**Instructor Audio-Visual Podiums – Questions and Answers**

Q: Are you open to an Epson Brand interactive projector that we can provide and install?

   A: *We will not be accepting substitutions for projectors. I’ll be working with you in coming days to get a bid out for the boxlight projectors. We will use two Epson projectors, and we will be gathering quotes for those soon.*

Q: I have a question regarding the support that you are requesting for the Boxlight projectors. Are you expecting the podium provider to support the projectors with “next day emergency provisions” that are provided by someone else? What does “emergency provisions” mean?

   A: *My expectation for support of the projectors is that, for projector malfunction, other than lamp replacement or filter cleaning, the vendor or vendor’s support partner will ship, via next day delivery service, a replacement unit. We will swap projectors, and then send the faulty projector to the vendor or designated support partner for fulfillment of the warranty protection.*

Q: Would you or IVCC consider Crestron in place of Extron?

   A: *All vendors are welcome to submit proposals for turn-key podium systems with equipment that does not conform to our standards. Proposals will be evaluated on a combination of conformity and level of support provided.*

Q: Could you explain the scope of the installation. Would we just be supplying IVCC parts and IVCC would handle finding a contractor or would that be the responsibility of us?

   A: *As we are asking for turn-key systems, we anticipate systems that are delivered, assembled and pre-tested. If pre-assembled and pre-tested, we would perform the minimal “installation” of moving them into the classroom and hooking up the cables to the projector and network. Projectors will be hung by IVCC. Cables are run from projector to podium by contractors.*

Q: Could you elaborate on the requirements of the 3 year support? What are the expectations of IVCC?

   A: *We are asking that vendors describe what they are able to provide in terms of support. We expect the vendor or vendor’s support partner to provide phone support to help troubleshoot issues that may arise, minimally 8am-5pm, M-F. We have an on-site technician to assist on our end. Issues that can’t be resolved by phone support would require a campus visit and repair or replacement of parts.*
Q: So we are only responsible for supporting the projectors that we supply right? If we are not supplying any of the projectors–just the podiums–this does not apply.

    A: We are hoping for a support solution that would cover the projectors, regardless of from where they are purchased.

Q: Unless the provider of the podiums is also a dealer for Boxlight and did the install this is not an effective solution. Whomever sells you the product or service needs to be responsible for your support otherwise you will be caught in a finger pointing loop.

    A: We would advise that they simply describe the extent of their warranty terms. Others may have similar limitations.