Preventative Maintenance Check

Tierney will send out an email 60 days prior to the completion of each year requesting the customer to contact a Support Specialist at 612-331-5500 or by email at support@tierney.com to schedule a Preventative Maintenance Check. Customer may call to schedule Preventative Maintenance Check prior to the 60 day period if they require it done at an earlier date. Preventative Maintenance Checks are done Monday through Friday 8:00am – 5:00pm. Customer is responsible for providing access for up to 2 hours per room for Preventative Maintenance Check.

Limitations of coverage

The following items are excluded from coverage under the warranty:

- a. Damage or other equipment failure due to causes beyond our control including, but not limited to, operator negligence, the failure to maintain the equipment according to the owner's manual instructions, abuse, vandalism, theft, fire, flood, wind, freezing, power failure, inadequate power supply, acts of war or acts of God.
- b. Any utilization of equipment that is inconsistent with either the design of the equipment or the way the manufacturer intended the equipment to be used.
- c. Premium Warranty covers all hardware related failures. Network or software related failures are not covered under Tierney Premium Warranty.
- d. Operational or mechanical failure which is not reported prior to expiration of this contract.
- e. If programming is needed and Tierney doesn't have access to the program then customer will be billed current programming rates.
- f. Programming changes or updates are not covered under maintenance agreement, all requested changes will be billed at current programming rates.
- g. Contract does not cover equipment that has been added or altered within the system during the contract period.
- h. Equipment where the serial plate attached to the equipment is removed, defaced or made illegible.
- i. Damage resulting from unauthorized repair, software virus, improper electrical wiring and connections.
- j. Existing Owner Furnished equipment.
- k. Lift and Scaffolding rental is not included.

This maintenance contract refers to:

**City of Shakopee Fire
21608 R3**

I have read, understand and agree to the above terms and conditions per the plan elected.

Authorized Signature: _____

Date: _____



1771 Energy Park Dr. #100, St. Paul, MN 55108
800.933.7337 | info@tierney.com | www.tierney.com

City of Shakopee
City of Shakopee Fire
21608 R3

Proposal Summary

Please Check the Quotes Intended for Purchase Order

A - Training Room R3

State Contract Total:	\$	51,578.21	
Non Contract Total:	\$	-	
Proposal Total:	\$	51,578.21	☐

Optional 2 Year Extension (3 years total) Premium Warranty Upgrade:

Total:	\$	2,999.00	☐
---------------	-----------	-----------------	--------------------------

Full Project Total With 3 Year Premium Warranty:	\$	54,577.21	
---	-----------	------------------	--

Tierney Intellectual Property Notice

All information in this proposal; including but not limited to Equipment Lists, Drawings, Scopes of Work; is considered confidential, and the intellectual property of Tierney Inc.

Tierney authorizes the Client notated on this quote to use the information provided for internal use only. This information is not authorized to be shared outside of the Client's organization without written consent from Tierney. The information is considered confidential, and only to be used within the Client's organization.

If the Client would like to share this information outside of their organization, or for the purposes of soliciting additional bids on the work, Tierney reserves the right to refuse that request, and/or charge for the time and materials it has taken to complete the work before authorizing the release of the information.

PROJECT PROPOSAL CONTENTS

SECTION 1 **BECOMING YOUR PARTNER**

SECTION 2 **WE DESIGN YOUR WORLD**

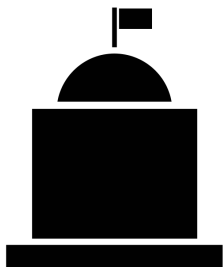
SECTION 3 **SIMPLE FACTS ABOUT US**

SECTION 4 **STEP BY STEP**

SECTION 5 **HELLO WE WOULD LOVE TO MEET**

SECTION 6 **PROJECTS**

SECTION 7 **TERMS & CONDITIONS**



OUR

MISSION

Provide our customers with the most suitable, reliable and advanced interactive solutions to inspire collaboration and improve performance.

1 | BECOMING YOUR PARTNER

IT'S WHAT WE ARE HERE FOR

Our years of experience across all vertical markets has developed our insights into trends, best practices, and best in class solutions for your technology initiatives.



**Earn
Your Trust**



**Provide
Solutions**



**Ongoing
Support**

Our goal is to be a trust partner, viewed as an experienced and valuable member of your team.

WHY WORK WITH AN INTEGRATOR

STRATEGY

- Consultation with your team to determine vision
- Establish your organizations design standards
- Create a solution that is scalable and forward thinking

DESIGN

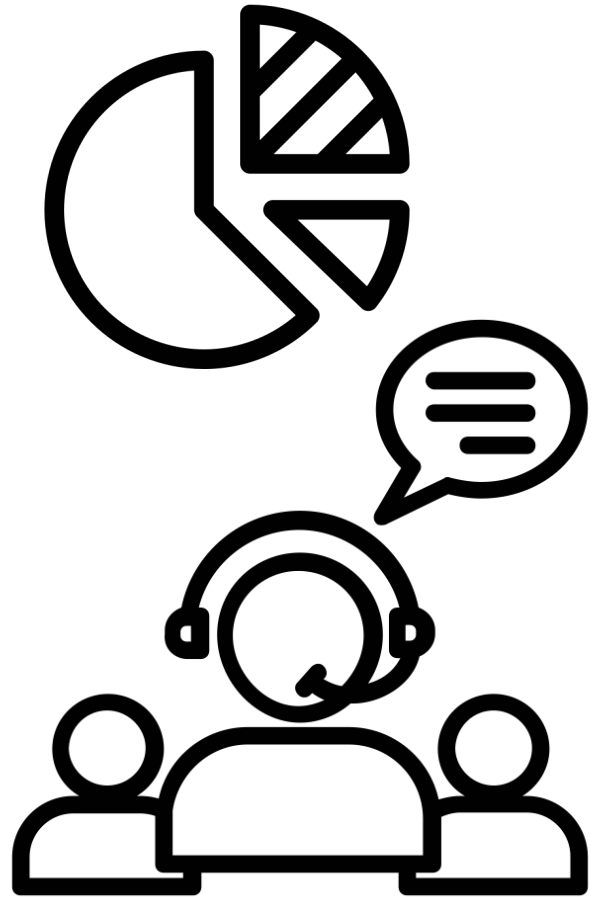
- We employ industry certified design engineers
- The design engineer is part of your team, working with your Account Executive
- A solution based on your desired scope will be created using industry leading manufacturers and practices

INTEGRATION

- Our teams of industry and state certified installers will ensure a professional installation
- A dedicated project manager will be assigned to your project to oversee the implementation from start to finish
- Upon completion of the project you will receive a full set of schematic drawings and any programming source code that was used

TECH SUPPORT

- Tierney provides unrivaled support with our easy to access helpdesk
- We utilize industry leading software to manage our service and support
- Our dedicated service team is the largest in the market and maintains their industry certifications to enable quick resolution to any service needs



We are driven by
creating
experiences that
deliver results for
your business, your
employees, or your
students.

2

WE DESIGN YOUR WORLD

... WITH BEST PRACTICES IN MIND

INTEGRATION IS OUR PLAYGROUND

Tierney's vast years of experience designing technology solutions for every market has shaped our award winning design philosophy. We use industry leading manufacturers and design with the future in mind. We listen to your current needs and design a system that allows for growth to the next logical step in your users technology growth. We also design to keep the user experience consistent from room to room and location to location.

SHORT PRESENTATION OF OUR SERVICES

And we can do more!

As a true collaborative partner to you and your organization, we not only work hard to understand your needs but also to change with you and develop services that can help fill gaps with in your organization.



STRATEGY

We are committed to developing and maintaining long-term partnerships with our customers and suppliers leading to solutions that are responsive to our customers' needs



MANUFACTURERS

Tierney is committed to actively pursuing new products or services to best serve our customers.



SYSTEMS

Tierney offers full systems installation and integration of all the products we offer. We have made it our goal to be the most qualified, full service integration team in the Midwest.



TECH SUPPORT

Service is a core value at Tierney. That's why we do repairs in our service center rather than shipping them to the manufacturer.



AV SOLUTIONS

Tierney offers full system design, installation and integration.



PROFESSIONAL DEVELOPMENT

Ongoing professional development is key to successful tech integration. Our PD team has the resources and experience to support your schools.



We are driven by creating experiences that deliver results for your business, your employees, or your students.

WHY RECOMMEND US

SIMPLE FACTS ABOUT US

WE ARE FULLY CAPABLE OF HANDLING YOUR NEEDS



Whether we are designing a small huddle space in your local office, a classroom or learning environment, or designing your new corporate headquarters somewhere around the country, we have you covered. From sales and design to implementation and ongoing support, our team of 175+ professionals value your partnership and work diligently to maintain your trust.

OUR COMPANY IN NUMBERS



175 +

wonderful people
working as a team



43

beautiful years of
achievements

10,000 +



successful projects
completed

RECENT AWARDS



AVIXA Certification

AV Provider of Excellence

WINNER / 2017 & 2016

BEST A/V Company

TCB Magazine

WINNER / 2018

FAST 50 AWARD

Twin Cities Business Journal

4 | STEP BY STEP

**FROM START TO FINISH, WE TAKE
YOUR IDEAS AND TURN THEM INTO
REALITY**

OUR APPROACH

Nobody knows your business better than you. You have goals and a vision, and our role is to listen, consult, and make that vision come to life.

Tierney has over forty years experience to draw from in the technology space. We pride ourselves on our comprehensive approach to make sure that we have taken all of the "unknowns" into account.

WHAT IS IMPORTANT

- Budget
- Timeline
- How do you currently work vs. how you would like to work
- Reliability and ease of use

NECESSARY STEPS TO PERFECTION

This walk we will do together!

PROJECT DEFINITION



We will sit down with your stakeholders to consult and develop your strategic goals for your investment.

STRATEGY & STRUCTURE



We will listen and develop an appropriate technology plan to meet current needs while allowing for future growth.

DESIGN



Tierney industry certified design engineers will research and build a solution to reliably achieve your project goals.

ONSITE DEVELOPMENT



Tierney project managers will work with you or your contractors to ensure the site is ready for installation and can support your newly integrated technology.

TESTING



Our installation professionals will build and test your system (many times this can be done in our production facility) to ensure a reliable performance.

LAUNCH



When the time is right to launch your new technology to your organization, Tierney will assist in training and providing materials to ease your staff into a more productive workplace.

HELLO!

WE WOULD LOVE TO MEET



For those of you that we have had the opportunity of working with in the past, THANK YOU for your partnership and trust in us. Our entire organization is grateful.

For those of you that are new to Tierney and considering us as a technology partner moving forward, we appreciate the opportunity and invite you to come and meet our wonderful team. Our new offices are a working showroom of some of the latest technologies being installed today, from conferencing to digital communications, interactive to collaborative, and much more.

The following page is a snapshot of “your team”, some of the folks that have been engaged on your project thus far.

THE BEST IN THEIR BRANCH

You will be amazed

**HEIDI
HARVEY**



SALES REP

Industry certified with 15+ years experience in technology consultation to help you navigate your technology initiative.

**DARRICK
KNUTSON**



ENGINEER

Industry certified with 13 years of audio visual design experience. Providing highly reliable system designs with thoughtful functionality in mind.

*A dedicated engineer will be assigned to your specific project

**JEFF
SORENSEN**



PROJECTMANAGER

Industry certified with years of experience in site preparation, scheduling, communication, and change management.

*A dedicated project manager will be assigned to your specific project

**ALYSSA
MEIERBACHTOL**



SALES COORDINATOR

Experienced SC providing a single point of contact for client communication in regards to purchase orders, invoices, deliveries, and project schedules.

**SEVILLA
ANDERSON**



TECH SUPPORT

Industry certified with three years of providing our clients ongoing support of any service, warranty, or preventative maintenance support they may need.

**KYLEEN
DONAHUE**



DIGITALSIGNAGE

Industry certified with 17 years of technology experience relating to hardware, software, content creation, deployment, and consultation as needed for your digital communication.

6

PROJECTS

SOME OF OUR INSPIRED PROJECTS



Factory Motor Parts

WHAT WE DID:

- ✓ Research & Consultation
- ✓ Design
- ✓ Project Management
- ✓ Installation

FMP

The FMP Partners Network is the independent service centers' connection to all the parts, tools and technology you need to take your shop to the next level. This program is designed exclusively for independent shops.

COMMISSIONED 2018

Research | Design | Programming



SOME OF OUR INSPIRED PROJECTS

Take a look at our recent work



McNamara Alumni Center COMPANY INSTALLATION

In continued efforts to maintain its level of bold and beautiful standards the McNamara center partnered with Tierney to install and upgrade the center's digital needs.

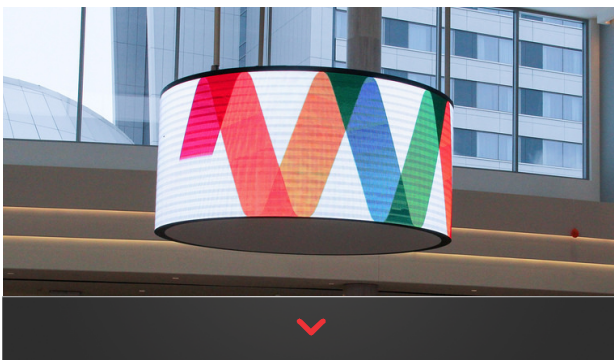
LINK: www.first-project.com



Rihm Kenworth COMPANY INSTALLATION

Tierney partnered with the company to design and implement their Audio Visual systems, as well as a portion of their internal and external signs and graphics for both of their new buildings.

LINK: www.first-project.com



Mall Of America COMPANY INSTALLATION

Tierney helped Mall of America accomplish this goal by providing two NanoLumens NanoWrap hanging "Halo" signage displays in two separate atrium areas within the most recent addition to the space.

LINK: www.first-project.com



Magnet 360 COMPANY INSTALLATION

Working alongside Salesforce for 14 years, Magnet360 has gained deep expertise across all Salesforce products, and uses the knowledge to ensure our customers extract the full potential out of the platform.

LINK: www.first-project.com

MAINTENANCE & SERVICES OPTIONS

In case you want more.

01 Support Contracts

- Customized Support Options
- Access to Support Portal
- Preventative Maintenance Check(s)
- Dedicated Support Specialist
- Next Day Onsite Support
- Manufacturer Repair Assistance
- Meeting Support

02 Onsite Support

- Six Trained Technicians available for onsite support
- Ten Trained Installers
- Standard and Emergency support available
- Meeting Support
- Preventative Maintenance Check(s)
- Loaner Equipment

03 Lifeline and Repair Service

- Unlimited Phone and Email Support
- Six Trained Support Specialists
- In House Warranty Evaluations
- In House Repair Services
- Product Provisioning
- Programming Assistance

Contact your rep for a quote on added maintenance and service options.



**PRODUCT
PROVISIONING**



**SUPPORT
PORTAL**



**PHONE/EMAIL
SUPPORT**



**REPAIR
SERVICES**



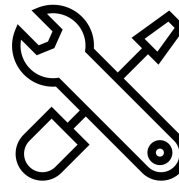
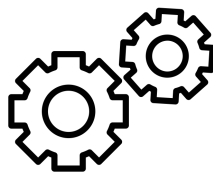
**SUPPORT
CONTRACTS**



**CUSTOMER
SATISFACTION
(NPS)**

TIERNEY TECHNOLOGY NOW

Tierney Technology Now is designed to create the highest level of technology flexibility and protection. Our mission is to provide our customers with technology solutions that solve problems and create communication and collaboration environments that enhance productivity and learning. Technology changes fast and Tierney Technology Now ensures that your team is running at peak performance within a monthly operating budget.



GET THE RIGHT TECHNOLOGY SOLUTION NOW

- Smarter Cash Flow with Op-Ex vs. Cap-Ex
 - Reduces Risk of depreciating asset
 - Streamline budgeting

TECHNOLOGY LIFE CYCLE MANGEMENT WITH LESS RISK

- 3 year terms with flexible options (Return/Extend/Refresh)
 - Consistent path to upgrade without capital
- Tierney ensures system reliability and functionality

PREMIUM SOLUTION SUPPORT

- Lifetime preventative maintenance to predict equipment failures before they happen
 - Lifetime on-site support for faster response time and less business interference
 - Lifetime phone/email support with dedicated technology expert
- Complete access to Zendesk Support Portal for reporting and tracking support tickets



TERMS & CONDITIONS

BECAUSE TIME IS MONEY

1. **Entire Agreement.** These Terms and Conditions apply to the Sales Order (the "Order") and shall constitute the entire agreement (the "Agreement" or "Terms and Conditions") of Tierney ("Seller") and Buyer with respect to the subject matter hereof. These Terms and Conditions are controlling and shall supersede any prior or contemporaneous agreements, understandings or representations, oral or written, relating to the subject matter hereof. These Terms and Conditions shall govern in the event of any conflict between these Terms and Conditions and any provision contained in any subsequent Sales Order or Purchase Order or otherwise, the terms of which, whether conflicting, supplemental or otherwise, are expressly rejected.
2. **Shipment, Title and Risk of Loss.** Unless otherwise agreed in writing, or pursuant to a Buy and Hold transaction, title and risk of loss pass from Seller to Buyer upon receipt of shipment from Seller. Seller is responsible for damage that occurs during shipment to the customer (FOB Destination), unless the customer has arranged the shipping contract with their own provider. If the buyer has arranged their own shipping method, the buyer would assume responsibility and ownership of the goods once the shipment is picked up at the Sellers location (FOB Origin). Unless otherwise agreed in writing, the method of shipment will be at Seller's discretion. Any delivery or shipment date is an estimate only.
3. **Payment.** For accounts where credit has been established, terms are net 30 days following the date of invoice. Amounts not paid in full within 30 days of date of invoice will be subject to a service charge of 1% per month on the unpaid balance to be included on each month's statement until paid in full. Payment options are EFT or check.
4. **Taxes and Other Charges.** In addition to any price provided in this Agreement, Buyer shall be liable for any tax, fee or other charge imposed on Seller at any time upon the sale and/or shipment of the products sold hereunder, now imposed by federal, state, municipal or any other governmental authorities or hereafter becoming effective for or during the period hereof.
5. **Cancellation or Default by Buyer.** This Order may not be cancelled in whole or in part by Buyer except with Seller's written consent. If at any time, in Seller's opinion, Buyer's credit is impaired, or if Buyer shall fail to pay to Seller any amount when due, under this or any other agreement, or if at any time Buyer shall indicate an intention to refuse to perform its obligation hereunder, Seller may at its option terminate this Agreement with respect to further shipments and all obligations of Buyer with respect to shipments previously made shall become immediately due and payable. In the event of such termination, Buyer shall remain liable to Seller for any and all loss or damage sustained due to Buyer's default. The Buyer's Liability, at the time of cancellation would be greater than or equal to 10% of the total of the order.
6. **Customized Goods.** In the event that the Order is for customized products or specially manufactured goods, or for products that Buyer customizes after receipt of the products, the Tierney Customized Product Sales Form shall be completed, attached hereto, and incorporated into these Terms and Conditions.
7. **Bill and Hold Transaction.** In the event Buyer has requested that Seller bill and hold the products pursuant to the Order, the Tierney Bill and Hold Agreement shall be completed, attached hereto, and incorporated into these Terms and Conditions.
8. **Force Majeure.** Seller shall not be liable for any loss, damage, delays, changes in shipment schedules or failure to deliver caused by any event beyond its reasonable control, including, without limitation, accident, fire, actual or threatened strike or riot, explosion, mechanical breakdown (including technological or information systems), plant shutdown, unavailability of or interference with necessary transportation, any raw material or power shortage, compliance with any law, regulation or order, acts of God or public enemy, prior orders from others, or limitations on Seller's or its suppliers' products or marketing activities or any other cause or contingency beyond Seller's control.

9. Limitation on Warranty and Remedies. Seller warrants those products manufactured by it against defects caused solely by faulty assembly for 30 days after delivery. All other products, and the components and materials utilized in any assembled or customized products, are covered by, and subject to, the terms, conditions and limitations of the manufacturer's standard warranty, which warranty is expressly in lieu of any other warranty, express or implied, of or by Tierney or the manufacturer. Buyer's exclusive remedy, if any, under these warranties is limited, at Tierney's election, to any one of (a) refund of Buyer's purchase price or (b) replacement of any such product. Buyer acknowledges that except as specifically set forth or referenced in this paragraph, THERE ARE NO REPRESENTATIONS OR WARRANTIES OF ANY KIND (INCLUDING, WITHOUT LIMITATION, IN ADVERTISING MATERIALS, BROCHURES, OR OTHER DESCRIPTIVE LITERATURE) BY SELLER OR ANY OTHER PERSON, EXPRESS OR IMPLIED, AS TO THE CONDITION OR PERFORMANCE OF ANY PRODUCTS, THEIR MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE, OR OTHERWISE. SELLER ASSUMES NO RESPONSIBILITY OR LIABILITY WHATSOEVER FOR MANUFACTURER'S PRODUCT SPECIFICATIONS OR THE PERFORMANCE OR ADEQUACY OF ANY DESIGN OR SPECIFICATION PROVIDED TO SELLER BY OR ON BEHALF OF BUYER. NO WAIVER, ALTERATION, ADDITION OR MODIFICATION OF THE FOREGOING CONDITIONS SHALL BE VALID UNLESS MADE IN WRITING AND SIGNED BY AN OFFICER OF SELLER. SELLER SHALL UNDER NO CIRCUMSTANCES, WHETHER FOR A FAILURE OF ITS LIMITED REMEDY OR OTHERWISE, BE LIABLE TO BUYER OR OTHERWISE FOR SPECIAL, INCIDENTAL, DIRECT, PUNITIVE, OR CONSEQUENTIAL DAMAGES.

10. Software License. Title to any software installed with the products sold to Buyer remains with the applicable licensor(s). All software is subject to the applicable license agreement that is included with the products. Buyer agrees to be bound by the license agreement once the software is opened, the package is opened or its seal is broken. Warranty for any software shall be in accordance with the license agreement. Seller does not warrant any software under this Agreement.

11. Limitation of Actions. Products are deemed accepted by Buyer unless Buyer notifies Seller in writing within 10 days after receipt of products, if for quantity, or within 30 days after receipt of products, if for quality, loss of or damage to products, and the products must be held available at Buyer's place of business for Seller's inspection. Any action for breach of this Agreement, other than for non-payment, must be commenced within one year of the date of shipment, or due date of delivery in the event of non-delivery, of the particular shipment upon which such claim is based. No claim may in any event be made after products have in any way been used or processed by the Buyer. Buyer's remedies set forth herein are exclusive and the total liability of Seller for damages with respect to this Agreement, or anything done in connection therewith, shall be limited to the purchase price of the particular shipment with respect to which such damages are claimed.

12. Returns. No products may be returned to Seller without Seller's written consent. Products returned without Seller's prior written consent will be refused.

13. Indemnification. Buyer shall indemnify and hold Seller harmless from and against any and all claims, actions, suits, proceedings, costs, demands, damages and liabilities of any nature, relating to or in any way arising out of the delivery, rejection, installation, possession, use, operation, control or disposition of the products purchased by Buyer.

14. Governing Law. This Agreement shall be exclusively governed by and construed in accordance with the internal laws of the state of Minnesota.

15. Amendment. This Agreement shall not be amended except by a writing signed by an officer of the Seller and specifically stating that it is an amendment.

16. Venue. Any suit, action or proceeding with respect to this Agreement must be brought exclusively in the courts of the State of Minnesota or in United States courts located in the State of Minnesota, as either party may elect, and Buyer hereby submits to the jurisdiction of such courts for the purpose of any suit, action or proceeding. Buyer irrevocably waives any objections which it may now or hereinafter have to the venue of any suit, action or proceeding arising out of or relating to this Agreement in the courts located in the State of Minnesota and irrevocably waives any claim that any suit, action or proceeding brought in any such court has been brought in an inconvenient forum.

17. Timeframe for Delivery of Professional Development Services (Training). Tierney shall deliver any professional development services to the buyer within 12 months after placement of sales order. Tierney shall no longer be liable to provide professional development services after 12 months. Tierney will consider any contract to deliver professional development services fulfilled on the date 12 months after placement of sales order.



THANK YOU
FOR YOUR BUSINESS



1771 Energy Park Dr., Suite 100
St. Paul, MN 55108
800.933.7337
info@tierney.com
www.tierney.com