



## BOR Service Level Agreement

**Mike Mariano**

Director of Managed Services

C: (781) 844-1062

**Joshua Case**

Service Manager

C: (720) 955-5655



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## About Us

McCann Systems, founded in 1996, was established to design, integrate, and elevate innovative communications solutions for companies worldwide.

McCann Systems is an enterprise leader with corporate headquarters in Edison, New Jersey, and Regional Operations Offices across the United States.

Each office facilitates large-scale success creating a strong national footprint with global reach, spanning North America and into Europe and Asia.

We deliver genuine single-source responsibility with comprehensive break-fix maintenance as well as proactive managed services programs.

We analyze, architect, and implement efficient and effective solutions based on individual business requirements – driving innovation and value to optimize the return on investment.

Our professional affiliations allow us to leverage our global position to offer our clients software and hardware solutions that surpass industry standards and expectations.

McCann Systems is an independent design build firm; not allied with any single manufacturer or brand.



2020 Commercial Integrators Best Corporate Campus Project

2020 Commercial Integrators Best Corporate Campus & Casino

2019 SCN Best Pro AV Installation of the Year

2019 Best Casino Award for Oceans Resort Casino Sportsbook.

2018 Best Healthcare Integration for Hartford Healthcare Center for Education, Simulation and Innovation (CESI)



2018 APEX Gold and APEX Installation of the Year for 150 Media Stream

2018 SEG D Global Design Award Winner for 150 Media Stream

2016 Commercial Integrators Best Healthcare Project

2016 Commercial Integrators Best Casino Project

2016 Digital Signage Expo Gold Winner for Viacom "Event Venues & Hospitality"



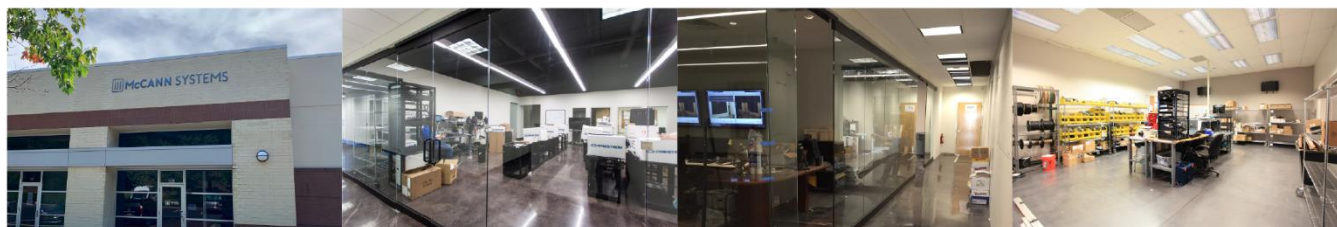
2015 AV Technology "Out of the Box Award" for Viacom

2014 Digital Signage Expo Bronze Winner for Foxwoods Resort Casino

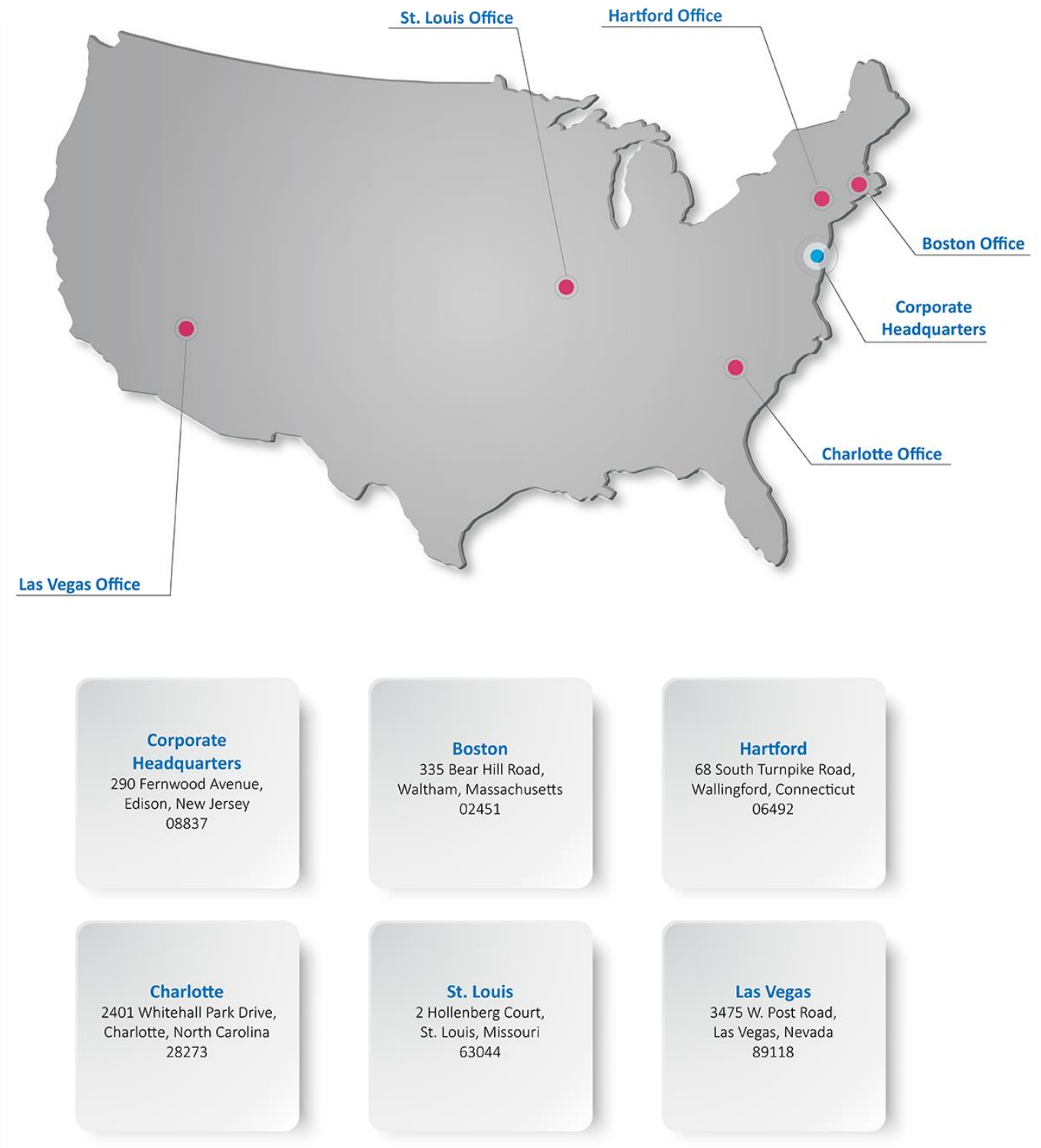
2011 ProAV Best Retail AV Project for Versace

2010 ARCHI-TECH AV Award for Fox News Set

2009 THEA Award for Outstanding Achievement in the Museum Category for Bethel Woods Museum



## Office Locations



## Service Team



**Matt Rose**

mrose@mccannsystems.com

### INSIDE SALES

Matt Rose helps McCann's Inside Sales team and brings 30+ years of experience in AV. Matt is CTS certified and focuses on the northeastern AV integration business.

Matt is well versed in display technology as well as traditional AV products. His exceptional customer support and manufacturer relationships help strengthen our customers success.

#### Industry Experience & Certifications

30 years experience in the AV industry and CTS certified



**Mike Mariano**

mmariano@mccannsystems.com

### DIRECTOR OF MANAGED SERVICES

Mike Mariano, Director of Managed Services for McCann Systems, is responsible for overseeing the success and growth of the service team. That means ensuring high-quality, prompt, and complete service to our clients across the country.

Mike joined McCann Systems in 2018 and since then has led his team through some of the most complex AV environments McCann has built to date.

#### Industry Experience & Certifications

23 years of AV industry experience and Crestron DMC-D and DMC-E, Biamp, Barco TransForm N, Planar, Christie, ISF-C, Nanolumen, and ClearOne Certs



**Josh Case**

jcase@mccannsystems.com

### DIRECTOR OF SERVICE OPERATIONS

Josh Case is the Director of Service Operations for McCann Systems' dedicated, managed services team. He is responsible for processing help desk inquiries, service metric trend tracking, and managing McCann's client-focused ticketing process.

Before joining McCann Systems in 2016, Josh directly supported CEOs and Executive teams of two Fortune 500 Firms before being tapped to lead a national group of staffed technicians.

#### Industry Experience & Certifications

7 years of industry experience and AVIXA AV Technologist



## Service Team



**Terry Napierkowski**  
tnapierkowski@mccannsystems.com

### SERVICE MANAGER

Terry Napierkowski is a Service Manager for McCann Systems and focuses on the Northeast region of the United States. Terry is responsible for incident management and discovering resolutions to ensure maximum uptime for McCann System clients.

Her team provides real-time AV infrastructure monitoring of key audiovisual installs for numerous clients. She also provides content management services and auditing of systems.

**Industry Experience & Certifications**  
34 years of AV service experience



**Elizabeth Leitao**  
eleitao@mccannsystems.com

### SERVICE MANAGER

Elizabeth Leitao is a Service Manager and operates within the Network Operations Center (NOC) in the New Jersey McCann Systems headquarters. She is responsible for fielding client-originated service requests and creating and managing those tickets in McCann Systems' ITIL incident management system.

As a service and maintenance provider, Elizabeth's goal is to optimize the longevity of clients' investments without sacrificing technology advancements.

**Industry Experience & Certifications**  
26 years of industry experience and OSHA10 certified



**Margot Clemente**  
mclemente@mccannsystems.com

### CUSTOMER SERVICE REPRESENTATIVE

Margot Clemente, a Customer Service Representative, operates out of the McCann Systems headquarters in Edison, NJ. She is focused on client success, project longevity, reliable uptime, and is part of the McCann Systems managed services team.

Margot is experienced in customer service and technical support and has a demonstrated history of success in the audiovisual and information technology fields.

**Industry Experience & Certifications**  
17 years of industry experience



**Amanda Garcia**  
agarcia@mccannsystems.com

### CUSTOMER SERVICE REPRESENTATIVE

Amanda Garcia is a Customer Service Representative for McCann Systems and operates out of the Connecticut office. She is focused on client success, project longevity, reliable uptime, and is part of the McCann Systems managed services team.

Amanda is experienced in customer service and technical support and has a demonstrated history of success in the audiovisual and information technology fields, including more than a decade of IT/Network experience.

**Industry Experience & Certifications**  
4 years of AV industry experience and 14 years of Customer Service

## References



### **BOEHRINGER INGELHEIM, USA**

Steve Recchia  
IT Unified Communications Services  
(203) 791-6827  
[steven.recchia@boehringer-ingelheim.com](mailto:steven.recchia@boehringer-ingelheim.com)



### **ESPN**

Shawn Trudel  
Associate Director, Construction Operations  
(860) 766-7384 Office / (860) 329-2142 Cell  
[shawn.a.trudel@espn.com](mailto:shawn.a.trudel@espn.com)



### **THE PATRIOTS HALL OF FAME**

Bryan Morry  
Executive Director  
(508) 549-0548  
[bryanm@gillettstadium.com](mailto:bryanm@gillettstadium.com)



### **TIAA**

Matthew Van Nortwick  
Senior Manager, Audiovisual Engineering and Support  
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### **VOYA**

Matthew Lesoveck, CTS, C6  
Architect/Strategic Planning  
(860) 580-1160  
[matthew.lesoveck@voya.com](mailto:matthew.lesoveck@voya.com)

## Managed Service Clients



## Warranty, Maintenance, and Support Program

McCann Systems is presenting the following service agreement for Audio-Visual Systems installed & commissioned in the following locations:

- 888 Washington Boulevard 4th Floor

### Contract Period

This service and warranty support agreement shall be provided for a period of three years from the date of acceptance of the AV systems proposed.

### Managed Service Contract including:

1. Unlimited Service Labor Support
2. Unlimited Remote Technical Support
3. Preventative Maintenance
4. Repair Management and Procurement
5. Service Desk Incident Response, Tracking, and Reporting

### Unlimited Service Labor

- A. Service calls will be made Monday through Friday, 8:00am to 6:00pm local time to the region, to cover all necessary emergency service issues for failed equipment. Emergency service issues, i.e.: a Severity 1 Incident is defined as an issue that affects the overall operation of a system, e.g.: system down. Service Level Agreement (SLA) for response time applies only to Severity 1 Incidents as defined by the client. For all other incidents, i.e.: non-emergencies, service calls will be scheduled with the client, and will not exceed 5 business day response time. This service includes removal, reinstallation, configuration, testing, and alignment of repaired equipment.
- B. This service will be unlimited in the number of service requests allowed during the agreement period. Service calls will be responded to by the next available technician. Service calls may only exceed the SLA response window with the consent of the client's authorized customer representative.
- C. Premium Time and Emergency Service requests will be billed separately. These service requests will incur a charge of \$247.50/hour when scheduled, and Emergency with a 4-hour minimum. Emergency requests are on a preferred effort basis. Premium Time is Monday through Friday, 5:01 pm to 7:59am, and all weekends and holidays (as defined by the closing of the New York Stock Exchange). <https://www.nyse.com/markets/hours-calendars#holidays>

For Emergency incidents, the response time will commence upon the client's request for service. McCann will work with the client to schedule the visit with the availability of, and access to the room / system must be confirmed prior to dispatch. Lack of access or availability of the room / system will not constitute a breach in response time.



## Remote Technical Support

- A. Remote Support calls will be made Monday through Friday, 8:00am to 5:00pm local time to the region, to cover all necessary emergency service issues for failed equipment. Services can work in conjunction with one of your company's representatives, a McCann resource at the location, or with one of our certified local partners.
- B. Emergency service issues, i.e.: a Severity 1 Incident is defined as an issue that affects the overall operation of a system, e.g.: system down. Service Level Agreement (SLA) for response time applies only to Severity 1 Incidents. For all other incidents, i.e.: non-emergencies, service calls will be scheduled with the client, and will not exceed 5 business day response time.
- C. Premium Time will be billed separately. Premium Time service requests will incur a charge of \$150.00/hour. Premium Time is Monday through Friday, 5:01 pm to 7:59am, and all weekends and holidays (as defined by the closing of the New York Stock Exchange). <https://www.nyse.com/markets/hours-calendars#holidays>

## Preventative Maintenance – Quarterly Visits

Maintenance covers all necessary labor for testing, regular inspections of the system to ensure the latest firmware/software updates, and testing of all equipment to ensure proper working conditions, calibration, and cleaning of equipment. Coverage also includes On-Site Technical Support, Employee Training on System Operation, and Telephone Support as needed.

- A. Maintenance service calls will be made Monday through Friday, 8am to 5pm local time by region. Preventive Maintenance is performed as requested by the client. Date and time of the visit will be pre-arranged, and rooms / spaces scheduled prior to the arrival of McCann Systems Service Technician. Preventative maintenance reports are generated per location, per year and presented to you in a timely manner.
- B. Preventive Maintenance visits must occur during the term of this Agreement, or they will expire when the Agreement ends per year. PM visits will take no longer than 2 business days.

## Repair Management and Procurement

Repair Management covers all necessary labor from requesting RMAs, tracking, and facilitating repair warranty. Includes research for compatible models if needed for equipment failure. All equipment follows the manufacturer's standard warranty unless otherwise specified or purchased.

The repair procurement process for equipment will be done in conjunction with you, McCann Systems Service, and sales and engineering teams. Availability is based on manufacturer and distributor stock. These efforts are made Monday through Friday, 8:00am to 5:00pm EST. Shipping / handling and restocking charges may be at an additional charge for equipment.

## Service Incident Tracking Reporting

Acknowledgment of service requests will be promptly delivered via email 24/7/365. Requests made by phone are acknowledged immediately during normal business hours from 8am to 6pm EST. We commit to providing you with the data from all requested service visits upon request. From visits, hours spent, time to resolution, money spent outside of the contract terms, and project data. There are options as to how often and how much you would like to see this data.

## Requesting Service

Service may be requested by phone at (888) 852-6488 or by email at [servicedesk@mccannsystems.com](mailto:servicedesk@mccannsystems.com).



# McCANN SYSTEMS

## SERVICE ENGAGEMENT SHEET

NOC Hours : Monday- Friday 7am- 6pm (EST)

01

**Send email to:**  
[servicedesk@mccannsystems.com](mailto:servicedesk@mccannsystems.com)

02

**Phone:**  
**(888) 852-6488**

If possible, please include:

- Company name
- Site address
- 1st & 2nd Point of Contact (Name and Email)
- Room, Floor, Building
- Description of problem or request
- Availability
- Pictures, special instructions, accommodations, etc.

One of our service agents will be happy to assist you!

*After contact, you will receive an automated email response that will include a unique incident ID number for ticket tracking. The incident will be tracked by one of our service agents who will become your point of contact and will be responsible for managing your request.*

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### ESCALATION LIST

Terry Napierkowski  
Service Manager  
Direct (203) 508-3341  
Cell (203) 376-2993  
[tnapierkowski@mccannsystems.com](mailto:tnapierkowski@mccannsystems.com)

Elizabeth Leitao  
Service Manager  
Direct (732) 346-9181  
Cell (908) 510-2407  
[eleitao@mccannsystems.com](mailto:eleitao@mccannsystems.com)

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mccannsystems.com

## Rooms Covered

Board of Representatives Room
Conference Room 1
Conference Room 2
Republican Caucus Room
Democratic Caucus Room

## Response Time and Pricing

This service level agreement guarantees onsite response time to diagnose failure symptoms and initiate repair/replacement with the manufacturer as follows:

<b>Warranty, Maintenance, and Support Program - Year 1</b> BOR, City of Stamford CT		
Description	Response	Location Price
Helpdesk Response	1 Hour	\$26,680.00
Onsite and Remote support- Business hours	Next Available/Scheduled	
Preventative Maintenance Visit- Scheduled	Quarterly	
Repair Management and Procurement	Monday – Friday, 8AM to 5pm EST	
Service Incident Tracking Reporting	Monday – Friday, 8AM to 5pm EST	
Dedicated primary and backup Service Agent	Monday – Friday, 8AM to 5pm EST	
Post-Install Warranty Credit		-\$9,280
Contract Total		<b>*\$17,400.00</b>

<b>Warranty, Maintenance, and Support Program - Year 2</b>	
*Contract Total	<b>\$26,680.00</b>

<b>Warranty, Maintenance, and Support Program - Year 3</b>	
*Contract Total	<b>\$29,725.00</b>

Warranty, Maintenance, and Support Program – 3-Year Commitment Discount Total
<b>\$ 69,377.00</b>

**\* Taxes not included**

Possible Additional Costs	
Premium Time Service – Per Hour, no minimum	\$247.50
Emergency Service – Per Hour, 4-hour minimum	\$247.50
Scheduled Visit Cancellation Fee – Per Hour	\$330.00

### Exceptions

- Lifts and ladders over 8’ will be provided by the client or a quote issued for rental fees.
- Content management - creation, direction, troubleshooting, scheduling, or process is not included.
- Client network troubleshooting or configuration

## Terms & Conditions

### EQUIPMENT REPAIR POLICY

Out-of-manufacturer warranty repair costs incurred for failed equipment (i.e. Bench Labor, Parts, and Shipping & Handling by manufacturer) will be invoiced separately in addition to this service contract. Any additional costs incurred are subject to the customer's prior approval.

### OVERBOOKED ROOM POLICY

McCann Systems makes every effort to ensure that all Preventive Maintenance visits are completed as scheduled. When a McCann Systems Service Technician arrives on-site for a scheduled visit, they will first make sure that all the rooms scheduled are available for service. The Service Technician will service the available rooms as scheduled. If they find that a room or rooms are unavailable due to overbooking, the technician will advise client that they must contact their Customer Service Representative to reschedule Preventative Maintenance for the overbooked room and subsequently will be billed an overbooked room fee of \$330.00 per visit.

### LIMITATIONS TO SERVICE COVERAGE

THIS AGREEMENT IS OF LIMITED DURATION AND COVERAGE. This Agreement extends only to uses for which the System was designed. Except as stated below, the services McCann Systems agrees to provide under this agreement are only which are necessary because of any defect which exists or occurs in materials or workmanship in the System or in any System component covered in your warranty. Repairs necessitated as a result of alteration, adjustment, or repair by anyone other than McCann Systems (or its representatives) is not included. McCann Systems, is not obligated to repair any System or System component which has been damaged as a result of: (i) accident, misuse, neglect, failure to follow instructions for proper use, care or cleaning of the System or abuse of the System or component (such as, but not limited to, use of incorrect line voltages, use of incorrect fuses, use of incompatible devices or accessories, improper or insufficient ventilation, failure to follow operating instructions, or use of out of specification supplies) by anyone other than McCann Systems (or its representatives), (ii) an act of God such as, but not limited to, lightning, flooding, tornado, earthquakes, and hurricanes, or (iii) failure due to an external factor (fire, flood, failures or fluctuations of electrical power or air conditioning), (iv) repairs due to excessive use, wear, and tear, (v) The moving of the System from one geographic location to another or from one entity to another. (vi) any product which has had the serial number altered, defaced, or removed.

This agreement does not cover;

1. Projector lamps.
2. Flat panel display burn in.
3. Issues caused by associated or connected equipment such as external distribution systems, cameras, etc.
4. Damage caused by: accident, misuse, improper power source, fire, flood, lightning, other acts of nature, repair, or alteration made by anyone other than an approved reseller service organization.
5. Any damage to the projection system caused by the use of the lamp beyond the recommended lamp life or by unauthorized installation/alignment.
6. LCD projectors/panels are not to be used in 24/7 applications. Your application will not utilize these technologies in that fashion.

### MOVES, ADDITIONS AND CHANGES (M.A.C.) POLICY

This contract will not cover any labor within the locations covered under this contract such as relocations, additions, or new equipment installations and changes.



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## **AUTHORIZED CUSTOMER SERVICE REPRESENTATIVE POLICY**

The client shall provide McCann Systems with one or more representatives that will be authorized to request and schedule service calls with McCann Systems Service Department.

## **HIRING OF MCCANN SYSTEMS EMPLOYEES**

In the event that the client wishes to hire directly or indirectly an employee of McCann Systems, the client agrees to pay a conversion fee. The conversion fee is payable if an employee of McCann Systems, that has provided services pursuant to this agreement, is hired, regardless of the employment classification, subject to the terms of this paragraph, on either a full-time, temporary (including temporary assignments) or a consulting basis within twelve months of the employee providing services under this agreement. The Client also agrees to pay a conversion fee if the employee is hired by a subsidiary or other related company or business as a result of the referral of that employee to that company. The conversion fee will equal 35% of the employee's aggregate annual compensation, including bonuses. The conversion fee will be owed (subject to the same terms herein) and invoiced upon the client's hiring of the employee, and payment is due upon thirty (30) days of receipt of this invoice. The same calculation will be used if the client converts the employee on a part-time basis using the full-time equivalent salary; however, the conversion fee will not be less than \$1,000.00. This provision shall not restrict the right of the client to solicit or recruit generally in the media.

## Payment Terms & Conditions

Upon execution of this agreement, McCann Systems will invoice the client in full for the contract value per schedule on an annual basis. Invoices are due within 45 days of receipt of the invoice. Any applicable tax will be added at invoicing.

<b>Contract Amount</b>	\$
Sales Tax	TBD
<b>Total Contract Amount</b>	\$
Note: It is the responsibility of the client to produce documentation supporting tax-exempt or nontaxable status	
Accepted By:	
Title:	
Company:	
Date:	