

# **Scope of Work**

Provide support with maintaining current Crestron Flex Advanced Video Conference System with integration for Zoom Rooms and other attached components.

Support contact must include the following.

- 8 x 5 remote support
- Response time of within 3 business hours
- Open ticket tracking
- RMA equipment warranty assistance
- Preventative maintenance
- On-site support within 72 hours if issue cannot be resolved remotely
- 1 YR contract