

THE UNIVERSITY OF MEMPHIS®

Procurement Services
115 Administration Bldg
Memphis, TN 38152-3370
Phone (901) 678-2265 Fax (901) 678-2102

PURCHASE ORDER

THIS NUMBER MUST BE SHOWN ON ALL
INVOICES, PACKAGES AND
CORRESPONDENCE RELATED TO ORDER.

ISSUED TO: Interactive Solutions Inc
3860 Forest Hill Rd Ste 101
Memphis TN 38125

PO Number: P0017079

Issue Date: 10/02/07

Page No: 1

Delivery Date: 10/02/07

Vendor ID: U00007483

Please supply the following items or services in accordance with terms of your quotation, to the University of Memphis, Memphis, TN. ALL DELIVERY CHARGES ARE TO BE PREPAID AND INCLUDED IN THE PRICES SHOWN UNLESS OTHERWISE INDICATED BELOW. Cash discounts, when authorized, will be computed from the date of delivery or from the date correct invoices are received, whichever is later.

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201 John Willard Brister Hall
3699 Alumni Dr
Memphis TN 38152-3440
ATTN: Samuel Brackstone

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University of Memphis
Accounting Office
275 Administration Bldg
Memphis, Tennessee 38152-3370

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ITEM	QUANTITY	UNIT	DESCRIPTION	UNIT PRICE	EXTENSION
			<p>Reference RFP B0000193; FY08-P0017079-1ST YR; THIS ORDER EFFECTIVE DATE IS OCTOBER 4, 2007 AND CONTINUES THROUGH OCTOBER 3, 2008 AND ANNUALLY RENEWS ON OCTOBER 4 FOR THE FOLLOWING YEARS. FY09-2ND YR, FY10-3RD YR FY11-4TH YR, FY12-5TH AND FINAL YEAR. THIS WILL REBID FOR FY13.</p> <p>Indefinite quantity contract for the on-call supply and delivery of miscellaneous items and supplies as listed below. To be used by the department listed in the ship-to section. Items published in the Tennessee State Term Contracts are not to be included in purchases covered by this contract/order unless stated as such. Invoices are to be annotated with this purchase</p>		
				TOTAL:	CONTINUED

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AUTHORIZED
SIGNATURE:



FOR THE UNIVERSITY OF MEMPHIS

ACCOUNTING INFORMATION:

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5,000.00

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			<p>order number and department name. Persons authorized to place orders against this order are those listed having authority to place orders against this blanket order. This order may be subject to dollar limits that may be placed against this order.</p> <p>This Order is subject to cancellation upon a thirty (30) day written notice. This order does not guarantee that any funds will be spent on this order.</p> <p>The following product (s) description has been summarized. Product (s) delivered against this order must be made in accordance with the referenced quotation/proposal document (s).</p>		
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			<p>The Dollar amounts listed on this order are estimated and in NO Way are guaranteed to be used or obligated to be spent against this order. The amount that is spent may be less or more than the stated amount on this order. The amounts on this order are for budget information only.</p> <p>The University of Memphis reserves the right to consider the negotiation of this contract/order subject to annual renewal for up to four (4) additional years, after the first initial year. The "so-called" five (5) year contract/order will be reviewed annually as to renewal. The University in accordance with the Tennessee Code Annotated, reserves the right to cancel this term contract/</p>		
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			<p>order upon a thirty (30)day written notice. However, if the contract/order is not renewed, or the University does not provide any information as to the renewal status of this contract/order, the term of this contract/order is automatically cancelled at the end of the current fiscal year.</p> <p>Notice: The Contractor is responsible for all required permits for this job or order. The cost of the permits is the responsibility of the contractor.</p> <p>Certificate of Insurance and all bonds as required in referenced bid, are required to be on file in Procurement Services prior to starting this project.</p>		
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			<p>Note: You have offered to extend pricing of items on this order to all other Tennessee Board of Regents and University of Tennessee Institutions. Orders by these institutions will be placed by the institutions with delivery instructions by each institution.</p> <p>The parties agree that the following shall be essential Terms and Conditions of this Blanket/Master Order Contract Agreement.</p> <p>1. The entire contract between the parties consists of this Blanket/Master Order, The Request for Proposals (Referenced herein), Contractor's Proposal response and any Addenda and/or Amendments to this Blanket/Master order Hereafter</p>		
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			<p>executed. In the event of conflicting provisions, the documents shall be construed according to the following priority: Addenda and/or Amendments (most recent with first priority) to this Blanket/Master Order, This Blanket/Master Order, University's Request for Proposal, and Contractor's Proposal, However in any event the University's standard bid/proposal form Terms and Conditions takes precedent over the Contractor's response.</p> <p>2. The Contractor (and/or supplier) warrants that no part of the total contract amount herein shall be paid directly or indirectly to any officer or employee of the University or the State of Tennessee as wages, compensation, or gifts in exchange for acting as officer, agent, employee,</p>		
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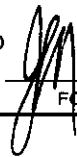
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			<p>sub-contractor, or consultant to the contractor in connection with any work contemplated or formed relative to this Blanket/Master order.</p> <p>3. This Blanket/Master order may be terminated by either party by giving written notice to the other at least thirty (30) days before the effective date of termination. In the event, the supplier shall be entitled to receive just and equitable compensation for any satisfactory authorized work completed as of the termination date.</p> <p>4. If the supplier/contractor fails to fulfill in timely and proper manner the supplier's obligations under this Blanket/Master Order, or if the supplier shall violate any of the terms of this Blanket/Master order, the University shall have the right to immediately terminate this</p>		
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			Blanket/Master order and withhold payments in excess of fair compensation for work completed. Notwithstanding the above, the supplier shall not be relieved of liability to the University for damages sustained by virtue of any breach of this Blanket/Master order by the supplier. 5. The supplier shall maintain documentation for all charges against the University under this Blanket/Master order. The books, records and documents of the supplier, insofar as they relate to work performed or money received under this Blanket/Master order shall be maintained for a period of three (3) full years from the date of final payment, and be subject to audit, at any reasonable time and upon reasonable notice, by the University or the Comptroller of the Treasury,		
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			<p>State of Tennessee, or their duly appointed representatives.</p> <p>6. Any and all claims against the University for personal injury and/or property damage resulting from the negligence of the University shall be submitted to the Board of Claims or Claims Commission pursuant to T. C. A. Section 9-8-301, et seq.</p> <p>7. The supplier shall not assign this order or enter into subcontracts for any of the work described herein, without obtaining the prior written approval of the University or the Tennessee State Board of Regents, as appropriate. Approval shall not be given if the proposed subcontractor was or is currently ineligible to bid on the contract.</p>		
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1	1.00	LOT	<p>8. Travel related issues are subject to the rules of the TBR Travel Policy.</p> <p>Interactive video & other audio & video equip. and for labor and services related to the installation and service of items and other related equipment. Equipment included Tandberg, PolyCom, Crestron, and AMX and others (See the attached Price Files for complete details.</p> <p>This order includes the vendor's entire complement of branded equipment/services plus new models/services introduced during the course of the purchase order term at the same</p>	5,000.0000	5,000.00
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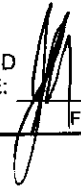
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ITEM	QUANTITY	UNIT	DESCRIPTION	UNIT PRICE	EXTENSION
			or better discounted price for list. Additional items may be added to the list by mutual agreement with vendor. Prices may be reduced by mutual agreement and prices must be reduced by an equal percentage when the cost to the vendor is reduced.		
				TOTAL:	5,000.00

MSDS SHEETS MUST BE FURNISHED WITH SHIPMENT FOR APPLICABLE PRODUCTS. IF MAILED SEPARATELY FROM SHIPMENT, OUR PURCHASE ORDER NUMBER MUST BE SHOWN ON THE SHEET.

DROP SHIPMENTS MUST SHOW ORIGINAL VENDOR AND OUR ORDER NUMBER.

AUTHORIZED SIGNATURE: _____



FOR THE UNIVERSITY OF MEMPHIS

ACCOUNTING INFORMATION:

110001-286600-74504

5,000.00

VENDOR COPY

The University of Memphis

Bid Information

Creator James Nabors Associate
 Director, Procurement Services
Email jnabors@memphis.edu
Phone +1 (901) 678-2266
Fax +1 (901) 678-2102

Bid Number B0000193 Addendum 2
Title Interactive Video Equipment and
 Audio Equipment and Services
Bid Type RFP
Issue Date 08/07/2007
Close Date 8/24/2007 2:00:00 PM

Contact Information

Address 115 Administration Building

 Memphis, TN 38152-3370
Contact James L Nabors
Department Procurement Services
Building 115 Administration Building
Floor/Room
Telephone (901) 678-2265
Fax (901) 678-2102
Email jnabors@memphis.edu

Ship to Information

Address Vice Provost Extended Programs
 Various places and locations
 Memphis, TN 38152
Contact Samuel Brackstone
Department Vice Provost Extended Programs
Building
Floor/Room
Telephone (901) 678-2991
Fax
Email sambrack@memphis.edu

Vendor Information

Company Name Interactive Solutions, Inc.
Contact Name Jay B. Myers, Founder/CEO
Address 3860 Forest Hill Lane Rd.
Suite 101
Memphis, TN 38125
Telephone 901-866-1474
Fax 901-866-1475
Email jmyers@isitm.com

Vendor Notes

Signature



Date 8/12/07

Bid Notes

To provide for the furnishing, delivery and installing of Tandberg and PolyCom Interactive Video Equipment, Supplies, Services, and other related equipment and services. This Request requires that the supplier have the ability to provide Local Services (Memphis TN and other TN areas) and installation.

Bid Activities

Bid Messages

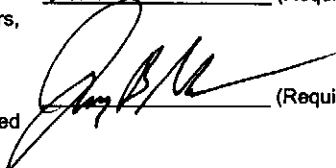
Bid Attachments

The following attachments are associated with this opportunity and will need to be retrieved separately

Line	Filename	Description
Header	B0000193 RFP Interactive Video and Audio Equipment and Services.doc	
Header	UoM-Standard-Purchasing-Terms-and-Conditions.pdf	
Header	RFQ BID RETURN INFORMATION.doc	
Header	B0000193 Questions and Answers 8 21 07.doc	

Bid Attributes

Please review the following and respond where necessary

No.	Name	Note	Response
1	Number of Years in Business	Enter the number of years your company has been in business	<u>11 1/2 yrs</u> (Required)
2	Estimated Project Completion Date	After reviewing all of the attachments, questions, and specifications contained in this bid request, enter your proposed Estimated Project Completion Date in the field provided.	<u>N/A</u> (Required)
3	Warranty Period	Select your proposed warranty period: Valid Responses: No Warranty, 1 Year, 2 Years, 3 Years, 4 Years, 5 or more Years	<u>VARIES</u> (Required)
4	Digital Signature	By entering your name in the field provided you are accepting the terms of this bid. You agree that your typed name will serve as your electronic digital signature.	 (Required)
5	Request for Quotation	This is a Request for Quotation on the following items, or equal, in accordance with the terms, conditions and specifications outlined herein. This request is subject to the standard Bid and Contract terms and conditions of the University of Memphis, which are incorporated as part of this request for quotation, as applicable. NOTE: Quotations exceeding \$25,000.00 must be submitted in a sealed envelope. Notice: List the number of days that your prices are valid. Valid Responses: 30 Days, 60 Days, 90 Days, 120 Days, Over 120 Days	<u>120 plus</u> (Required)
	Bidder's exception to T & Cs	If Bidder takes exception to anything in the T & C or Specifications, they must be listed below. Supplement your list if required. If NO exceptions are taken write NONE in the blank line below	<u>N/A</u> (Required)
7	PRICE ADJUSTMENTS - LIMITED BY CPI All Items	Upon request and adequate justification, the Procurement Officer may grant a price increase up to, but not to exceed, the unadjusted percent change for the most recent 12 months for which data is available, that is not subject to revision, in the Consumer Price Index (CPI) for all urban consumers (CPI-U), "all items" for services, as determined by the Procurement officer. Any request for a price increase must be received by the procurement Officer at least ninety (90) days prior to the anniversary date of the contract. Prices shall not be increased during the initial year of the contract. The bureau of Labor and Statistics publishes this information on the web at www.bls.gov .	<u>EXCEPT</u> (Optional)

8 Offers to TBR & UT Institutions

The University of Memphis and all Tennessee Board of Regents Institutions (Universities, Community Colleges and Technology Centers) and University of Tennessee Campuses and units located throughout the State of Tennessee may make purchases under the terms and conditions of the resulting contract order of the items or services as listed. However, these institutions are not required to use the contract order. Please indicate your firm's acceptance or rejection to extend the prices quoted to other Tennessee Public Institutions of Higher Education under the terms and conditions of a resulting contract order by a "yes" or "no" response.

yes (Required)

9 Acknowledge Terms and Conditions

Indicate by a "yes" or "no" response that you have READ and DO or DO NOT AGREE to the attached Terms and Conditions document. If you DO NOT AGREE to the Attached Terms and Conditions, please explain.

yes (Required)

Line Items

#	Qty	UOM	Description	Response
1		Lot	To provide for the furnishing, delivery, and installation of Tandberg and PolyCom Interactive Video and Audio Equipment, Supplies, Services, and other related equipment and services. See the attached Request for Proposal B0000193 for the details and specifications.	\$ <i>See Attached</i>

Manufacturer: n/a Manufacturer #: n/a

Item Notes: Note: This RFP requires that you provide submittals of required information and pricing in a hard copy. 1 Original and 2 copies required.

Vendor Notes: _____

4685454
201311

State of Tennessee

BOARD OF REGISTERED CONTRACTORS

INTERACTIVE SOLUTIONS, INC.

This is to certify that all requirements of the State of Tennessee have been met.



IN-1313

DEPARTMENT OF
COMMERCE AND INSURANCE

ID NUMBER: 00048542

LIC STATUS: ACTIVE

EXPIRES: 03/31/2008

S-VIDEO CONFERENCING:
AUDIO ISSUED
\$1500.00 D. 07/11

CEP001

ACORD™ CERTIFICATE OF LIABILITY INSURANCE

06/28/2007

PRODUCER (901)374-9220 FAX (901)374-9884
Harwell Green Insurance Services
 800 Ridge Lake Blvd.
 Suite 303
 Memphis, TN 38120
 PROD **Interactive Solutions, Inc.**
 3860 Forest Hill-Irene Road
 Memphis, TN 38125

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

INSURERS AFFORDING COVERAGE	NAIC #
INSURER A: Travelers Property & Casualty	
INSURER B: Hartford	
INSURER C:	
INSURER D:	
INSURER E:	

COVERAGES

THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR ADD'L LTR INSRD	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS	
A	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC	68059G50939	02/27/2007	02/27/2008	EACH OCCURRENCE	\$ 1,000,000
					DAMAGE TO RENTED PREMISES (Ea occurrence)	\$ 300,000
					MED EXP (Any one person)	\$ 10,000
					PERSONAL & ADV INJURY	\$ 1,000,000
					GENERAL AGGREGATE	\$ 2,000,000
					PRODUCTS - COMP/OP AGG	\$ 2,000,000
A	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS	BA59G40504	02/27/2007	02/27/2008	COMBINED SINGLE LIMIT (Ea accident)	\$ 1,000,000
					BODILY INJURY (Per person)	\$
					BODILY INJURY (Per accident)	\$
					PROPERTY DAMAGE (Per accident)	\$
	GARAGE LIABILITY <input type="checkbox"/> ANY AUTO				AUTO ONLY - EA ACCIDENT	\$
					OTHER THAN AUTO ONLY: EA ACC	\$
					AGG	\$
A	EXCESS/UMBRELLA LIABILITY <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE DEDUCTIBLE RETENTION \$	CUP3120Y728	02/27/2007	02/27/2008	EACH OCCURRENCE	\$ 5,000,000
					AGGREGATE	\$
						\$
						\$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? If yes, describe under SPECIAL PROVISIONS below	20WECZK4706	02/27/2007	02/27/2008	WC STATUTORY LIMITS	OTHE-R
					E.L. EACH ACCIDENT	\$ 500,000
					E.L. DISEASE - EA EMPLOYEE	\$ 500,000
					E.L. DISEASE - POLICY LIMIT	\$ 500,000
	OTHER					

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES / EXCLUSIONS ADDED BY ENDORSEMENT / SPECIAL PROVISIONS

CERTIFICATE HOLDER

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 10 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO MAIL SUCH NOTICE SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES.

AUTHORIZED REPRESENTATIVE

IMPORTANT

If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

DISCLAIMER

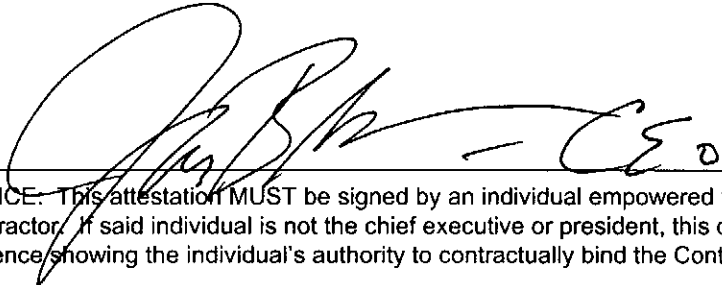
The Certificate of Insurance on the reverse side of this form does not constitute a contract between the issuing insurer(s), authorized representative or producer, and the certificate holder, nor does it affirmatively or negatively amend, extend or alter the coverage afforded by the policies listed thereon.

ATTESTATION RE PERSONNEL USED IN CONTRACT PERFORMANCE

SUBJECT CONTRACT NUMBER:	
CONTRACTOR LEGAL ENTITY NAME:	Jay B. Myers, Founder/CEO Interactive Solutions, Inc
FEDERAL EMPLOYER IDENTIFICATION NUMBER: (or Social Security Number)	62-1631806

The Contractor, identified above, does hereby attest, certify, warrant, and assure that the Contractor shall not knowingly utilize the services of an illegal immigrant in the performance of this Contract and shall not knowingly utilize the services of any subcontractor who will utilize the services of an illegal immigrant in the performance of this Contract.

SIGNATURE & DATE:


NOTICE: This attestation MUST be signed by an individual empowered to contractually bind the Contractor. If said individual is not the chief executive or president, this document shall attach evidence showing the individual's authority to contractually bind the Contractor.

Project Narrative & Documentation - Section 6.3

Interactive Solutions, Inc. Ownership and History: Jay Myers founded ISI in 1996 with a focus in Video Conferencing and audio visual integration. ISI now serves customers in more than 40 states and eight countries. We have complete sales, service and support locations throughout the Southeast, with on-call technicians in Memphis, Nashville, Birmingham, Jackson and Knoxville. ISI is one of the leading integrators, installers, and service providers for video and audio conferencing solutions in the region. Our account list contains many renowned businesses and institutions. These include Auto Zone, FedEx, Nike, NISSAN, Oak Ridge National Labs, Methodist Le Bonheur Healthcare System, the Tennessee Board of Regents, as well as numerous educational institutions in a six state region. ISI was twice chosen to be on the *Inc. 500* magazine list as one of America's fastest growing businesses. We continue to grow because of the level of service we provide to our customers. That growth has resulted in the opening of our second satellite office in Nashville, in 2005. ISI also has service offices in Knoxville, TN, Harrigate, TN, Jascckson, MS, Birmingham, AL. We were recently named a semi-finalist by the Williamson County *Better Business Bureau* and received their Torch Award for demonstrating consistent ethics in the marketplace.

Items 1, 4-6

ISI currently has full service offices in Memphis and Franklin, Tennessee for a total of over 40 full time and seasonal employees. With the headquarters in Memphis, an office in Nashville, satellite offices in Knoxville and Chattanooga, ISI has the ability to service the entire state of Tennessee with complete and timely coverage. ISI has the ability to reach all of the University of Memphis's interactive video locations within 2 hours of receiving a call for service by means of either the Memphis or Nashville location, as well as be positioned with locations throughout the state for future sites that will need support. See related information on service and support functions further in this proposal. Technical capabilities include Crestron certification, Polycom and Tandberg certifications, Cisco CCNA, AMX, Adtran, etc. The following persons will be employed by ISI and will be used to fulfill the terms of this RFP and Contract:

-Derek Plummer – Lead design engineer; approves final configuration and ordering of equipment; Polycom CVE, Polycom Network Systems, Crestron System Design and programming, Tandberg Technical Certification, AMX Certification. Electrical Engineering degree from Murray State University.

-John Delockery – Operations Manager; schedules installation and support personnel, Tandberg Certified Technician, Polycom Network Systems, Certified Technical Specialist (CTS), Mechanical Engineering degree from Michigan State University.

-Todd Lewis – Design and Engineering Regional Manager, CTS, Nashville office, BS in Communications from Union University.

-Pooven Nadioo – Design and Engineering Support Technician; Tandberg Certified TMS/MCU Administrator, Tandberg Certified Technician, Omnivex User Certification, Polycom V2IU, Voice over IP, VSX Video Series Certification, Bachelors in Computer Engineering Technology, Masters in Computer Engineering Technology from the University of Memphis.

-**Clay Vaughn** – Director of Data Products and Services; CCNA, CVE, Polycom V2IU, Network Systems, Video Series Certification, Masters of Science degree in Instructional Technology from Mississippi State University.

-**Brad Kirby** – Senior Technical Specialist; Polycom Video Series, Vortex Series, IP Data Networking AV, V2IU, Voice of IP Certifications, Microsoft MCSA, A+, Network Plus, Associate degree in Communication Information Technology.

-**Jim Boike** – Regional Operations Manager; Tandberg Service Technician, Tandberg Infrastructure, TMS, TCTA, TCTE, Polycom Video Series, Polycom Network Systems Certification, BS from Athens College.

-**Tim Deal** – Lead Installation Technician; Polycom MGC, Polycom Network Systems Certification, Network Plus, A+, Associate degree in Computer Science.

-**Tom Scott** – Lead Installation Technician; AMX Installers School Certification.

-**Wayne Lee** – Senior Technical Specialist; Leads help desk team, Polycom Network Systems Certification.

-**Brad Hastings** – On-site Technical Support; Polycom Voice of IP Certification, Polycom Video Series Certification.

-**Bill Farmer** – Warehouse Manager/Operation Specialist, Receives and tests all equipment prior to installation, coordinate installation training and organization.

Item 2

-***Tandberg status letter included on a separate page.***

-***Polycom status letter included on a separate page.***

Item 3

-***Tennessee State Contractor's License letter included on a separate page.***

Item 7

-ISI stocks and keeps readily available necessary equipment needed to change out inoperable equipment so that an interactive video site does not have to be taken out of service while repairs to product are being made. A main point of ISI's service and support department is focused on keeping the equipment functional for our customers with as little out of service time possible. We have a proven track record for maintaining equipment and service contracts for extended periods of time over a vast array of equipment. To help advance and assist in this pursuit, ISI has invested and is in the process of implementing an online ticketing and management system for our service department. TechExcel is an interactive software ticketing application that will allow customers to login and view not only the current status of trouble tickets, but also the steps that are involved to reach a resolution. This system will allow our customers to be in constant contact with our processes and have the ability to view each item of concern thru a step-by-step process that also will proactively streamline the process for all parties. This is just another example of ISI's desire to put the customer first not only at the time of the purchase, but especially after the installation. See included documentation for further detail about this system offering to the University of Memphis and TBR Institutions.

Item 8

- Interactive Video Installations Completed in Tennessee-
- University of Memphis- several locations over the past 5 years, Installation of Tandberg and Polycom distance learning equipment, AMX, SMART, etc.
- Walters State Community College; Morristown, TN; Installation of Tandberg distance learning and smart classrooms, auditoriums, Expo Center, etc.
- Southwest Tennessee Community College; Memphis, TN; Installation of Tandberg distance learning equipment, smart classrooms, advance AMX programming, etc.
- UT-Martin; Just finished new distance learning rooms at Selmer and Ripley campuses with Tandberg video conferencing, custom AMX programming, multiple, large plasma displays, etc.
- UT-Pharmacy; Recently completed new pharmacy school in Knoxville, TN including several distance learning rooms with advance camera tracking and recording, etc.
- Lincoln Memorial University; Recently completed new medical college addition to school including multiple buildings with Tandberg distance learning equipment, Crestron custom programming, advance B-Line information archival and retrieval, etc.
- Columbia State Community College; installation of distance learning equipment, control systems, etc. as well as ongoing maintenance and support contracts.
- Tennessee State University; installation of distance learning equipment, control systems, etc. as well as ongoing maintenance and support contracts.
- Tennessee Tech; installation of distance learning equipment, control systems, etc. as well as ongoing maintenance and support contracts.
- Middle Tennessee State University; installation of distance learning equipment, control systems, etc.
- Roane State Community College; installation of distance learning equipment, control systems, etc. as well as ongoing maintenance and support contracts.
- Motlow State Community College; installation of distance learning equipment, control systems, etc. as well as ongoing maintenance and support contracts.
- Jackson State Community College; installation of distance learning equipment, control systems, etc. as well as ongoing maintenance and support contracts.
- Northeast State Technical Community College; installation of distance learning equipment, control systems, etc. as well as ongoing maintenance and support contracts.
- Pellissippi State Technical Community College; numerous smart classroom configurations.

Item 9

-See accompanying equipment lists. ISI requests the right and ability, if awarded the contract, to update this equipment list as necessary in an effort to keep the University of Memphis and TBR Institutions with access to the latest equipment and pricing as it is released and becomes available with appropriate approval from the University.

Item 13 & 14

-ISI has a variety of Maintenance Contracts and Service options available to the University of Memphis and TBR Institutions. The equipment lists contained in this proposal include yearly maintenance options for individual pieces of equipment. ISI also extends the option for the customer to select the type and amount of coverage to configure an annual maintenance contract that is custom written for their individual

needs. ISI offers maintenance contracts in 1 Year, 2 Year, and 3 Year options with both on-site or phone support with appropriate discounts included. See accompanying maintenance pricing on included lists.