



EOC and Fire Training Facility

Statement of Work

By and Between

GTS Technology Solutions
9211 Waterford Centre Blvd. Ste. 275
Austin, TX 78758

In Partnership With

UpLink

City of Killeen

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EXECUTIVE SUMMARY

PURPOSE

GTS has been requested to provide the AV installation services for the EOC and Fire Training Facility for the City of Killeen.

SCOPE

This section articulates the activities and services that will be considered in scope for the Contractor team during this project.

IN SCOPE

The following items are in scope during this Contract:

OFF-SITE

WAREHOUSING AND REDELIVERY OF NEW EQUIPMENT

Service Scope

- Provide warehouse local facility for receiving and storing systems in same State as Customer.
- Pricing will be based on a 30-day billing cycle on a per system basis.
- Confirm delivery locations, contacts, and schedule with customer Project Coordinator.
- Sign out of equipment to be delivered.
- Deliver equipment to correct location – deliver inside to storage location.
- A Truck with lift gate will be required.
- Secure acceptance documentation.
- Accept/cover risk of loss for systems while in Service Provider's possession.

Service Specific Assumptions

- Logistics reporting will be on a piece count basis.
- Boxes will be clearly labeled with appropriate information.
- Order consolidation is part of this service.

ON-SITE

EMERGENCY OPERATIONS CENTER (EOC)

Video:

- Install a 20'x5' Vanguard LED video wall centered on the long South wall.
- Mount two Samsung 85" displays, evenly spaced on the short East wall.
- Provide one local input and one Clickshare CX50, with 4 buttons, for room video inputs.

Conferencing:

- Install four Shure MXA920 ceiling microphones.
- Set up two Vaddio Roboshot 12E cameras.
- Provide one tabletop microphone and one bodypack at the podium.

Audio:

- Install 16 ceiling speakers.

Connectivity:

- Provide two disconnect points for the podium at locations determined by the customer at the time of installation.
- Provide one HDMI and USB connection at the podium for BYOD conferencing.
- Install one Clickshare CX50, with 4 buttons, for wireless presentation.

Control:

- Install one Crestron 1070 touch panel for control.
- Integrate the Haivision Command 360 system to control custom layouts on the video wall.

CONFERENCE ROOM

Video:

- Install two Viewsonic 86" interactive displays at opposite ends of the room.

Conferencing:

- Install one Shure MXA920 ceiling microphone.
- Set up one Vaddio Roboshot 12E PTZ camera.

Audio:

- Install 4 ceiling speakers.

Connectivity:

- Provide one HDMI input and USB at the table for BYOD conferencing.
- Install one Clickshare CX50 for wireless presentation.

Control:

- Install one Crestron 1070 touch panel for control.

TRAINING ROOM 1

Video:

- Install two Viewsonic 105" interactive displays, each centered on the North and South walls.
- Mount two 86" displays, evenly spaced on the West wall.

Conferencing:

- Install two Shure MXA920 ceiling microphones.
- Set up two Vaddio Roboshot 12E PTZ cameras.
- Provide one tabletop microphone and one bodypack at the podium.

Audio:

- Install 12 ceiling speakers.

Connectivity:

- Provide two disconnect points for the podium at locations determined by the customer at the time of installation.
- Provide one HDMI and USB connection at the podium for BYOD conferencing.
- Install one Clickshare CX50, with 4 buttons, for wireless presentation.

Control:

- Install one Crestron 1070 touch panel for control.

TRAINING ROOM 2 (A AND B)

Video:

- Mount one Viewsonic 105" interactive display, in each room, centered on the West wall.
- Mount one Samsung 86" display, in each room, centered on the North and South walls.

Conferencing:

- Install two Shure MXA920 ceiling microphones.
- Set up two Vaddio Roboshot 12E PTZ cameras.
- Provide one tabletop microphone and one bodypack at the podium.

Audio:

- Install 8 ceiling speakers.

Connectivity:

- Provide two disconnect points for the podium in each room at locations determined by the customer at the time of installation.
- Provide one HDMI and USB connection at each podium for BYOD conferencing.
- Install one Clickshare CX50, with 4 buttons, for wireless presentation.

Control:

- Install one Crestron 1070 touch panel for control.

Video:

- Install one Samsung 65" display.
- Provide a single HDMI input plate.

DAY ROOM

Video:

- Install one Samsung 98" display.
- Provide an HDMI input plate for additional video input.

Conferencing:

- Install a Crestron Video conference bar below the TV with a USB connection in the wall for BYOD functionality.

Building-Wide Capabilities

- Enable routing of video and audio to and from each room's input plates and Clickshares.
- Ensure the EOC can route the Haivision feed into the system.
- Ensure the EOC has the capability of initiating microphone audio between any room in the system.

3 YEAR SERVICE AGREEMENT

Service agreement will be between the City of Killeen and UpLink. All coordination for onsite visits and trouble tickets will be coordinated directly through UpLink.

PLAN FEATURES

Service Requests

- **Annual Allocation:** 40 hours of on-site service
- **Additional Hours:** Additional service hours may be purchased in blocks of 40 hours
- **Response Time:**
 - Initial email or phone response time: 1 hour
 - Onsite response time: 4 hours
- **Scope of Service calls:**
 - Remote phone or computer support to troubleshoot and resolve simple issues.
 - Addressing connectivity issues, software glitches, and hardware malfunctions.
 - Assisting with user training, and general system feature questions.

Quarterly Preventative Maintenance

- Physical Cleaning of equipment
- Firmware Updates
- System functionality testing
- Documentation of findings

PLAN TERMS

Service Contract Terms and Conditions

1. **Introduction** This Service Contract ("Contract") is entered into between Up Link Integrations ("Service Provider") and the City Killeen ("Client"). This Contract outlines the terms and conditions under which the Service Provider will provide phone and

onsite support services, as well as quarterly preventive maintenance visits for the audio-visual systems of the City Killeen Emergency Operations Center.

2. Duration of Contract This Contract is valid for a period of three (3) years, commencing upon the completion of the EOC upgrade and ending 3 years from that date.

3. Services Provided The Service Provider agrees to provide the following services:

- **Phone Support Services:** Technical support via phone during normal business hours
- **Onsite Support Services:** Onsite technical support as needed, with response times as outlined in Section 4.
- **Quarterly Preventive Maintenance Visits:** Preventive maintenance visits every three months to ensure the proper functioning of the audio-visual systems.

4. Service Schedule

- **Phone Support Services:** Available during normal business hours.
- **Onsite Support Services:** Response time for onsite support will be within 4 hours of the request.
- **Preventive Maintenance Visits:** Scheduled every three months on a mutually agreed date.

6. Client Responsibilities

- Provide access to the audio-visual systems for maintenance visits.
- Notify the Service Provider of any issues or concerns in a timely manner.
- Ensure that the audio-visual systems are used in accordance with the manufacturer's guidelines.

7. Service Provider Responsibilities

- Perform services in a professional and timely manner.
- Provide qualified personnel to carry out the services.
- Maintain confidentiality of the Client's information.

8. Equipment Liability

- The Client is responsible for the proper use and care of the audio-visual systems.
- The Service Provider is not liable for any damage to the equipment caused by misuse, negligence, or unauthorized modifications by the Client.

9. Equipment Replacement

- In the event that any equipment is deemed irreparable or requires replacement, the Service Provider will provide a detailed report to the Client.
- The cost of replacement equipment, if out of warranty, will be the responsibility of the Client.
- The Service Provider will handle sourcing and installing the replacement equipment while it is still covered under manufacturer's warranty.

10. Governing Law

- This Contract shall be governed by and construed in accordance with the laws of the State of Texas.

11. Amendments

- Any amendments to this Contract must be made in writing and signed by both parties.

12. Entire Agreement

- This Contract constitutes the entire agreement between the parties and supersedes all prior agreements or understandings.

OUT OF SCOPE

The following items are out of scope during this Contract:

- Any services not included in the In Scope section of this document

ROLES AND RESPONSIBILITIES

CONTRACTOR WILL PERFORM THE FOLLOWING

- Contractor will be responsible for accomplishing assigned activities within project scope and schedule for the negotiated price.
- Contractor will lead/develop requirements gathering sessions specific to document management and workflow as needed with active participation from relevant staff.
- Contractor will manage risks to ensure project quality and schedule adherence.
- Contractor will provide a weekly status report to the CUSTOMER project manager.
- Contractor will appoint a point of contact to communicate with CUSTOMER.
- Contractor point of contact will escalate issues and needed changes to CUSTOMER project manager as appropriate.
- Contractor will review and acknowledge in writing CUSTOMER Computer usage, confidentiality and non-disclosure policies.
- Contractor will invoice CUSTOMER upon completion and CUSTOMER acceptance of each deliverable.

CUSTOMER WILL PERFORM THE FOLLOWING

- CUSTOMER will appoint a project manager (PM) as the primary contact for the Contractor
- CUSTOMER will be responsible for final acceptance of deliverables
- CUSTOMER will identify and assemble necessary CUSTOMER resources
- The PM will assist the Contractor with business related activities and decisions, as necessary.
- The PM will baseline all deliverables provided by the Contractor.
- The PM will assist the Contractor with the coordination of technical resources
- The PM will review and make comments on Contractor's progress and ensure that the deadlines, work items, reporting, and invoicing are being met and accomplished as described in the SOW
- The PM will assist with budget and procurement issues, as needed.

DELIVERABLES

- The following deliverables will be developed during the term of the Contract.

No.	Deliverable	Description	Completion Criteria
1	Deployment Signoff	Signoff sheet by onsite contact confirming deliver and installation of units has been completed	Onsite contact signs document

ASSUMPTIONS

- Customer is responsible for all software licenses.
- The Customer Project Manager shall obtain and provide project requirements, information, data, decisions and approvals according to the project plan unless both parties agree to a different response time and provided the information is available from the customer.
- The Customer shall provide GTS Project personnel with reasonable and safe access to the project site and adequate office space, as required.
- Scope of this project is based on information gathered to-date and is subject to re-scoping in the event additional tasks or technical issues arise. Any time spent beyond the projected project hours will be billed to the customer at the project staff standard Time and Material (T&M) hourly rate. Hourly work will not be performed without written approval from the customer.
- An elevator shall be available to transport equipment between floors
- Service Hours:
 - Business Hours – Monday through Friday 8:00am to 5:00 pm local time (excluding State of Texas and nationally-observed holidays).
 - Outside Business Hours – (Monday – Friday) – (may incur an additional charge)
 - Weekends – (may incur an additional charge)
 - Holidays – (may incur an additional charge)

REPORTS AND MEETINGS

The Contractor assigned Project Manager will work with CUSTOMER's assigned personnel to create the deliverables for this project.

- Contractor will document milestone completion status, issues, risks and open action items in weekly status reports to CUSTOMER
 - Weekly status reports and associated information will be considered accepted by CUSTOMER if not objected to in writing within 3 business days
- Contractor will conduct weekly project meetings with CUSTOMER
 - Additional meetings may be requested by CUSTOMER or Contractor
- Contractor will conduct any meetings required to determine the best solution forward for an issue or risk

PERIOD OF PERFORMANCE

The term of this contract begins upon full execution of this document and continues until project completion. Contractor estimates it will take approximately 4 weeks to complete this project.

PRICING

PAYMENT ADDRESS

GTS Technology Solutions
DEPT. 6877
P.O. Box 4264
Houston, TX 77210-4264

PROJECT ACCEPTANCE

CHANGE MANAGEMENT

When the Contractor or CUSTOMER determines that a change is necessary to refine a process, procedure, or specific responsibility identified in this SOW, the party proposing the change will document the request using the change request form provided in Appendix A. The request will be presented in a change management meeting where both parties will mutually agree to accept or reject the change request. This change management meeting will be within 5 business days of the request. A conference call between both parties that addresses the change request will be considered a change management meeting as long as both parties are present.

The receiving party will review the proposed Change Request and determine whether the change is acceptable or requires modifications. Both parties will review the proposed Change Request and will (i) approve it, (ii) agree to further investigation, or (iii) reject it ("Change Management Process"). When the parties agree to the change, they will sign the Change Request, which upon signing by both parties will constitute authorization to implement the change.

ACCEPTANCE

CUSTOMER shall either accept or reject the Contractor's Services or Work Product within a reasonable number of days from performance. For this Project SOW, Services or Work Product shall be accepted or rejected within 25 days from performance. Services or Work Product will be deemed acceptable to CUSTOMER if it conforms in all material respects with Services described in this SOW.

- The Contractor will have full responsibility for the deliverables and the tasks listed in this SOW.
- All work products will be submitted to the CUSTOMER PM for acceptance and approval. The CUSTOMER PM may request that a deliverable outline be submitted for approval prior to work commencing on the deliverable. All correspondence and documentation will be delivered in both paper and electronic format unless otherwise agreed to by the Contractor and the CUSTOMER PM.
- CUSTOMER will complete a review of each submitted deliverable within five work days from the date of receipt. CUSTOMER feedback which indicates revisions to a deliverable

are required will be addressed and re-submitted by the Contractor within ten work days unless approval (in writing) for a different length of time is obtained from the CUSTOMER PM or designate.

- CUSTOMER will either accept or reject the Contractor's Services or Work Product within a reasonable number of days from performance. For this Project SOW, Services or Work Product will be accepted or rejected within 5 days from performance completion date. Failure to provide acceptance or rejection within 5 days will be considered acceptance of the deliverable.
- If CUSTOMER gives notice of rejection, then the Contractor will have an additional ten (10) days, within which to cure any deficiencies identified in writing by CUSTOMER.

PROJECT COMPLETION CRITERIA

The project will be considered complete when all deliverables described in the SOW have been accepted and approved by the CUSTOMER PM.

PAYMENT TERMS

CUSTOMER agrees to be invoiced based on completion and acceptance of each deliverable. CUSTOMER upon receipt of the invoice(s) agrees to a net payment term of (30) days.

TERMS AND CONDITIONS

The Terms and Conditions of this SOW will be in accordance with those of DIR-CPO-4754.

AUTHORIZATION AND ACCEPTANCE

By signing below, both GTS and the Customer agree to the Terms and Conditions of this SOW.

GTS Technology Solutions

City of Killeen

Signature: _____

Signature: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

Upon execution, please submit signed document to Tracie.Simental@gts-ts.com

APPENDIX A – CHANGE REQUEST FORM

Change# 001	Between:	GTS	CUSTOMER	Priority (select one)	Low, Medium, High
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Client Name		Date	
Change Manager		Related Issue #	

CONTACT INFORMATION							
Prepared by					Phone Email		
Change Owner					Phone Email		
Client/Contractor Contact					Phone Email		
DESCRIPTION OF EXISTING STATE ↓							
Details:							
REQUESTED CHANGE ↓	IMPACT → Cost		Schedule		Quality or Quantity		Related SOW Section
Details:							
IMPACT ↓							
Details:							
Total Cost of this Change		Paid By → (keep all that apply)		CUSTOMER	GTS		
GTS			CUSTOMER				
Signature				Signature			
Name				Name			