



EIDIM Group Inc, dba EIDIM AV Technology

Complete All-in-One Turnkey Solution

Exhibit 4

Solicitation/Quote Title:

City of Oceanside - Library Community Rooms AV Conversion Project - BAFO

QUOTATION

Prepared By

EIDIM Group Inc.

1015 S. Placentia Ave.,
Fullerton, CA 92831

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Prepared for:

City of Oceanside
Christopher Freeman
IT Procurement Analyst
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330 N. Coast Hwy,
Oceanside, CA 92054

Information

Solicitation #
Business Type:
SBA Small Business
CA Micro Small Business
Quote Date: 10/31/2025
Exp Date: 12/31/2025
Version: 2

FEIN	CAGE	DUNS	F.O.B Point	GSA Schedule
95-4837990	33EMO	006617603	Destination	GS-03F-105AA
NOTE: 4% to be charged extra on payments through credit cards				

HARDWARE						
#	Manufacturer	Product Name	Description	QTY	Unit Price	Ext Price
			City of Oceanside - Library Community Room			
			LED Wall			
1	EraDisplays	SAIL-COB Series P1.875 FINE PITCH LED DISPLAY	Screen Size: 3.6m x 2.025m =7.29m2 Resolution 1920 x 1080=2,073,600 CabinetSize: 600x337.5x33mm 1. High refresh Rate>3840HZ/s, Vivid quality video/photo 2. COB process, anti-collision, dust-proof, moisture-proof	1	\$ 18,347.81	\$ 18,347.81
2	Middle Atlantic	RLM-20-1CA	MPR Module 20A, Controlled Stand-Alone	4	\$ 173.74	\$ 694.96
3			MPR Module Module Enclosure	4	\$ 110.50	\$ 442.00
4	EIDIM		LED Wall backing support (if needed)	1	\$ 3,315.00	\$ 3,315.00
5			Confidence Monitor			
6	LG	86UL3J-B	UHD IPS, 16:9, Direct LED, 60Hz Refresh Rate, 1, 200:1 Contrast Ratio, 178 x 178 Viewing Angle, 5ms (G to G), 30,000 Hrs Life Time, 16/7 Operation Hours, 8GB Internal Memory, Wi-Fi Built-In, Temperature Sensor, Auto Brightness Sensor	1	\$ 2,142.60	\$ 2,142.60
7	Chief	XTM1U	Extra-Large Fusion® Micro-Adjustable Tilt Wall Mount	1	\$ 326.89	\$ 326.89
8	Crestron	DM-NVX-D30	DM NVX® 4K60 4:4:4 HDR Network AV Decoder for Confidence monitor and existing display on the side	1	\$ 821.68	\$ 821.68
9			Conferencing Camera			
10	QSC	NC-12x80	20x Optical Zoom 60° Horizontal Field of View, PTZ Network Camera, PoE, with HDMI and SDI output. Includes PTZ-WMB1 wall mount bracket.	1	\$ 3,281.85	\$ 3,281.85
11			Microphones			
12	Shure	MXW2X/BETA58	neXt Wireless Handheld Microphone Transmitter with Beta 58A Capsule	12	\$ 554.27	\$ 6,651.24
13	Shure	DESKTOP-2	Desktop Stand with Boom	12	\$ 47.68	\$ 572.16
14	Shure	MXWNDX8	MXWNDX Networked Charging Stations 8 MXW neXt transmitters	1	\$ 1,126.38	\$ 1,126.38
15	Shure	MXWNDX4	MXWNDX Networked Charging Stations 4 MXW neXt transmitters	1	\$ 779.96	\$ 779.96

16	Shure	MXWAPX8	8 Channel Access Point Transceiver	1	\$ 3,204.89	\$ 3,204.89
17	Shure	MXWAPX4	4 Channel Access Point Transceiver	1	\$ 2,338.84	\$ 2,338.84
18			Speakers			
19	QSC	AC-S6T	6.5" Two-way surface speaker, 70/100V transformer with 8Ω bypass, 130° conical coverage, includes Yoke Mount	4	\$ 132.60	\$ 530.40
20			Audio DSP & Amplifiers			
21	QSC	Core 8 Flex	Unified Core with 8 local audio I/O channels, 64x64 network I/O channels with 8x8 Software-based Dante license included, USB AV bridging	1	\$ 2,337.08	\$ 2,337.08
22	QSC	SLDAN-16-P	Q-SYS Software-based Dante 16x16 Channel (8x8 Flows) License, Perpetual.	1	\$ 397.80	\$ 397.80
23	QSC	SPA4-60	1/2 RU 4 Channel ENERGY STAR amplifier / Multichannel Operation 100 watts into 8Ω & 4Ω, Bridged pair operation 200 watts into 8Ω & 4Ω, and 350 watts into 70v and 100v / 100-240 VAC Operation	1	\$ 749.19	\$ 749.19
24			Touch panel Controls			
25	QSC	TSC-101-G3	Q-SYS 10.1" PoE Touch Screen Controller for In-Wall Mounting.	1	\$ 2,187.90	\$ 2,187.90
26			Portable Podium			
27	Oklahoma Sound	Sound Lectern 800X	Overall Dimensions: 22" W x 17"D x 46"H Interior Shelf: 12"W x 4"D 40 Watts Multiplayer Amplifier Amplifier with Bluetooth, USB and AUX inputs and outputs for extension speakers and recording devices AC Plug Amplifier compatible with 100-240V power inputs, ensuring reliable performance worldwide	1	\$ 1,105.00	\$ 1,105.00
28			AV Rack			
29	Middle Atlantic	DWR-16-22PD	DWR Series Pivoting Wall Rack	1	\$ 831.40	\$ 831.40
30			Networked AV & USB Extenders Hybrid Meeting Support Laptop Integration			
31	Crestron	DM-NVX-E20-2G-W-T	DM NVX® 4K60 4:2:0 Network AV Encoder, Wall Plate, White Textured	2	\$ 663.00	\$ 1,326.00
32	C2G	C2G54268	1-Port USB 3.2 Wall Plat to WP Extender	1	\$ 468.46	\$ 468.46
33	Luxul	SW-505-24P-F	24 PoE+ 2 Combo RJ45/SFP Front-Facing Ports - 1Gb L2/L3 Managed Switch	1	\$ 1,031.46	\$ 1,031.46
34			Network Cable Run to the OFE IDF Switch			
35	Lanshack	PRO-769-S-DP-8-LCU-LCU-2P-300	Fiber Connection to IDF Room - 8 Strand Indoor Plenum Rated Singlemode Custom Pre-Terminated Fiber Optic Cable Assembly with Corning® Glass - Made in the USA by QuickTreX® - City prefers single-mode (OS2) fiber with LC connectors at both ends (LC duplex) for direct connection to each switch.	1	\$ 590.07	\$ 590.07
36	EIDIM		Conduit and raceway for fiber run	1	\$ 4,420.00	\$ 4,420.00

Sub Total \$ 60,021.02

Tax Subtotal (8.25%) \$ 4,951.73

Cables & Misc						
#	Manufacturer	Product Name	Description	QTY	Unit Price	Ext Price
37	EIDIM		Cabling: lot •Electrical Works including LED Wall •Conduit and raceway •Miscellaneous	1	\$ 21,148.72	\$ 21,148.72

Sub Total \$ 21,148.72

Tax Subtotal (8.25%) \$ 1,744.77

Labor Cost						
#	Manufacturer	Product Name	Description	QTY	Unit Price	Ext Price

38	EIDIM		<ul style="list-style-type: none"> •Design and Coordination •Remove existing equipment •Installation of Equipment •Engineering •Shop Drawings and Submittals •Project Management •Programming 	1	\$ 50,955.98	\$ 50,955.98
39	EIDIM		<ul style="list-style-type: none"> •Testing and Commissioning •User Training •Administration (man hours) •Documentation 	1	\$ 19,055.48	\$ 19,055.48

Sub Total \$ 70,011.45

Shipping Cost						
#	Manufacturer	Product Name	Description	QTY	Unit Price	Ext Price
40	EIDIM		Shipping	1	\$ 3,672.84	\$ 3,672.84

Sub Total \$ 3,672.84

Warranty + Remote Access						
#	Manufacturer	Product Name	Description	QTY	Unit Price	Ext Price
41	EIDIM		Platinum Service Level Warranty + Remote Access Service (One Year) <ul style="list-style-type: none"> o Email/Phone acknowledgement: within 2 business hours. o Remote diagnosis start: within 4 business hours. o On-site response: <ul style="list-style-type: none"> ▪ Critical outage impacting a scheduled meeting (e.g., projector, room audio, PTZ camera, or touch panel inoperable): next business day. ▪ Non-critical issues: within 3 business days. 	1	\$ 7,646.68	\$ 7,646.68

Sub Total \$ 7,646.68

Quote Summary	
Description	Amount
Hardware	\$ 60,021.02
Cables & Misc	\$ 21,148.72
Labor Cost	\$ 70,011.45
Shipping	\$ 3,672.84
Warranty + Remote Access Service (One year)	\$ 7,646.68

Sub Total \$ 162,500.71

Estimated Tax \$ 6,696.50

Total \$ **169,197.21**

CITY OF OCEANSIDE CA

LIBRARY COMMUNITY ROOMS AUDIOVISUAL CONVERSION PROJECT

(Request for Proposal)

**EIDIM Group Inc., dba
EIDIM AV Technology**



877-77 EIDIM (34346)

www.eidim.com

September 26, 2025

Prepared by:

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“Complete All-in-one Turnkey Solutions”

Affordable Excellence in Modern AV technologies.

Los Angeles (HQ) | San Jose | Las Vegas | Phoenix | Orlando



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Cover Letter

To whom it may concern,

EIDIM Group, Inc. is honored to submit our proposal in response to the Request for Proposal (RFP) issued by the esteemed **City of Oceanside**. We have thoroughly reviewed and fully understand all elements, requirements, and expectations outlined in the Request for Proposal.

Our team is prepared to provide a **Complete All-in-One Turnkey Solution** that includes purchasing of high-quality audio visual systems, replacement of the outdated equipment to meet current standards of the enterprise-grade audio/video (A/V) system for the City's Library Community Rooms. We will provide all required components, manage the project from inception through completion, and deliver a fully functional installation that meets or exceeds the performance standards. We are committed to delivering a seamless integration that meets the functional, technical, and operational needs of the County. With over **25 years of experience** in the AV industry, particularly in serving local and government institutions, EIDIM is confident in its ability to meet the County's requirements effectively and efficiently.

By partnering with EIDIM, the City of Oceanside will benefit from our expertise in delivering seamless integration solutions, supported by our centralized project management tools and proven methodologies. Additionally, the county will gain the following advantages by working with EIDIM on this project:

1

Spirit

Driven by the motto
**"Spirituality &
Competency Combined"**,
we uphold **integrity,
quality, and passion** in
exceeding client
expectations.

2

Complete AV Solutions

Offering **turnkey
audiovisual integration**,
we hold CA licenses **B,
C10, and C33**, blending
advanced technology with
customized solutions.

3

Dedicated to Education & Government Sectors

With expertise in **public
sector projects**, we
deliver impactful, reliable
AV systems tailored to
civic and educational
spaces.

Throughout the process, we upheld the highest standards of professionalism to guarantee the best possible outcome for our government clients. We encourage you to reach out to us without hesitation regarding any questions or concerns. Our team is always available and eager to assist you in any way possible.

Sincerely,



Andrew W. Bang, CTS-D, CTS-I | President/CEO
562-777-1009 | estimate@eidim.com

Company Overview

EIDIM Group, Inc., short for “**Everything is Done in the Maker**,” stands out in the audiovisual industry by offering comprehensive solutions that integrate cutting-edge technology with a deep commitment to quality and customer satisfaction. Our philosophy is rooted in a blend of spirituality and competency, encapsulated in our motto “*Spirituality & Competency Combined*.” Since our founding in 1999, we have focused on delivering **Complete All-In-One Turnkey Solutions and Services** that cover all aspects of AV projects.

25

Years of
Experience

96%

Of Customer
Repeat Business

560+

Completed
Projects

We are a licensed **General B, C-7, C-10, and C-33 certified CA contractor**, with extensive experience working on **local and public sector projects**, as well as federal, educational institutions, houses of worship, and private projects across the nation and state.

With these licenses, we deliver comprehensive, all-in-one solutions, offering a full range of services needed for any phase of AV system implementation. EIDIM is in a stable financial position, with no bankruptcy, pending litigation, planned office closures, or mergers that could impact our ability to complete the project.

Moreover, we are holders of the **AVIXA CTS, CTS-D, and CTS-I certifications**—world-renowned credentials in the Audio-Visual industry. These certifications are awarded only to certified designers, installers, engineers, and project managers who adhere to the highest standards of AV implementation.

They stand as a testament to EIDIM Group Inc.'s commitment to delivering the highest level of service. For this project, we are highly capable of performing the work as the sole primary contractor.



AV Services:

- A. Equipment Procurement
- B. Design and Consultation
- C. Design Build
- D. Integration
- E. AV/ IT Programming
- F. Installation
- G. Warranty/ Ongoing Support Services
- H. Preventive Maintenance Services

Company Designation:

Type of Organization:
Corporation
CA License: 824410
Company Tax ID: 95-4837991
DIR: 1000010711
DUNS: 00-661-704
Cage Code: 33EMO
GSA Schedule #: GS-03F-105AA
CMAS#: 3-14-58-0247A
SAM UEI#: RY5JGX8KWHV5
CSBE: 3864

We have provided four (4) project references with similar scope and services for the City's review.

Executive Summary

The City of Oceanside seeks to upgrade its Library Community Rooms with a comprehensive, state-of-the-art audiovisual system that will enhance its ability to host public meetings, including City Council and public board sessions. The current setup is outdated, preventing the facility from effectively supporting its dual role as both a community space and a secondary emergency command center. To address these challenges, we propose a full replacement of the existing system, ensuring the space is equipped with modern, flexible, and reliable audiovisual technology.

Our solution involves the installation of high-resolution displays, cutting-edge audio systems, and intuitive control interfaces to ensure seamless operation. A key component of the proposal is the integration of both projection systems and a large video wall display, offering flexibility in the use of the space for both in-person and remote participation in meetings. The solution also includes:

- **Option (1) Projection Systems:** Two high-lumen wall-mounted laser projectors with long-throw lenses, paired with motorized projection screens to provide sharp and clear visuals for large audiences.
- **Option (2) LED Video Wall:** A 3.6m x 2.025m high-definition LED wall, providing vibrant and detailed video output for critical meetings and presentations.
- **Conference Camera:** A high-quality PTZ (Pan-Tilt-Zoom) camera, capable of capturing clear video from various angles, ensuring remote participants have a full view of the proceedings.
- **Microphone Systems:** A combination of wireless and desktop microphones for up to 12 participants, offering flexibility and clear audio capture for meetings.
- **Audio System:** An advanced speaker setup, including 16 QSC AC-S6T speakers for wide coverage, along with QSC Core and amplifier units to ensure high-quality sound throughout the space.
- **Touch Panel Controls:** A 10.1" touch-enabled control system, mounted in-wall, to manage all audiovisual functions from a single interface, ensuring ease of operation.

Additionally, the system will support hybrid meetings, seamlessly integrating with Microsoft Teams and Zoom, allowing remote participants to join in real-time. Laptop integration is also supported via wall-mounted input jacks, providing flexibility for presenters to connect their devices quickly.

To ensure reliable operation and future-proof the system, the solution will include a redundant power supply system, as well as a full AV rack for centralized management. The installation will be accompanied by full documentation, training, and testing to ensure the system is ready for immediate use upon completion. A five-year warranty will also be provided, ensuring long-term support and peace of mind.

This solution is designed to meet the City's current needs while also providing the flexibility to adapt to future technological advancements. With this proposal, EIDIM aims to deliver a comprehensive, scalable audiovisual system that will enhance the City of Oceanside's Library Community Rooms, supporting both daily operations and special events with ease.

»» Why EIDIM?

With over 25 years of experience in the AV industry, EIDIM has successfully completed numerous projects aligned with the City's expectations. We maintain a local office in the Northern and Southern California, staffed with skilled AV practitioners ready to provide on-site services and prompt responses to service requests through our efficient ticketing system.

Our team includes certified AV designers and project managers holding **AVIXA CTS**, **CTS-I**, and **CTS-D** certifications, demonstrating their expertise in proposing and implementing effective modifications.

HIGHLIGHTS:

- 25 years of Experience
- Completed projects similar with the present bid
- Diverse Suppliers
- Local presence
- Certified AV Experts
- Agile and Faster Implementation

As a moderately sized company, we offer the agility and efficiency to deliver faster, more reliable results compared to larger firms that require higher overhead funding to initiate projects. We prioritize transparent relationships with our clients, fostering efficiency and accountability throughout the project's lifecycle.

Relevant Licenses

We hold **B**, **C7**, **C10**, and **C-33** licenses, covering low- and high-voltage projects, as well as building, painting, and patching work.

Dealerships

Most of the equipment brands in the City's current system are part of our dealerships and partner network.

AVIXA Certifications

Holding AVIXA certifications demonstrates the team's ability to implement the highest standards in the AV industry.

Proposed Solution

For this project EIDIM will provide a complete-turn key solution integrating all needed services to provide a sophisticated AV system that implements the preferences of the city for the Community Rooms. The solution will prioritize updating the needed AV equipment and automating the council chamber meeting session that is described in the meeting process of the RFP.

This section of the documentation will provide a comprehensive guide for the successful execution, monitoring and completion of the project. The plan outlines the project's objectives, scopes, inclusion, exclusions, customer requirements, deliverables, and proposed AV system ensuring all stakeholders have a clear understanding of the project's goals and expectations. By providing a roadmap for project activities, this plan aims to align the project team, facilitate informed decision-making, and contribute to achieving the project's intended outcomes efficiently and effectively.

Place of Performance: The Library Community Rooms (located next to the Civic Center Public Library) 330 N. Coast Hwy, Oceanside CA 92054.

Scope of Work

The City of Oceanside, seeks the assistance of a certified and qualified audio-visual contractor to provide all necessary labor required to complete the objectives specified in the project. The scope of services for this project includes the procurement, decommissioning, installation, integration, programming, and warranty of the future fully functioning upgraded rooms.

All the professional services will be implemented in compliance with the preferences of the City. A complete breakdown of the all included fees are provided in the succeeding pages of the proposal.

a. Projection System / LED Wall Option

The rooms will be updated with a high-resolution video wall to serve as the primary display, enabling participants to view presentation content, city camera feeds, cable/over-the-air television, or other supplemental materials with exceptional clarity. The video wall will support customizable layouts, allowing users to resize and rearrange sources or reset to a default configuration, aligning with the RFP's requirement for a versatile, high-resolution display capable of handling multiple input sources. A video wall processor will be integrated into both solutions to manage video inputs and ensure seamless content display. One (1) Projection System / LED display solutions are proposed to meet these requirements:

Projection System

Option 1: Epson PowerLite L570U - 3LCD projector - 5200 lumens (white) - 5200 lumens (color) - WUXGA (1920 x 1200) - 16:10 - LAN

This advanced system is a high-performance 3LCD laser projector designed for professional AV applications. Delivering 5,200 lumens of white and color brightness, it ensures vivid, true-to-life images even in bright environments. With a WUXGA (1920 x 1200) resolution and 16:10 aspect ratio, the projector produces sharp, detailed visuals ideal for presentations, video playback, and data display. The contractor will integrate the video wall processor to

manage multiple input sources (e.g., HDMI, DisplayPort) and ensure smooth content rendering across the display. This solution aligns with the RFP's need for a high-resolution, reliable, and serviceable video wall for dynamic content display.

Featured Products:

- One (1) Epson PowerLite L570U - 3LCD projector - 5200 lumens (white) - 5200 lumens (color) - WUXGA (1920 x 1200) - 16:10 – LAN
- One (1) Da-Lite 37612L (Tensioned Contour Electrol 164", 87"h x 139"w with Da-Mat)
- One (1) Mount-it MI-604W (Full Motion Projector Wall & Ceiling Mount)
- One (1) Crestron DM NVX® 4K60 4:4:4 HDR Network AV Decoder

LED Wall Option

Option 2: ERA LED DISPLAY SAIL-COB Series P1.875 FINE PITCH LED DISPLAY

We offer another perfect solution to extend which product will fit perfectly in accordance with the needs. This LED Wall Option is intended to serve as the primary large-format display solution within the AV Room. With its fine pixel pitch and COB technology, it delivers sharp, vibrant, and seamless visuals, making it ideal for high-resolution content such as presentations, live video feeds, data visualization, and multimedia playback.

The contractor will incorporate the video wall processor to handle multiple input sources and ensure seamless content distribution, interfacing with the system control. This solution meets the RFP's requirements for a high-definition, energy-efficient, and durable video wall.

Screen Size:

3.6m x 2.025m = 7.29m²

Resolution 1920 x

1080 = 2,073,600

Cabinet Size:

600x337.5x33mm

1. High refresh Rate > 3840HZ/s, Vivi quality video/photo

2. COB process, anti-collision, dust-proof, moisture-proof

Confidence Monitor:

The AV Rooms will be equipped with an advanced Confidence Monitor. The Confidence Monitor is designed to serve as a dedicated display for presenters and facilitators, ensuring they can clearly view live program output, presentation slides, timers, or reference materials without turning away from the audience. Its UHD resolution, wide viewing angle, and fast response time guarantee sharp, accurate visuals even under varied lighting conditions. With built-in Wi-Fi, onboard memory, and intelligent sensors, the monitor ensures optimized performance, energy efficiency, and long-term reliability. This solution enhances the flow of presentations, stage management, and overall AV Room functionality by providing presenters with reliable visual support.

Featured Products:

- One (1) LG 86UL3J-B UHD IPS, 16:9, Direct LED, 60Hz Refresh Rate, 1, 200:1 Contrast Ratio
- One (1) Chief XTM1U Extra-Large Fusion® Micro-Adjustable Tilt Wall Mount
- One (1) Crestron DM NVX® 4K60 4:4:4 HDR Network AV Decoder

b. Conferencing Camera:

As to Desired System Information, the community rooms shall include a conferencing camera. This equipment is designed to deliver professional-grade video capture for conferencing, training, and collaborative sessions within the AV Room. With its 20x optical zoom and 60° wide field of view, the camera can focus on presenters, panelists, or participants with exceptional clarity. The PTZ functionality ensures flexible coverage of the entire room, while PoE simplifies installation and reduces cabling requirements. HDMI and SDI outputs provide smoother connectivity to AV systems, switchers, and recording devices, ensuring compatibility with both modern and legacy infrastructures. This solution enhances remote collaboration, live streaming, and high-quality visual communication, making it integral to the AV Room's conferencing system.

Featured Product:

- One (1) QSCTSW NC-12x80 - 20x Optical Zoom 60° Horizontal Field of View, PTZ Network Camera, PoE, with HDMI and SDI output. Includes PTZ-WMB1 wall mount bracket.

c. Microphones:

These advanced microphones are intended to provide clear, natural, and professional-quality audio for the AV Room. Its Beta 58A capsule is specifically designed for speech intelligibility and vocal clarity, making it ideal for presenters, speakers, and facilitators. As part of the Microflex Wireless system, it ensures secure, interference-resistant transmission and integrates seamlessly with networked AV systems. The rechargeable design with smart power management supports sustainable, low-maintenance operation. This microphone enhances the quality of conferences, training sessions, and live presentations, ensuring that all participants experience consistent and intelligible audio.

Featured Product:

- Twelve (12) Shure *MXW2X/BETA58* NeXt Wireless Handheld Microphone transmitter with Beta 58A Capsule
- Twelve (12) Shure *DESKTOP-2* Desktop Stand with Boom
- One (1) Shure MXWNDX8 (Networked Charging Stations 8 MXW neXt transmitters)
- One (1) Shure MXWNDX4 (Networked Charging Stations 4 MXW neXt transmitters)
- One (1) Shure MXWAPX8 (8 Channel Access Point Transceiver)
- One (1) Shure MXWAPX4 (4 Channel Access Point Transceiver)

d. Speakers

The target rooms will be supported by the 6.5" two-way surface-mount speakers are designed to provide clear, intelligible, and evenly distributed audio throughout the AV Room. With their

wide 130° conical coverage, they deliver consistent sound quality to all participants, ensuring both speech and multimedia content are heard clearly. The inclusion of a 70V/100V transformer with 8Ω bypass that allows flexible compatibility with various amplifier configurations, making the system scalable and efficient. The yoke mount ensures easy and precise installation on walls or ceilings. These speakers enhance the AV Room's functionality by supporting presentations, video conferencing, and multimedia playback with professional-grade audio performance.

Featured Equipment:

- Sixteen (16) QSC AC-S6T 6.5" (Two-way surface speaker, 70/100V transformer with 8Ω bypass, 130° conical coverage, includes Yoke Mount)

e. Audio DSP & Amplifiers

The very purpose of Audio DSP & Amplifiers is to provide the centralized processing and routing backbone of the AV Room. With a balance of local and networked I/O, the system supports microphones, speakers, conferencing endpoints, and multimedia devices seamlessly. The included Dante capability ensures interoperability with modern AV-over-IP environments, while USB AV bridging enables simple, direct integration with conferencing software and hardware. This unified core reduces complexity, streamlines control, and ensures reliable, high-quality audio performance for presentations, video conferencing, training, and collaborative applications.

Featured Equipment:

- One (1) QSC Core 8 Flex (Unified Core with 8 local audio I/O channels)
- One (1) QSC SPA4-100 (1/2 RU 4 Channel ENERGY STAR amplifier / Multichannel Operation)

f. Touch panel Controls

The company will install a centralized Touch panel control that is a user-friendly control interface for the AV Room. Installed in-wall for easy access, it enables operators and end-users to manage audio levels, video routing, conferencing functions, and environmental controls from a single, intuitive interface. Powered via PoE, it reduces cabling requirements and ensures a clean, professional installation. As part of the Q-SYS ecosystem, the touch panel ensures seamless integration, reliable performance, and simplified daily operation, enhancing the overall usability and efficiency of the AV system.

Featured Equipment:

- One (1) QSC TSC-101-G3 Q-SYS 10.1" PoE Touch Screen Controller for In-Wall Mounting

g. AV Rack

The AV Rooms will be installed with a high-performance pivoting wall rack designed to provide secure, space-efficient, and easily serviceable housing for AV and IT equipment. Engineered for professional installations, this rack offers a 16-space (16RU) capacity with a 22-inch depth, making it suitable for accommodating a wide range of devices including servers, amplifiers, network switches, and other rack-mounted components.

Its pivoting wall-mount design allows the equipment section to swing open, providing convenient rear access to cabling and connections without requiring full removal from the rack. This feature ensures streamlined maintenance, efficient cable management, and long-term serviceability, all while minimizing installation footprint. The rack also includes integrated power distribution (PD), enhancing reliability by consolidating power delivery within the rack enclosure.

Featured Equipment:

- One (1) Middle Atlantic DWR-16-22PD DWR Series Pivoting Wall Rack

h. Network AV & USB Extenders Hybrid Meeting Support Laptop Integration

The rooms will be supported by a robust network providing a unified connectivity for hybrid meetings and collaborative sessions within the AV Room. Its wall plate form factor offers a discreet, convenient connection point for laptops and external devices, allowing presenters and participants to easily share 4K video and audio content. By leveraging AV-over-IP, it ensures low-latency, high-quality signal distribution across the network, supporting flexible routing and integration with conferencing systems. This solution enhances meeting efficiency, hybrid collaboration, and user experience by ensuring simple and reliable device integration into the AV infrastructure.

Featured Equipment:

- Two (2) Crestron DM NVX® 4K60 4:2:0 Network AV Encoder, Wall Plate, White Textured
- One (1) C2G 1-Port USB 3.2 Wall Plate to WP Extender
- One (1) Luxul 24 PoE+ | 2 Combo RJ45/SFP Front-Facing Ports - 1Gb L2/L3 Managed Switch

Close out Documents and Deliverables

Upon project completion, EIDIM will provide comprehensive documentation tailored to the City-approved modifications. Deliverables will include detailed A/V line diagrams showing connectivity, components, and placements, along with the latest A/V custom programs, configuration codes, links, and modules for future reconfigurations. All digital files will be securely transmitted via email, accessible only to authorized vendors and certified partners to ensure data security and integrity.

- AV As-built shop drawings (digital copy)
- Software Programming/Configuration codes (digital copy)
- Manufacturer's product data sheets and specifications (digital copy)
- AV Solution Product List (digital copy)
- Equipment warranty information for newly installed (digital copy)
- User Operations & Maintenance Manuals (digital copy)

Note: Hard copy can be provided upon request

The items listed above may be updated or modified based on client requests or issues identified during integration. For additional deliverables or AV professional services, please contact our assigned estimator.

Warranty & Post Installation Services

- Designated Project Coordinator: We will assign project coordinators to ensure fast and responsive customer care. They will oversee project implementation, manage technician and engineer schedules, and work with project managers to incorporate City-approved modifications.
- Texting Platform: A dedicated texting platform will give clients direct access to coordinators, enabling fast, real-time updates on project progress.
- Equipment Warranty: This service guarantees manufacturer's warranty (parts, software, labor) for all hardware provided as part of their video wall solution with a validity of 5 years. Warranty will begin at final acceptance of the AV system.
- Workmanship Warranty: This service guarantees EIDIM's workmanship warranty, which guarantees responses to emails and calls and onsite technical assistance upon request. Technical service calls requiring advanced support will be escalated to technicians for immediate resolution.

We acknowledge and sought to deliver the following our best level warranty. The services will be providing are based on the specifications outlined in the Q and A:

• Equipment Warranty

Equipment: Minimum 3-year coverage for major AV components (projector, PTZ camera, DSP/amplifiers, microphones, matrix/switching, control processor/touch panel, and AV network switch).

• Workmanship Warranty

Workmanship/Programming: 1-year warranty on installation, terminations configuration, and programming from City acceptance.

• Support During Warranty

Email/Phone acknowledgment: within 2 business hours.

Remote diagnosis starts: within 4 business hours.

On-site response:

Critical outage impacting a scheduled meeting (e.g., projector, room audio, PTZ camera, or touch panel inoperable): next business day.

Non-critical issues: within 3 business days.

• Warranty Claims Process

At EIDIM, we take pride in delivering high-quality audiovisual solutions to our clients, and we are committed to ensuring that our products and services meet the highest standards. In the event that an installed product becomes defective, our warranty claims process is designed to provide timely and efficient resolution, under the terms of both the manufacturer's warranty and EIDIM's

Service Warranty. Below is a detailed breakdown of the steps involved in initiating a warranty claim:

Step 1: Initiating the Warranty Claim

If you experience any issues with the installed product, the first step is to contact our dedicated **Support Team** at EIDIM. Our support specialists are trained to assist in diagnosing and determining whether the issue is covered under the manufacturer's warranty and whether it falls under the scope of EIDIM's Service Warranty.

To initiate a claim, please provide the following information:

- **Serial Number of the Defective Product:** This is crucial for identifying the exact model and warranty status with the manufacturer.
- **A Detailed Description of the Issue:** Please include as much detail as possible regarding the defect or malfunction. The more information provided, the quicker we can process the claim.

Step 2: Claim Review and Processing

Upon receiving your claim, EIDIM's **Purchasing Team** will review the details of the defective product. The Purchasing Team will verify whether the product is covered under the manufacturer's warranty, as well as the status of the service warranty provided by EIDIM.

Step 3: Manufacturer's Return Merchandise Authorization (RMA) Process

Once the warranty claim is verified, our Purchasing Team will initiate the **RMA Process** with the manufacturer. The manufacturer will assess whether the defective product qualifies for repair or replacement, and the process will proceed according to their policies.

It's important to note that the **final decision** on whether the product is repaired or replaced rests solely with the manufacturer. EIDIM will facilitate communication with the manufacturer to ensure a smooth and efficient process.

Step 4: Installation of the Repaired or Replaced Product

- **If the product is under both Manufacturer's Warranty and EIDIM's Service Warranty:** EIDIM will cover the cost of reinstalling the defective product, ensuring that the replacement or repair is completed at no additional charge to you.
- **If the product is covered solely by the Manufacturer's Warranty and is not under EIDIM's Service Warranty:** While the product will still be repaired or replaced under the manufacturer's warranty, **installation fees** will apply. In this case, the client will be responsible for the cost of reinstalling the product.

Implementation Plan

We have developed an estimated project timeline to ensure the timely and efficient implementation of the AV system for the EOC. EIDIM will complete the project within the city's expected timeframe (Summer 2025). Upon receiving the notice to proceed, we will immediately initiate all necessary actions to ensure the project is completed on time.

Milestones:

Phase 1: Administration

Contract Award

This milestone marks the official start of the project with the contract signing and issuance of the Notice to Proceed (NTP). The NTP authorizes the project team to begin work per the agreed scope, schedule, and budget. It also involves verifying contract terms, setting up communication channels, and preparing necessary documentation for a smooth transition to project execution.

Site Survey/Kick off Meeting

The site survey and kick-off meeting bring together the project team, stakeholders, and relevant personnel to align on project objectives, expectations, and schedules. During the site survey, team members assess the project location, gather critical data, and identify any potential obstacles. The kick-off meeting covers the project timeline, roles and responsibilities, communication protocols, and safety considerations, ensuring a unified approach from the start.

Shop Drawing/Plan Check

During this phase, detailed shop drawings are created, reviewed, and approved. These technical documents outline specifications, measurements, and construction details, providing a visual representation of the project. The plan check process involves reviewing the drawings for compliance with design requirements, safety standards, and regulatory codes. Any necessary revisions are made to ensure accuracy and feasibility.

Order Material

With approved shop drawings, the project team places orders for all required materials. This milestone involves coordinating with suppliers, verifying material specifications, and ensuring that purchase orders align with project needs.

Material ETA

The expected time of arrival (ETA) for the ordered materials is tracked over this 30-day period. During this phase, the project team monitors the supply chain, manages vendor communications, and prepares for the receipt of materials.

Phase 2: Installation

Rough-In

During the rough-in phase, the project team installs the basic infrastructure required for the equipment and systems. This involves running cables, setting up conduits, mounting brackets, and preparing connection points.

Shop Staging

All equipment and materials are prepared and pre-configured off-site to streamline the on-site installation process. This includes assembling components, performing preliminary testing, and ensuring that all equipment is fully operational and ready for deployment. Shop staging helps identify and resolve potential issues early, enhancing efficiency and reducing downtime during the installation phase.

Equipment Installation

The equipment installation phase involves physically placing and securing all project-specific equipment at the site. This includes mounting hardware, connecting systems, and integrating components as outlined in the project design and shop drawings. The installation team works closely with project managers and the assigned designer from the city to ensure that all equipment is installed correctly, aligned properly, and meets both functional and safety requirements.

Termination/Configuration

Once the equipment is installed, technicians perform termination and configuration tasks to connect all systems and make them fully operational. This involves wiring connections, software configuration, system integration, and conducting initial setup procedures. At this stage, technicians also conduct preliminary tests to verify that all configurations meet the specified operational parameters and project goals.

Commissioning/Validation

The commissioning and validation phase ensures that all installed systems and equipment are functioning as intended. This includes conducting performance tests, troubleshooting issues, and validating that the system meets all contractual and regulatory requirements. The project team works with stakeholders to complete final inspections, obtain necessary approvals, and ensure the project is ready for handover. Successful commissioning confirms that the project is complete and all systems are operational and fully compliant.

Phase 3: System Programming

Programming

Involves comprehensive development of the audiovisual (AV) system, including audio DSP programming, control system programming, network switch programming, and GUI designs for both control systems and user panels, specifically the Crestron X-Panel for City TV.

Key milestones include:

- **Initial AV Programming Meeting:** All stakeholders, including the AV Contractor, owner's representatives, system users, and vendors, will meet to discuss control

system functions and overall GUI design. Vendors will implement minimal changes as needed.

- **Initial GUI Design Development:** Vendors will create a preliminary GUI design based on meeting discussions. They may request City-provided graphics, such as logos or images.
- **GUI Review Meeting:** The initial GUI design will be reviewed, and feedback will be collected to guide further modifications.
- **Design Modifications:** The vendors will adjust the GUI design to incorporate the City's feedback. **Final Code Review:** After system installation and programming, a final review meeting will be conducted to ensure the system meets all requirements. This meeting will focus on code validation, not training.

Debugging

The debugging phase focuses on identifying and resolving software issues through thorough testing and troubleshooting. The team refines the code, optimizes performance, and conducts final tests to ensure the system operates reliably and meets all project standards.

Phase 4: Substantial Completion

Client Walkthrough

After the system has been thoroughly tested, the client is invited for a walkthrough. During this session, the team demonstrates the system's capabilities, explains how to use the various features, and answers any questions the client may have. The walkthrough ensures that the client is familiar with the system and satisfied with its performance.

Punchlist

Following the client walkthrough, any issues or adjustments identified are addressed during the punch list completion phase. The team works to resolve any outstanding items, ensuring that the system is fully compliant with the project requirements. This phase is critical for ensuring that the client is fully satisfied with the final installation.

Training

EIDIM will provide a basic training session lasting up to 6 hours for end users and IT staff. This session will cover essential system functionality and operations, including demonstrations of features and settings. The training will be conducted by a technician or engineer familiar with the system.

Sign-off

In this part of the project, EIDIM will provide and submit all the closeout documents and deliverables to the City. We will also request for a letter of completion in order to fully closeout the project.

Assumptions

The following assumptions are based on the RFP document and Q&A responses provided by the client. Any clarifications can be addressed during the review and evaluation of the quote:

- The city acknowledges that EIDIM does not fabricate or manufacture the recommended products in the quote.
- Items to be reused or repurposed must be in working condition. The city is responsible for any necessary repairs for these items.
- Existing conduits for low-voltage applications can be reused.
- The city will provide existing schematics, programming codes, GUI files, documentation, equipment inventory, and warranty status information if possible.

Exclusions

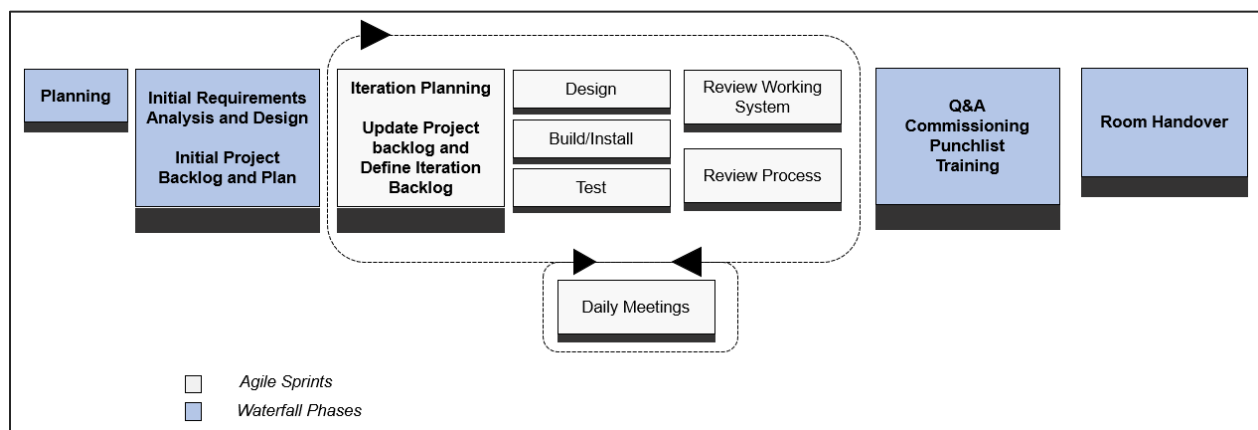
- No additional items, professional services, products, or system functions will be provided beyond the stipulated information.

Customer Requirements

- Coordinate the preparation of any hardware and/or software that is not included for this project. Ensure that existing hardware is fully functional and software/firmware is updated
- Assure that the environment is 100% ready. If the environment is not 100% ready the scheduling of the implementation will not be finalized until it is.
- Assign a designated person from the Customer's staff who, on behalf of the Customer will grant all approvals, provide information, and otherwise be available to assist EIDIM to facilitate the delivery of this service.
- Allow EIDIM full and unrestricted access to all locations where the service is to be delivered.
- Provide one point-of-contact that will finalize decisions during the installation of the project modifications. Provide necessary documentations, paperwork, schematics, line drawings, and information for EIDIM to complete the project. Any delays in providing the necessary project documentation will delay the project.
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, any network connections, etc. that is required.

Approach

In our AV integration projects, we leverage a hybrid approach that combines the strengths of both **Agile and Waterfall methodologies** to ensure efficient project delivery and exceptional outcomes



The Waterfall methodology will guide the early stages, such as requirements gathering, design, and hardware setup, where a linear and structured process ensures that foundational aspects are well-documented and executed systematically. Once these fixed elements are in place, we will incorporate Agile principles during the equipment installation, programming, testing, and user feedback phases. This allows for iterative cycles of planning, development, testing, and refinement, enabling us to adapt quickly to any changes in requirements or unforeseen challenges.

PROJECT TEAM

Qualifications, Licenses

Project Team: Qualifications & Licenses

1. Andrew Bang, CTS-D, CTS-I, DMC-D

President/CEO – Senior Project Manager

With 31 years in the Audio-Visual Industry, Andrew holds a Certified Technology Specialist – Design (CTS-D) and Certified Technology Specialist – Installation (CTS-I). His expertise spans design, consultation, development of AV system solutions, and comprehensive project management, demonstrating his capability to lead complex AV initiatives effectively.

Project Team Support: This segment of the organization is pivotal in executing AV projects from start to finish.

2. Mohsen Hosseini

Project Manager

Moh, with 10 years as EIDIM's Project Manager, expertly leads projects from start to finish, ensuring they meet client expectations and constraints. He holds certifications in Crestron NVX, Digital Media, ClearOne, Planar, Biamp, and more, skillfully handling project scopes, team coordination, and maintaining top quality and efficiency.

3. Niko Mirzaghavami, CTS

Junior Project Manager

With nearly seven years of experience, Niko brings expertise to her role as a Junior Project Manager, specializing in project planning, execution, progress monitoring, and documentation management. She is adept at maintaining clear and effective communication with stakeholders and plays a critical role in risk assessment and quality management to ensure adherence to project standards.

4. Yricah Sotero

Lead Project Coordinator

Yricah, with nearly 5 years as a project coordinator, plays a key role in supporting project management by handling administrative tasks, coordinating schedules, organizing meetings and facilitating communication for smooth execution. She serves as the primary contact for managing documents between clients and project managers, ensuring efficient document flow.

Engineering/Programming Support: Specializes in technical aspects including design, integration, program installation, debugging, testing and also with user trainings.

5. Timothy Pak

Lead AV Engineer

With 22 years of experience in the AV field, Tim has worked on a wide variety of projects across numerous AV areas. He holds certifications in Crestron, Biamp, Extron,

and forklift operation. Tim is proficient with the latest audio, lighting, and video equipment, ensuring top-notch operation. His skills extend to CAD drafting and programming, overseeing the hands-on installation, monitoring, and maintenance of audio-visual systems.

6. Joseph Puti-an, CTS-D, CTS-I

Lead AV System Designer

Joseph brings 19 years of experience in the Audio-Visual industry, demonstrating expertise in audio and video systems across various sectors, including federal, education, church, and private markets. Leveraging his professional knowledge, he oversees all aspects of project processes, from consultation to design and engineering.

As a Certified Technology Specialist - Design (CTS-D) with Crestron DM and Extron certifications, Joseph excels in developing comprehensive audio-visual solutions. His specialized skills include designing and implementing Biamp equipment and integrating it with Crestron control systems. In his role as lead designer, he will prepare the AV schematics and designs required for the project deliverables.

7. Jan Daryl San Juan, CTS

AV System Designer

Jan brings eight (8) years of experience to the Audio-Visual industry. As an AV Designer at EIDIM, he specializes in creating custom audiovisual systems that merge technical requirements with design elements. A Certified Technology Specialist (CTS) with Crestron, Biamp, Atlona and Extron certifications. By assessing client needs, selecting suitable equipment, and ensuring integrated solutions, Jan works closely with engineers and installers to create optimal audiovisual environments.

8. Andres Lopez – Ruiz

Lead IT Programmer/Maintenance Supervisor

Andres brings seven (7) years of experience in the audiovisual industry to his role as an AV Programmer, where he has contributed to a wide range of projects across diverse markets. He is proficient in multiple programming languages and environments, including Java, Python, JavaScript, Kotlin, C++, SQL, HTML, CSS, PostgreSQL, OpenCV, Darknet, Node.js, and platforms like Ubuntu, Windows, macOS, Android Studio, and Eclipse. Andres will focus on control system programming and installation, integrating these skills seamlessly into the Audio-Visual System.

9. Technical Associates

AV Engineers, Technicians and Programmers

Technical Associates, comprising of AV Engineers, technicians and programmers within the company, are tasked with technical installations, troubleshooting, operating, and removal of equipment and resources as required. They are also responsible for performing system checks to ensure optimal functionality and reliability. They will help the lead

engineer and programmer to properly implement the system in schedule optimizing timely delivery of the system.

The following names of individuals are the assigned technical associates of our company for this project:

- Adan Angel (AV Technician 1)
- Gabriel DuLong (AV Technical 1/Tech Sales)
- Ranjith Reddy Velmareddy (Network Specialist 1)
- Sam Cho (AV Specialist 1)
- Philip Kim CTS (AV Technician 1)



REFERENCE

North County Transit District- Boardroom Technology

PROJECT DESCRIPTION

EIDIM Group, Inc. successfully upgraded the County Boardroom's A/V system, replacing the outdated VGA-based setup with a high-definition video wall integrated into the existing Dante audio network. The project included removing old monitors and a projector, installing a new video wall, four HD monitors inside the dais, and two large displays for the audience. Enhancements like meeting cameras, a real-time voting system, and a guest speaker timer improved functionality.

A new A/V control system was designed for seamless video source selection and integration with the audio network. Structural and electrical modifications ensured proper mounting, power, and connectivity.



Client Name: North County Transit District

Address: North County Transit District, 810 Mission Avenue Oceanside, CA 92054

Contract #: 24012

Point of Contact:

Suzie Tovar | (760) 966-6606

stovar@nctd.org

Project Completion: September 9, 2024

Total Original Contract Year: \$ 209,620.72

Total Final Contract Year: \$ 225,894.04

Contract Holder Status: Primary Contractor

"EIDIM's boardroom technology upgrade has modernized the County's meeting space with a high-definition video wall, integrated A/V control, and enhanced display systems. The new technology is already improving visibility, streamlining presentations, and creating a more efficient and engaging experience for both the Board and the public." - Suzie Tovar



REFERENCE



City Hall Council Chambers and Committee Rooms AV System Upgrade

PROJECT DESCRIPTION

EIDIM successfully upgraded the City Council's AV infrastructure by replacing the outdated voting system with an advanced Taiden System, enhancing committee room air conditioning, and installing tailored workstations for staff efficiency.

The project also included deploying a flexible, portable Taiden System and meticulously reprogramming existing audio and video setups to ensure seamless integration with new technologies. These strategic enhancements significantly modernized and optimized operations across council chambers and broadcasting areas, marking a significant step forward in technological advancement for city governance.



Client Name: City of San Jose

Address: 200 East Santa Clara Street, 6th Floor, San Jose, CA 95113

Contract #: 9979-45CNTRT_PW

Point of Contact:

Keith Chow | (408) 535-8101

keith.chow@sanjoseca.gov

Project Completion: February 3, 2025

Project Amount: \$ 1,027,967.56

Contract Holder Status: Primary Contractor

"EIDIM excelled in customizing our City Council's AV systems, particularly the Taiden Voting System and workstations, significantly boosting our operational efficiency and user experience. Their approach was user-focused and seamlessly integrated, meeting our specific needs with precision." - Keith Chow





Law Enforcement Training Center Audio Visual Solutions

PROJECT DESCRIPTION

EIDIM Group, Inc. successfully designed and installed a centralized AV system for the Law Enforcement Training Center (LETC) in Contra Costa County, enhancing training, conferencing, and simulation environments.

The project included large-format video walls, interactive displays, wireless/wired presentation systems, enterprise video conferencing, and integrated audio solutions across classrooms, a conference room, gym, and the Force Options Simulation (FOS) room. EIDIM ensured seamless system control, long-term maintenance, and training support, delivering a high-quality, scalable AV solution tailored to law enforcement training needs.



Client Name: Contra Costa County Office of the Sheriff
Address: 4300 Delta Gateway Boulevard, Pittsburg, CA 94565
Contract #: 2308-675

Point of Contact:

Lieutenant Erin Bai | (925) 322-7754
ebai@so.cccounty.us

Project Completion: August 16, 2024

Project Amount: \$420,235.54

Contract Holder Status: Primary Contractor

"EIDIM Group, Inc. delivered a top-notch AV system that's intuitive and tailored to our training needs across all spaces in our renovated facility. Their attention to detail and commitment to long-term support give us complete confidence in the system's performance and reliability." - Lieutenant Erin Bai





REFERENCE

Council Chamber AV Technology Upgrade

PROJECT DESCRIPTION

EIDIM Group, Inc. successfully completed the Council Chamber A/V Technology Upgrade for the City of Pasadena. The project involved the procurement, installation, and support of advanced audiovisual systems in the City Council Chamber, Media Control Room, Council Conference Room, and Reception area. Key upgrades included the integration of modern microphones, video equipment, and displays to enhance functionality.

The upgraded system supports live and archived video streaming, improves public interaction, and ensures compatibility with current teleconferencing technologies. EIDIM Group also provided full project management, including testing and ongoing support, to ensure seamless operation and long-term reliability. The result is a modernized, efficient A/V setup that enhances the City's ability to broadcast meetings and engage with the public.



Client Name: City of Pasadena

Address: Pasadena City Hall, 100 North Garfield Avenue, City Council Chamber, Pasadena CA 91109

Contract #: 32270

Point of Contact:

Serjik Arzoumanians | 626-744-7698

SArzoumanians@CityofPasadena.net

Project Completion: March 17, 2025

Project Amount: \$ 243,371.81

Contract Holder Status: Primary Contractor

"We are very pleased with the A/V Technology Upgrade by EIDIM Group, Inc. Their team delivered high-quality systems that improved our Council Chamber and related spaces, enhancing live streaming, public engagement, and teleconferencing. The project was seamless, and we're confident this upgrade will benefit the City of Pasadena for years to come."
- Serjik Arzoumanians

