



The ESB Group, Inc

5855 U.S. Hwy 11  
Springville, AL 35146  
205-533-9396 (local)  
[www.esbgroup.net](http://www.esbgroup.net)

# Response to Alabama Community College System & Alabama Higher Education Joint Purchasing Agreement

MANUFACTURER SUPPLIED TECHNOLOGY EQUIPMENT WITH  
PERIPHERALS,  
SOFTWARE, NETWORKING, EQUIPMENT, MAINTENANCE AND  
PROFESSIONAL SUPPORT SERVICES BID

Submitted By:

***THE ESB GROUP, INC.***

5855 U S Highway 11  
Springville, AL 35146  
205-533-9396  
[www.esbgroup.net](http://www.esbgroup.net)

February 9, 2024  
Bid #: ACCS-2024-01



The ESB Group, Inc

5855 U.S. Hwy 11  
Springville, AL 35146  
205-533-9396 (local)  
[www.esbgroup.net](http://www.esbgroup.net)

## TABLE OF CONTENTS

Letter of Transmittal

Evaluation Submission Form

### Table of Contents

1. Response to General Requirements and Specifications
2. Financial Documentation
  - i. State of Alabama Disclosure Statement
  - ii. Certificate of Compliance
  - iii. Immigration Status Form
  - iv. 2024 W-9
  - v. E-Verify Memorandum of Understanding with Articles
3. Reseller Authorization Letter including ISO 9001 Certificates
  - A. Almo
  - B. Biamp
  - C. Bosch
  - D. Chauvet
  - E. Crestron
  - F. Draper
  - G. Electronic Theatre Controls, Inc.
  - H. Harman
  - I. JuiceGoose
  - J. Legrand
    - Chief
    - C2G
    - Da-Lite
    - Luxul
    - Middle Atlantic Products
    - Vaddio
    - Wiremold
  - K. Panasonic
  - L. Planar Systems
  - M. QSC
  - N. Renkus-Heinz
  - O. Sennheiser

- P. Shure
- Q. Vivitek
- R. West Penn Wire
- S. Yamaha Pro Audio Division

4. Industry Certifications of The ESB Group team members

5. Equipment and Services Schedule (USB Drive)

I. Appendix – Vendor Products

- A. Almo
- B. Biamp
- C. Bosch
- D. Chauvet
- E. Crestron
- F. Draper
- G. Electronic Theatre Controls, Inc.
- H. Harman
- I. JuiceGoose
- J. Legrand
  - Chief
  - C2G
  - Da-Lite
  - Luxul
  - Middle Atlantic Products
  - Vaddio
  - Wiremold
- K. Panasonic
- L. Planar Systems
- M. QSC
- N. Renkus-Heinz
- O. Sennheiser
- P. Shure
- Q. Vivitek
- R. West Penn Wire
- S. Yamaha Pro Audio Division

6. Insurance Certificate – Fitts Agency



The ESB Group, Inc

5855 U.S. Hwy 11  
Springville, AL 35146  
205-533-9396 (local)  
[www.esbgroup.net](http://www.esbgroup.net)

## LETTER OF TRANSMITTAL





The ESB Group, Inc

5855 U.S. Hwy 11  
Springville, AL 35146  
205-533-9396 (local)  
www.esbgroup.net

## LETTER OF TRANSMITTAL

To: Alabama Community College System &  
Alabama Higher Education  
Joint Purchasing Agreement

From: The ESB Group, Inc.  
5855 U S Highway 11  
Springville, AL 35146

Date: February 9, 2024

Subject: Bid #: ACCS-2024-01

This letter is to transmit that The ESB Group, Inc. is officially submitting a response to the Request for Bid # ACCS-2024-01, due February 9, 2024 at 5:00 PM CST.

Erin Bounds, President, is authorized to make contractual obligations and to negotiate on behalf of The ESB Group, Inc., and can be reached at (205) 533-9396.

Raford Larry Bounds Jr., Vice-President, is authorized to make contractual obligations and to negotiate on behalf of The ESB Group, Inc., and can be reached at (205) 533-9396.

Either Erin Bounds or R. Larry Bounds, Jr. may be contacted for clarification to any part of this response.

The ESB Group, Inc. accepts those Conditions governing the Procurement unless explicitly noted within the response.

The ESB Group, Inc. hereby acknowledges receipt of any and all amendments to this request for bid.

Respectfully,

A handwritten signature in blue ink, appearing to read 'R. Larry Bounds, Jr.', is written over a horizontal line.

R. Larry Bounds, Jr.  
Vice-President/COO



The ESB Group, Inc

5855 U.S. Hwy 11  
Springville, AL 35146  
205-533-9396 (local)  
[www.esbgroup.net](http://www.esbgroup.net)

## EVALUATION SUBMISSION FORM



5855 U.S. Hwy 11  
 Springville, AL 35146  
 205-533-9396 (local)  
[www.esbgroup.net](http://www.esbgroup.net)

The ESB Group, Inc

## EVALUATION SUBMISSION FORM

### Vendor Contact Information

**The ESB Group, Inc.**

[AVL Installation | ESB Group](#)

[www.esbgroup.net](http://www.esbgroup.net)

	<b>Name(s)</b>	<b>Phone Number(s)</b>	<b>Email Address(s)</b>
<b>Primary Contract Executive(s)</b>	Erin Bounds R. Larry Bounds, Jr.	205-533-9396 ext. 600 205-533-9396 ext. 601	<a href="mailto:ebounds@esbgroup.net">ebounds@esbgroup.net</a> <a href="mailto:lbounds@esbgroup.net">lbounds@esbgroup.net</a>
<b>Senior Account/ Sales Manager</b>	R. Larry Bounds, Jr.	205-533-9396 ext 601	<a href="mailto:lbounds@esbgroup.net">lbounds@esbgroup.net</a>
<b>Account/ Sales Manager</b>	R. Larry Bounds, Jr.	205-533-9396 ext 601	<a href="mailto:lbounds@esbgroup.net">lbounds@esbgroup.net</a>
<b>Technical Support</b>	R. Larry Bounds, Jr. Ricky Mitchell	205-533-9396 ext 606	<a href="mailto:service@esbgroup.net">service@esbgroup.net</a>

### Bid Information Index

	<b>Document Name</b>	<b>Page Number(s)</b>
Product & Services Delivery Overview	Response to General Requirements and Specifications	Tab 1 : Pages 3-5
Geographic Coverage	Response to General Requirements and Specifications	Tab 1 : Page 5
Availability of Technical Support	Response to General Requirements and Specifications	Tab 1 : Page 3-4
Problem Resolution	Response to General Requirements and Specifications	Tab 1 : Page 3-4
Customer Satisfaction	Response to General Requirements and Specifications	Tab 1 : Pages 3-5
Value Added Services	Response to General Requirements and Specifications	Tab 1 : Pages 3-5
Reporting	Response to General Requirements and Specifications	Tab 1 : Page 5
Electronic Commerce	Response to General Requirements and Specifications	Tab 1 : Page 6
Breadth of Offering	Response to General Requirements and Specifications	Tab 1 : Page 6
Primary Account Representa	Response to General Requirements and Specifications	Tab 1 : Page 6
References	Response to General Requirements and Specifications	Tab 1 : Page 6-7
Pricing Level and Guarantee	Response to General Requirements and Specifications	Tab 1 : Page 8



The ESB Group, Inc

5855 U.S. Hwy 11  
Springville, AL 35146  
205-533-9396 (local)  
[www.esbgroup.net](http://www.esbgroup.net)

## TABLE OF CONTENTS





<b>1</b>	Response to General Requirements and Specifications
<b>2</b>	Financial Documentation
<b>3</b>	Reseller Authorization Letters Including ISO 9001 Certificates
<b>4</b>	Industry Certifications of The ESB Group Team Members
<b>5</b>	Equipment and Services Schedule (USB Drive)
<b>6</b>	Insurance Certificate - Fitts Agency
<b>7</b>	
<b>8</b>	
<b>9</b>	
<b>10</b>	





The ESB Group, Inc

5855 U.S. Hwy 11  
Springville, AL 35146  
205-533-9396 (local)  
[www.esbgroup.net](http://www.esbgroup.net)

**RESPONSE TO  
GENERAL REQUIREMENTS  
AND SPECIFICATIONS**



The ESB Group, Inc

5855 U.S. Hwy 11  
Springville, AL 35146  
205-533-9396 (local)  
www.esbgroup.net

## Response to General Requirements and Specifications

### INTRODUCTION

- 1.1 The ESB Group, Inc. acknowledges, agrees, and will comply with the Purpose of This Request for Bid # ACCS-2024-01.
- 1.2 The ESB Group, Inc. acknowledges, agrees, and will comply with the Summary Scope of Work for This Request for Bid # ACCS-2024-01.
- 1.3 The ESB Group, Inc. acknowledges, agrees, and will comply with the Scope of Procurement for This Request for Bid # ACCS-2024-01.
- 1.4 The ESB Group, Inc. acknowledges, agrees, and will comply with the Definition of Terminology for This Request for Bid # ACCS-2024-01.

### CONDITIONS GOVERNING THE PROCUREMENT

- 2.1 The ESB Group, Inc. acknowledges, agrees, and will comply with the Explanation of Events for This Request for Bid # ACCS-2024-01.

The ESB Group, Inc. acknowledges, agrees, and will comply with:

- 2.1.1 Issue of RFB
- 2.1.2 Clarification and Responses
- 2.1.3 Deadline to Submit Written Questions
- 2.1.4 Response to Written Questions/RFB Amendments
- 2.1.5 Submission of Bid
- 2.1.6 Bid Evaluation
- 2.1.7 Selection of Finalists
- 2.1.8 Clarification from Finalists
- 2.1.9 Contract Award

## GENERAL REQUIREMENTS AND SPECIFICATIONS

- 3.1 *The ESB Group, Inc. does not manufacture any products and therefore does not hold the ISO 9001 certification. We are responding to this bid with products from manufacturers with whom we hold an authorized partner and reseller position. Each manufacturer's authorization letter and ISO 9001 certifications (if applicable) are contained within the response. (Tab 2)*
- 3.2 The ESB Group, Inc. acknowledges, agrees, and will comply with the Incurring Cost for This Request for Bid # ACCS-2024-01.
- 3.3 The ESB Group, Inc. acknowledges, agrees, and will comply with the Vendor Responsibility for This Request for Bid # ACCS-2024-01.
- 3.4 The ESB Group, Inc. acknowledges, agrees, and will comply with the Serving Sub-Contractors for This Request for Bid # ACCS-2024-01.
- 3.5 The ESB Group, Inc. acknowledges, agrees, and will comply with the Amended Bids for This Request for Bid # ACCS-2024-01.
- 3.6 The ESB Group, Inc. acknowledges, agrees, and will comply with the Vendors' Rights to Withdraw Bid for This Request for Bid # ACCS-2024-01.
- 3.7 The ESB Group, Inc. acknowledges, agrees, and will comply with the Bid Offer Firm for This Request for Bid # ACCS-2024-01.
- 3.8 The ESB Group, Inc. acknowledges, agrees, and will comply with the Disclosure of Bid Contents for This Request for Bid # ACCS-2024-01.
- 3.9 The ESB Group, Inc. acknowledges, agrees, and will comply with the No Obligation for This Request for Bid # ACCS-2024-01.
- 3.10 The ESB Group, Inc. acknowledges, agrees, and will comply with the Legal Review for This Request for Bid # ACCS-2024-01.
- 3.11 The ESB Group, Inc. acknowledges, agrees, and will comply with the Governing Law for This Request for Bid # ACCS-2024-01.
- 3.12 The ESB Group, Inc. acknowledges, agrees, and will comply with Basis for Bid for This Request for Bid # ACCS-2024-01.
- 3.13 The ESB Group, Inc. acknowledges, agrees, and will comply with Agreement Terms and Conditions for This Request for Bid # ACCS-2024-01.
- 3.14 The ESB Group, Inc. acknowledges, agrees, and will comply with Vendor Qualifications for This Request for Bid # ACCS-2024-01.



- 3.15 The ESB Group, Inc. acknowledges, agrees, and will comply with Change in Vendor Representatives for This Request for Bid # ACCS-2024-01.
- 3.16 The ESB Group, Inc. acknowledges, agrees, and will comply with Equipment and Services Schedules for This Request for Bid # ACCS-2024-01.
- 3.17 The ESB Group, Inc. acknowledges, agrees, and will comply with Benefit of Cost Reduction for This Request for Bid # ACCS-2024-01.
- 3.18 The ESB Group, Inc. acknowledges, agrees, and will comply with Bid Terms for This Request for Bid # ACCS-2024-01.
- 3.19 The ESB Group, Inc. acknowledges, agrees, and will comply with Fiscal Funding for This Request for Bid # ACCS-2024-01.
- 3.20 The ESB Group, Inc. acknowledges, agrees, and will comply with Insurance for This Request for Bid # ACCS-2024-01.
- 3.21 The ESB Group, Inc. acknowledges, agrees, and will comply with New Products for This Request for Bid # ACCS-2024-01.

## **SPECIFICATIONS**

- 3.22 *The ESB Group, Inc. (ESB) incorporated in the State of Alabama in March of 2003. The Corporate office and warehouse are located in Springville, AL. Customer facing personnel are located in Daphne and in Huntsville.*

*Since incorporation, ESB has been engaged in relevant projects in K-12, Community Colleges, Universities, City, County, State and Federal markets primarily in the states of Alabama and Mississippi. These include products and services for classroom, gymnasiums, lecture halls, auditoriums, theaters, multi-function rooms, athletic facilities, council chambers, court rooms, and conference rooms.*

*Services include audio, video, lighting, conferencing – audio and video – and control systems. Most have been public bid projects, but some have been design build projects that were all done in-house using the 60 years of combined experience of the Officers of the Company and those of other operations and technical personnel. In each case ESB completed lock-and-key integrated solutions within Budget and on time. Staff programmers write custom solutions for control systems and digital signal processors that provide client friendly interfaces. And, maybe most importantly, tune the sound systems with the ear of professional musicians.*

*The ESB product line-card covers hundreds of manufacturers of the full range of products and services necessary to meet the technical standards to provide the*



client with fully integrated voice, video, lighting and control systems. Using copper or fiber for transport ESB truly can offer a complete one-shop solution for its clients.

As a licensed low voltage General Contractor in both Alabama and Mississippi, our concentration is on those services in this technology space. We have technicians that are trained to do the installation, maintenance, problems isolation and solutions across the product line and specific to the client's integrated systems. Technicians are supplied with smartphones and tablets for ease of contact, access to technical manuals and Services Order details to expedite the installation or a resolution to intermediate system failures. Each is provided with voice mail and all emails are accessible either by the smartphone or the tablet.

Clients can reach our offices via land line at 205-533-9396 and our automated attendant will help direct their call to an appropriate department. Installations, Service or Maintenance issues are directed to the Field Operations Manager's office. Emails to the Field Operations Manager ([service@esbgroup.net](mailto:service@esbgroup.net)) are captured on his office computer but are immediately forwarded to his smartphone and/or tablet. Likewise, technicians are dispatched and pertinent information about the client's request is transmitted to their smartphone and/or tablet. The Auto Attendant also provides shortcut access to Accounting, Sales and Distribution.

The ESB goal is to contact the client on the same business day that a request for installation or service occurs – variable factor depends on the time-of-day the request is received and the urgency of the situation. Once the initial contact is made with the client our goal is to respond to any premises visit requirement within the next business day.

ESB has developed technical assistance relationships with all the major providers of critical components of our installed systems. We take full advantage of Advance Replacement offers – some providers make these offers for up to three years after the initial installation – and other overnight shipments to expedite the process of returning the client's systems to full operation. These same manufacturer's offer on-line technical support if that process is appropriate as the most expeditious means of re-establishing the client's system to full operation.

Custom service and/or preventative maintenance contracts are available and are negotiated with each client to ensure that the rates are commensurate to the critical mission of the targeted products, services and/or systems.

Being a General Contractor also provides the opportunity for ESB to use subcontractors when particular specialties are needed and/or the volume of work requires additional personnel to meet the scope of work requirements from a



technology or timeline completion perspective. ESB has developed business and professional relationships with a number of companies around the country that have the credentials and experience needed to complete a project on budget and on time.

The ESB Standard Warranty is for one year generally beginning on the date of substantial completion of the project. ESB will also honor any warranty issued by manufacturers that extend beyond the first year for their particular products or services. After the initial year of the ESB Warranty, installation and/or services charges for returning a system to operation will be applicable void any other extended maintenance or service contract between ESB and the client.



Corporate Headquarters -Springville, AL (1)
Remote Offices: Huntsville (1) Mobile (1)
Engineers/Programmers - (5) Installation (5) Managers/Office Personnel (6)

3.23 The ESB Group, Inc. acknowledges, agrees, and will comply with Reporting for This Request for Bid # ACCS-2024-01.

*A sample report for equipment purchases would be:*

*The ESB Group, Inc.*

*Quarterly Usage Report*

*Fourth Quarter - October 1, 2023 – December 31, 2023*

<i>University of Alabama – Bryce Lawn</i>		<i>\$ 188,815</i>
<i>Multimedia Hardware</i>	<i>\$ 40,618</i>	
<i>Audio Hardware</i>	<i>\$ 56,915</i>	
<i>Video Hardware</i>	<i>\$ 80,471</i>	
<i>Lighting Hardware</i>	<i>\$ 10,811</i>	
<i>Bishop State Community College</i>		<i>\$ 65,000</i>
<i>Video Hardware</i>	<i>\$ 65,000</i>	
<b>GRAND TOTAL</b>		<b>\$ 253,815</b>

3.24 Should The ESB Group, Inc. be selected as a vendor, we will comply with this requirement to provide the complete ESS along with product specifications and options with the Electronic Commerce for This Request for Bid # ACCS-2024-01.

3.25 The ESB Group, Inc. acknowledges, agrees, and will comply with Breadth of Offering for This Request for Bid # ACCS-2024-01.

*The ESB Group, Inc. offers Multimedia Hardware, Monitors, Storage, Networking Equipment, Audio and Video Conferencing Equipment, VOIP/Unified Communications Solution, Professional Services including design, programming, installation and integration services. Technical support, servicing of hardware including repair and replacement parts both warranty and non-warranty items, service and preventative maintenance plans which includes equipment inspection with follow up on issues to products, and professionally training operators of the equipment are also services The ESB Group offers.*

3.26 The ESB Group, Inc. acknowledges, agrees, and will comply with Primary Account Representative for This Request for Bid # ACCS-2024-01.

*The ESB Group, Inc. primary account representative is R. Larry Bounds Jr., who may be contacted at (205) 533-9396 ext. 601. His office is located at 5855 US Highway 11, Springville, AL 35146.*

3.27 The ESB Group, Inc. acknowledges, agrees, and will comply with References for This Request for Bid # ACCS-2024-01.

**Bevill State Community College – Sumiton**      *Audio/Visual Equipment & Installation*

*1411 Indiana Avenue  
Jasper, AL 35501*

Contact:      *John Light, Director of IT  
[John.Light@bscc.edu](mailto:John.Light@bscc.edu)  
(205) 648-3271; 5414*

**Troy University (Athletics Dept)**      *Audio/Video Equipment & Installation*

*5000 Veterans Stadium Drive  
Troy, AL 36082*

Contact:      *Troy University  
Tony Feronte, Athletics Facilities Mgr.  
[tonyf@troy.edu](mailto:tonyf@troy.edu)*



**University of Alabama**

**Audio/Video Equipment &  
Installation**

240 Paul W. Bryant Drive  
Tuscaloosa, AL 35401

Contact: Jeff Herrin  
[jherrin@ccs.au.edu](mailto:jherrin@ccs.au.edu)  
(205) 799-7460

- 3.28 The ESB Group, Inc. acknowledges, agrees, and will comply with Pricing Level and Guarantee for This Request for Bid # ACCS-2024-01.

*The ESB Group, Inc. proposes the following manufacturer's product lines and will provide the following discounts from the MSRP to the Alabama College System as noted, however, the levels may vary depending on the item selected by the user:*

*Almo – 10% Discount  
Biamp – 10% Discount  
Bosch – 20% Discount  
Crestron Electronics – 20% Discount  
Draper – 20% Discount  
Electronic Theatre Controls – 10% Discount  
HarmonPro – 10% Discount  
Panasonic Display and Projection – 10% Discount  
Panasonic Broadcast – 10% Discount  
QSC – 10% Discount  
Sennheiser – 10% Discount  
Shure – 10% Discount  
Vaddio – 15% Discount  
Vivitek – 18% Discount  
Westpenn Wire – 10% Discount  
Yamaha Pro Audio Division – 15% Discount*

- 3.29 The ESB Group, Inc. acknowledges, agrees, and will comply with Oral Presentation and Demonstration for This Request for Bid # ACCS-2024-01.
- 3.30 The ESB Group, Inc. acknowledges, agrees, and will comply with Equipment and Services Schedule for This Request for Bid # ACCS-2024-01.

*The ESB Group has provided MSRP pricing for Almo, Bosch, Crestron, Draper, TCGA USA, Vaddio, Vivitek, and Yamaha Pro Audio Division. All discounts can be taken from the MSRP price on each of the manufacturer's listings. Due to the large volume that each manufacturer's MSRP price list includes, it is impractical to include these within the portion of our bid response and may be found in the Appendix section.*

*The ESB Group, Inc. provides the following services:*

<b>SERVICES</b>	<b>PRICE PER HOUR</b>
<i>Project Manager</i>	<i>\$ 100.00</i>
<i>Programmer</i>	<i>\$ 150.00</i>
<i>Engineer</i>	<i>\$ 150.00</i>
<i>Senior Technician</i>	<i>\$ 90.00</i>
<i>Installation Technician</i>	<i>\$ 90.00</i>
<i>Professional Services/Administrative</i>	<i>\$ 80.00</i>

- 3.31 The ESB Group, Inc. acknowledges, agrees, and will comply with Scope for Work for This Request for Bid # ACCS-2024-01.
- 3.32 The ESB Group, Inc. acknowledges, agrees, and will comply with Title Passage for This Request for Bid # ACCS-2024-01.
- 3.33 The ESB Group, Inc. acknowledges, agrees, and will comply with Quantity Guarantee for This Request for Bid # ACCS-2024-01.
- 3.34 The ESB Group, Inc. acknowledges, agrees, and will comply with Order of Precedence for This Request for Bid # ACCS-2024-01.
- 3.35 The ESB Group, Inc. acknowledges, agrees, and will comply with Payment Provisions for This Request for Bid # ACCS-2024-01.
- 3.36 The ESB Group, Inc. acknowledges, agrees, and will comply with Shipment and Risk for Loss for This Request for Bid # ACCS-2024-01.
- 3.37 The ESB Group, Inc. acknowledges, agrees, and will comply with Warranties for This Request for Bid # ACCS-2024-01.
- 3.38 The ESB Group, Inc. acknowledges, agrees, and will comply with Price Guarantees for This Request for Bid # ACCS-2024-01.
- 3.39 The ESB Group, Inc. acknowledges, agrees, and will comply with Technical Support for This Request for Bid # ACCS-2024-01.
- 3.40 The ESB Group, Inc. acknowledges, agrees, and will comply with Product Delivery for This Request for Bid # ACCS-2024-01.
- 3.41 The ESB Group, Inc. acknowledges, agrees, and will comply with Impracticality of Performance for This Request for Bid # ACCS-2024-01.
- 3.42 The ESB Group, Inc. acknowledges, agrees, and will comply with Records and Audit for This Request for Bid # ACCS-2024-01.



- 3.43 The ESB Group, Inc. acknowledges, agrees, and will comply with Use of Subcontractors for This Request for Bid # ACCS-2024-01.
- 3.44 The ESB Group, Inc. acknowledges, agrees, and will comply with Indemnification for This Request for Bid # ACCS-2024-01.
- 3.45 The ESB Group, Inc. acknowledges, agrees, and will comply with Website Maintenance for This Request for Bid # ACCS-2024-01.
- 3.46 The ESB Group, Inc. acknowledges, agrees, and will comply with Ethics for This Request for Bid # ACCS-2024-01.
- 3.47 The ESB Group, Inc. acknowledges, agrees, and will comply with Replacement Parts for This Request for Bid # ACCS-2024-01.
- 3.48 The ESB Group, Inc. acknowledges, agrees, and will comply with FCC Certification for This Request for Bid # ACCS-2024-01.
- 3.49 The ESB Group, Inc. acknowledges, agrees, and will comply with Site Preparation for This Request for Bid # ACCS-2024-01.
- 3.50 The ESB Group, Inc. acknowledges, agrees, and will comply with Assignment for This Request for Bid # ACCS-2024-01.
- 3.51 The ESB Group, Inc. acknowledges, agrees, and will comply with Survival for This Request for Bid # ACCS-2024-01.
- 3.52 The ESB Group, Inc. acknowledges, agrees, and will comply with Lease Agreements for This Request for Bid # ACCS-2024-01.
- 3.53 The ESB Group, Inc. acknowledges, agrees, and will comply with Vendor Disclosure Statement for This Request for Bid # ACCS-2024-01.

#### **BID FORMAT AND ORGANIZATION**

- 4.1 The ESB Group, Inc. acknowledges, agrees, and will comply with the Bid Format for This Request for Bid # ACCS-2024.01.
  - 4.1.1 The ESB Group, Inc. acknowledges, agrees, and will comply with the Bid Organization for This Request for Bid # ACCS-2024.01.
  - 4.1.2 The ESB Group, Inc. acknowledges, agrees, and will comply with the Letter of Transmittal for This Request for Bid # ACCS-2024.01.



4.1.3 The ESB Group, Inc. acknowledges, agrees, and will comply with the Financial Documentation for This Request for Bid # ACCS-2024.01.

## **EVALUATION**

5.1 The ESB Group, Inc. acknowledges, agrees, and will comply with the Evaluation Process for This Request for Bid # ACCS-2024.01.

## **APPENDIX**

### **6.1 – 6.4**

The ESB Group, Inc. acknowledges, agrees, and will comply with the Appendix A through Appendix D for This Request for Bid # ACCS-2024-01.



The ESB Group, Inc

5855 U.S. Hwy 11  
Springville, AL 35146  
205-533-9396 (local)  
[www.esbgroup.net](http://www.esbgroup.net)

## FINANCIAL DOCUMENTATION



5855 U.S. Hwy 11  
Springville, AL 35146  
205-533-9396 (local)  
[www.esbgroup.net](http://www.esbgroup.net)

The ESB Group, Inc

## RESELLER AUTHORIZATION LETTERS INCLUDING ISO 9001 CERTIFICATES

- A. ALMO
- B. BIAMP
- C. BOSCH
- D. CHAUVET
- E. CRESTRON
- F. DRAPER
- G. ELECTRONIC THEATRE CONTROLS
- H. HARMAN
- I. JUICE GOOSE
- J. LEGRAND
  - a. CHIEF
  - b. C2G
  - c. DA-LITE
  - d. LUXUL
  - e. MIDDLEATLANTIC
  - f. VADDIO
  - g. WIREMOLD
- K. PANASONIC
- L. PLANAR
- M. QSC
- N. RENKUS-HEINZ
- O. SENNHEISER
- P. SHURE
- Q. VIVITEK
- R. WEST PENN WIRE
- S. YAMAHA PRO AUDIO DIVISION



The ESB Group, Inc

5855 U.S. Hwy 11  
Springville, AL 35146  
[www.esbgroup.net](http://www.esbgroup.net)

*The ESB Group, Inc. does not manufacture any products and therefore does not hold the ISO 9001 certification. We are responding to this bid with products from manufacturers with whom we hold an authorized partner and reseller position. Each manufacturer's authorization letter and ISO 9001 certifications (if applicable) are contained within the response. (Tabs 2 and 8).*

Those Manufacturers/Distributors are:

- Almo ProAV Distribution
- Biamp
  - Devio
  - Nexia
  - TesiraFORTE
  - TesiraSERVER
  - TesiraLUX
  - Community and Apart Speakers
  - Cambridge Sound Masking
  - Modena
  - Vocia
  - Crowd Mics
- Bosch Building Technologies, Inc.
  - Electrovoice
  - Bosch
  - Dynacord
- Crestron
- Draper, Inc.
- Electronic Theater Controls
- Harmon
  - JBL
  - Crown
  - AMX
  - BSS
  - Martin
  - Soundcraft
  - Lexicon
  - AKG
- Legrand
  - Chief
  - Da-Lite
  - Sanus
  - Vaddio
  - Middle Atlantic

- Luxul
  - C2G
- Q-Sys, LLC
- Sennheiser
- Shure Incorporated
- Vivitek
  - Projectors
  - Digital Signage
  - Collaboration Devices
  - Display technologies
- West Penn Wire
- Yamaha



February 7, 2024

To Whom it May Concern,

This is to confirm that The ESB Group, located at 5855 US HWY 11 Springville, AL 35146 is an authorized reseller in good standing with Exertis Almo ProAV Distribution. They are authorized to purchase all of our Pro A/V products we sell and distribute.

Sincerely,

Jeffrey McGinnis  
SR Territory Account Manager SE  
Exertis Almo Professional AV

Jeffrey McGinnis  
Account Manager Southeast  
o. 267.635.2572 x2572  
m. 704.975.1345  
e. [jmcginnis@exertisalmo.com](mailto:jmcginnis@exertisalmo.com)  
w. [www.exertisalmo.com](http://www.exertisalmo.com)

**exertis** | ALMO



DATE: 1/31/2024

**RE: LETTER OF AUTHORIZATION**

**Authorized Dealer Name:** ESB Group, Inc.

To Whom It May Concern,

Biamp is an American manufacturer of hardware and software, spanning audio, video, paging, unified communications and networked media. Biamp is headquartered in Beaverton, OR. In one of our Oregon buildings, we manufacture most of our products. We are proud to be an American manufacturer, manufacturing in the USA.

This letter certifies that ESB Group, Inc. is one of our authorized dealers.

They are authorized to sell, install, configure, program, service and provide user training on all Biamp product lines.

It is our requirement that they engage their Certified Programmer(s) (relevant to the platform of your interest) to your projects so that the projects are receiving trained expertise throughout its completion and in any remedial follow-up changes/tweaks.

Drop shipments, box sales, and sales outside of the United States are not permissible.

Information regarding Biamp is available from our website: <http://www.biamp.com/>  
Warranty information is available here: <https://www.biamp.com/biamp-warranty-information>

Kindest regards,

Alex Buchanan-Munro  
Chief Financial Officer

AUDIO. VIDEO. CONTROL.

Communications Systems

**BOSCH**



**Bosch Building Technologies, Inc.**

**February 3, 2022**

The ESB Group, Inc  
c/o Larry Bounds  
5855 US HWY 11  
Springville, AL 35146

Re: Authorized Dealer Letter

To whom it may concern:

This Bosch letter formally recognizes that as of the "Effective Date" listed above, between **Bosch Security Systems, Inc.** ("Bosch") and:

Larry Bounds  
COO  
The ESB Group, Inc  
205-821-7960 (Cell)  
205-533-9396 ex.601 (office)  
5855 US HWY 11  
Springville, AL 35146  
[www.esbgroup.Net](http://www.esbgroup.Net)

(from now on referred to as "dealer"), that the dealer is authorized to sell Electrovoice, Bosch and Dynacord branded audio products that go along with their dealer agreement and is a dealer in good standing.

Sincerely,

**Sean Shallenberger**  
N.A. Director of Sales- installed audio  
(ST/SUS1-SO)  
Bosch Security Systems, Inc.  
12000 Portland Ave S  
Burnsville, MN. 55337  
[www.boschsecurity.us](http://www.boschsecurity.us)

Tel. +1 (817) 470 8103  
[Sean.shallenberger@us.bosch.com](mailto:Sean.shallenberger@us.bosch.com)



Chauvet  
5200 Northwest 108<sup>th</sup> Avenue  
Sunrise, FL 33351, USA



January 23, 2024

**TO:** Whom It May Concern re: State of Alabama Community College System Purchasing Contract

**CC:** The ESB Group, Inc.  
5855 U.S. Why 11  
Springville, AL 35146

**RE:** Authorized Chauvet Reseller

To Whom It May Concern:

Please be advised that The ESB Group Inc, customer #3227 is an authorized dealer, in good standing, for all Chauvet lighting products and lines.

Respectfully,

DeAnna Padgett

National Sales Manager

CHAUVET Professional / ILUMINARC / ChamSys

5200 NW 108th Ave., Sunrise, FL 33351

Direct: +1.954.577.4550 | Mobile: +1.954.740.7711 | Main Office: +1.954.577.4455

[dpadgett@chauvetlighting.com](mailto:dpadgett@chauvetlighting.com) | [www.chauvetpro.com](http://www.chauvetpro.com)

[dpadgett@iluminarc.com](mailto:dpadgett@iluminarc.com) | [www.iluminarc.com](http://www.iluminarc.com)



February 6, 2024

To Whom It May Concern:

SUBJECT: DEALER AUTHORIZATION LETTER

This letter will certify that THE ESB GROUP INC is an authorized CRESTRON Dealer for the CRESTRON product line, in good standings, since May 24, 2005.

As an authorized CRESTRON Dealer, THE ESB GROUP INC may represent themselves as such and is entitled to supply, install and service our products and have full warranty privileges.

If you have any questions, please contact us at our corporate office.

Sincerely,

A handwritten signature in black ink that reads "Elizabeth Malleo".

Elizabeth Malleo  
Sr. Manager, Client Relations  
Crestron Electronics Inc.

Cc: Erik Zvanut  
Dustin Trainer



Date 2/7/24

To Whom it may concern: Draper authorized dealer

Please know that ESB Group, 5855 US Hwy 11, Springville, AL 35146 is an authorized dealer reseller for Draper products in good standing and can sell and support our AV product line.

Sincerely,

David F. McLaughlin CTS-D

Draper Southern Region Sales Manager





February 6, 2024

**CERTIFICATE**

RE: Bid# ACCS-2024-01

To Whom It May Concern:

With the present document, I CERTIFY that as of the date of this letter ESB Group is able to sell, support, and service ELECTRONIC THEATRE CONTROLS, INC. ("ETC") products, sales, contracts, service and technical support.

ETC products purchased and sold by ESB Group are covered by ETC's Warranty and Terms & Conditions in effect as of the date of the applicable order acknowledgement. ETC's Warranty and Terms & Conditions are available at:

[http://www.etconnect.com/uploadedFiles/Main\\_Site/Documents/Public/ETC-warranty-statement.pdf](http://www.etconnect.com/uploadedFiles/Main_Site/Documents/Public/ETC-warranty-statement.pdf).

This CERTIFICATE may be used by ESB Group for its convenience solely in relation to the above referenced project and for no other purpose. Other than as intended by this CERTIFICATE, third parties may not rely upon this CERTIFICATE without ETC's prior written approval.

Respectfully,

ELECTRONIC THEATRE CONTROLS, INC.

DocuSigned by:  
*Richard L. Titus*  
F34765E6855141C...

Richard L. Titus

President and CEO

**HARMAN Professional**

400 Atlantic Street, 15<sup>th</sup> Floor  
Stamford, CT 06901 USA  
☎ +1.203.328.3501  
📠 +1.203.328.3951



1/25/2024

To whom it may concern,

This letter shall certify that “The ESB Group” (HARMAN account number 128588) is, as of the date of this letter, authorized by HARMAN Professional, Inc. (“HARMAN Professional” a wholly owned Division of Samsung) to purchase and resell HARMAN Professional Solutions products according to the dealer contract executed between The ESB Group and HARMAN Professional Solutions.

Nothing herein shall be construed as any grant of authorization to The ESB Group to make any representations, warranties, and/or covenants (or otherwise enter any obligations or incur any liabilities) on behalf of Harman Professional.

This certification is conditioned upon The ESB Group maintenance of its status as a dealer in good standing with HARMAN Professional and may be revoked at any time.

This certification is issued solely for purposes as response to a request for proposal or resale confirmation acknowledgement, and no other purpose.

**Brands include** AKG, AMX, BSS, Crown, DBX, JBL Professional, Lexicon, Martin Professional and Soundcraft.

Sincerely,

Roland W. Rice

Vice President and General Manager, North America  
HARMAN Professional Solutions





January 31, 2024

To Whom It May Concern:

ESB Group of Alabama is a dealer in good standing and is authorized to purchase, promote and install all Juice Goose products. ESB Group has been representing us since 2007.

Please feel free to contact us for additional information.

A handwritten signature in cursive script that reads "Beth Cook".

Beth Cook  
Director of National Accounts  
713-772-1404

**Whitenton Industries, Inc dba Juice Goose**  
7320 Ashcroft Drive, Suite 104 Houston, TX 77081



Jan 25, 2024

THE ESB GROUP INC.  
134396



6436 City West Parkway  
Eden Prairie, MN 55344  
866.977.3901  
legrandav.com

Re: Authorized Dealer Verification

To Whom It May Concern:

This letter serves as confirmation that ***THE ESB GROUP INC.*** is an authorized dealer of all Chief, Da-Lite, Vaddio, Middle Atlantic, Luxul and C2G products. We are committed to providing ***THE ESB GROUP INC.*** with commercially available products in sufficient quantities to meet the requirements of your organization.

For further information on our products and their features and applications, please visit our website at <http://www.legrandav.com> or contact our Customer Care teams.

If you have any questions, please contact our Sales Operations team at AV Sales Operations [av.sales.operations@legrand.com](mailto:av.sales.operations@legrand.com).

Sincerely,

*Oshiana Lindsley*

\_\_\_\_\_  
Jan 25, 2024

Oshiana Lindsley  
Sales Operations & Training Manager

January 24, 2024

Alabama Community College System  
PO BOX 302130  
Montgomery, AL 36130-2130  
jpa-notification@accs.edu  
334-293-4507

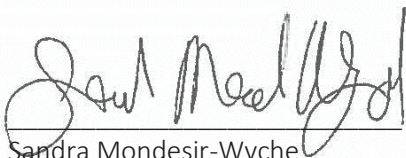
Ref: Panasonic Notation Letter of Authorization – ESB Group Inc.  
PANID: P100044

The ESB Group, Inc.  
Clint Mitchell  
5855 US Highway 11  
Springville, AL 35146  
clint.mitchell@esbgroup.net  
(205)533-9396

Panasonic Connect North America (Connect NA) notates that ESB Group Inc. is authorized to sell and deploy Visual Solutions, Professional Audio, and Professional Imaging products as associated with the ACCS – 2024-01 Bid.

Should you have any further questions, please contact us directly at [contracts@us.panasonic.com](mailto:contracts@us.panasonic.com).

Sincerely,



Sandra Mondesir-Wyche  
Sr. Contract Manager Specialist, Paralegal  
Business Operations  
Panasonic Connect North America,  
Division of Panasonic Corporation of North America



1195 NE Compton Drive, Hillsboro, OR 97006 

+1 866-475-2627 

[www.planar.com](http://www.planar.com) 

January 31, 2024

To Whom It May Concern:

This is to confirm that the reseller headquartered at the address listed below is an authorized reseller for Planar Systems, Inc., an Oregon corporation.

**ESB Group**  
5855 US Hwy 11  
Springville, AL 35146

Planar Systems, Inc. provides its product warranties direct to the end customer. The applicable limited product warranties for Planar Systems, Inc. products are available at [www.planar.com/support](http://www.planar.com/support).

Sincerely,

A handwritten signature in black ink that reads "Adam C. Schmidt".

Adam Schmidt  
Executive Vice President, Sales & Marketing  
**Planar Systems, Inc.**

January 12, 2024

**Re: Authorized Dealer**

To Whom It May Concern,

This is to certify that The ESB Group, Inc. (account number 10064) (“Dealer”), located at 5855 U.S. Highway 11, Springville, AL 35146, is currently an authorized dealer for QSC, LLC (“QSC”) in the state of Alabama and is in good standing with QSC.

Dealer is authorized to sell QSC products. QSC retains the right to revoke this authorization at any time. QSC is the sole owner of QSC product trademarks, patents, copyrights, QSC branded domain names, and other intellectual property.

Dealer is authorized to sell and program all Q-SYS products, our flagship offering. Q-SYS is a high technology product offering that requires training certifications for authorization.

QSC will supply the Dealer with all technical information, service diagrams, and spare parts to ensure a high standard of after sales service of the QSC Dealer line. For any further information or assistance regarding QSC products, please contact the Dealer.

This letter is valid for one (1) year from the date of this letter. If you have any questions or concerns, please contact QSC at 714-754-6175.

Best Regards,

*Frank West*

Frank West  
Vice President Systems Americas



# **RENKUS-HEINZ**

19201 Cook Street  
Foothill Ranch, CA 92610-3501  
USA  
T +1 949 588-9997  
F +1 949 588-9514  
ruth@renkus-heinz.com  
www.renkus-heinz.com

January 31, 2024

To Whom It May Concern:

SUBJECT: DEALER AUTHORIZATION LETTER

This letter will certify that The ESB Group located at 5855 U.S. Highway 11, Spriongfild, AL 35146 is an authorized Renkus-Heinz Dealer for the Renkus-Heinz product line in Good Standing.

As an authorized Renkus-Heinz Dealer, The ESB Group. may represent themselves as such and is entitled to supply, install and service our products and have full warranty privileges.

If you have any questions, please contact us at our Foothill Ranch office.

Best regards,

A handwritten signature in cursive script, appearing to read "Ruth LaVoy", with a long horizontal flourish extending to the right.

Ruth LaVoy  
Credit Manager

January 23, 2024

To Whom it may Concern,

Please be advised that The ESB Group, Inc. has authorization to bid across all of our Product sets. The ESB Group, Inc. is a partner in good standing with Sennheiser. This letter is to serve as notice that The ESB Group, Inc. located in Springville, AL is a reputable and duly authorized reseller and servicer of our product line. We will work closely with The ESB Group, Inc. to provide loaner equipment if required, and ensure that their obligations to the state contract are fulfilled. Please use the contact info below from The ESB Group, Inc. when looking for quotes or service:

The ESB Group, Inc. 5855 US HIGHWAY I I Springville, AL 35146

Sincerely,

Steve Wingo

Manager- Technical Application Engineering Team  
Sennheiser electronic GmbH & Co.  
[Steve.wingo@sennheiser.com](mailto:Steve.wingo@sennheiser.com)

**Shure Incorporated**  
5800 West Touhy Ave  
Niles, IL 60714-4608

T 847 600 2000  
F 847 600 1212  
shure.com



January 23, 2024

The ESB Group Inc.  
5855 US Highway 11  
Springville, AL 35146

To whom it may concern:

This letter is to inform you that The ESB Group Inc., located in Springville, AL, is an authorized dealer of Shure products and is in good credit standing with our credit department. Should you have any questions, please feel free to call me at 847-600-8725.

Sincerely,

A handwritten signature in black ink, appearing to read "J. DiFalco". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Joe DiFalco  
Senior Regional Sales Manager  
Shure, Inc.

JD: KB



Display walls for event production or permanent install



Distributed audio systems for restaurants, retail, and hospitality



Portable and large venue Laser, DLP, and LCD projectors



Power management studio, broadcast



Professional network switches for touring and installation applications



Pro AV mounting solutions for commercial audio and video installations



Gold standard of large diaphragm condenser mics for studio or stage



Outdoor exposure grade loudspeakers



A wide array of audio tools



Networked digital audio and signal processing, DSP and audio solutions for commercial installation



Microphone & headphone solutions for live sound & conferencing array of audio tools



IP-rated flat panel speakers



Custom projection screens to fit any project



Pioneer in studio recording, broadcast, and media recording & playback




Analog and digital interconnectivity, power management and distribution



AV control systems

 [rtsales.com](http://rtsales.com)
 954.427.6300
  [info@rtsales.com](mailto:info@rtsales.com)
 [Rtsales\\_Pro\\_AV](https://www.instagram.com/Rtsales_Pro_AV)

 4614 36th Street, Suite 501 - Orlando, FL 32811





February 1, 2024

Contact Info:

The ESB Group, Inc.

5855 U S Highway 11

Springville, AL 35146

Re: Vivitek Reseller Program

To whom it may concern:

This is to confirm that The ESB Group, Inc. is an authorized Vivitek Reseller who is located at the above address. The ESB Group, Inc. is authorized to resell Vivitek product and is in current good standing. Vivitek products include projectors, digital signage and collaboration devices, interactive flat panels and related display technologies.

A handwritten signature in black ink, appearing to read "Douglas Ma".

Regards,

Douglas Ma

Sr. National Sales Manager

(510) 364-3205

[douglas.ma@vivitekcorp.com](mailto:douglas.ma@vivitekcorp.com)



January 23, 2024

Re: Letter of Authorization  
The ESB Group, Inc.

Dear Procurement Services Administrators:

Please let this letter serve to confirm that The ESB Group, Inc., a corporation, with its principal place of business at 5855 U.S. Highway 11, Springville, AL 35146, is an authorized, non-exclusive, reseller of products from West Penn Wire.

If there are any questions regarding this authorization, please feel free to contact at any time.  
Regards,

**Nicole Miller**

Inside Channel Account Manager  
o: 724-206-1896 m: 724-263-4480  
[nicole.miller@westpennwire.com](mailto:nicole.miller@westpennwire.com)



**YAMAHA PROFESSIONAL AUDIO DIVISION**

---

6600 Orangethorpe Avenue, P.O. Box 6600, Buena Park, CA 90620-6600

Re: ESB Group  
Attn: Pro Audio Sales Procurement  
January 31st , 2024

To Whom it may concern:

This letter states that ESB Group, Inc., located in Springville, AL is an authorized dealer for all product categories per their current Master Dealer Agreement with Yamaha Professional Audio as it pertains to this request for bid. Their district manager Bob Habel can be reached at [bhabel@yamaha.com](mailto:bhabel@yamaha.com) or 330-605-3933.

If there are questions, please feel free to email me : [dstaab@yamaha.com](mailto:dstaab@yamaha.com)

Regards,

Doug Staab  
Eastern Regional Manager  
Yamaha Professional Audio Division  
Cell: 859-992-1213  
Email: [dstaab@yamaha.com](mailto:dstaab@yamaha.com)



The ESB Group, Inc

5855 U.S. Hwy 11  
Springville, AL 35146  
205-533-9396 (local)  
[www.esbgroup.net](http://www.esbgroup.net)

## INDUSTRY CERTIFICATES



This document certifies that

**The ESB Group Inc.**

has fulfilled the  
requirements necessary  
to become a



**CRESTRON**  
**Authorized Dealer**

A handwritten signature in black ink, appearing to read 'RK', is written over a horizontal line.

Randy Klein, Executive Vice President

Dealer Since 5/24/05

Date

productspluspeople



The ESB Group, Inc

5855 U.S. Hwy 11  
Springville, AL 35146  
205-533-9396 (local)  
[www.esbgroup.net](http://www.esbgroup.net)

## **EQUIPMENT AND SERVICES SCHEDULE**

**(located on USB Drive)**





The ESB Group, Inc

5855 U.S. Hwy 11  
Springville, AL 35146  
[www.esbgroup.net](http://www.esbgroup.net)

*The ESB Group, Inc. offers Multimedia Hardware, Monitors, Storage, Networking Equipment, Audio and Video Conferencing Equipment, VOIP/Unified Communications Solution, Professional Services including design, programming, installation, and integration services. Technical support, servicing of hardware including repair and replacement parts both warranty and non-warranty items, service and preventative maintenance plans including Service Level Agreements which includes equipment inspection with follow up on issues to products, and professionally training operators of the equipment are also services The ESB Group offers.*

*The ESB Group, Inc. (ESB) incorporated in the State of Alabama in March of 2003. The Corporate office and warehouse are located in Springville, AL. Customer facing personnel are located in Daphne and in Huntsville.*

*Since incorporation, ESB has been engaged in relevant projects in K-12, Community Colleges, Universities, City, County, State and Federal markets primarily in the states of Alabama and Mississippi. These include products and services for classroom, gymnasiums, lecture halls, auditoriums, theaters, multi-function rooms, athletic facilities, council chambers, court rooms, and conference rooms.*

**Services include audio, video, lighting, conferencing - audio and video – and control systems.** *Most have been public bid projects, but some have been design build projects that were all done in-house using the 60years of combined experience of the Officers of the Company and those of other operations and technical personnel. In each case ESB completed lock-and-key integrated solutions within Budget and on time. Staff programmers write custom solutions for control systems and digital signal processors that provide client friendly interfaces. And, maybe most importantly, tune the sound systems with the ear of professional musicians.*

*The ESB Group, Inc. is an authorized reseller for many audio/video/lighting products. The ESB product line-card covers hundreds of manufacturers of the full range of products and services necessary to meet the technical standards to provide the client with fully integrated voice, video, lighting and control systems. Using copper or fiber for transport ESB truly can offer a complete one-shop solution for its clients.*

*As a licensed low voltage General Contractor in both Alabama and Mississippi, our concentration is on those services in this technology space. We have technicians*

that are trained to do the installation, maintenance, problems, isolation and solutions across the product line and specific to the client's integrated systems. Technicians are supplied with smartphones and tablets for ease of contact, access to technical manuals and Services Order details to expedite the installation or a resolution to intermediate system failures. Each is provided with voice mail and all emails are accessible either by the smartphone or the tablet.

**Clients can reach our offices via land line at 205-533-9396** and our automated attendant will help direct their call to an appropriate department. Installations, Service or Maintenance issues are directed to the Field Operations Manager's office. Emails to the Field Operations Manager ([service@esbgroup.net](mailto:service@esbgroup.net)) are captured on his office computer but are immediately forwarded to his smartphone and/or tablet. Likewise, technicians are dispatched and pertinent information about the client's request is transmitted to their smartphone and/or tablet. The Auto Attendant also provides shortcut access to Accounting, Sales and Distribution.

**The ESB goal is to contact the client on the same business day that a request for installation or service occurs** - variable factor depends on the time-of-day the request is received and the urgency of the situation. **Once the initial contact is made with the client our goal is to respond to any premises visit requirement within the next business day.**

**ESB has developed technical assistance relationships with all the major providers of critical components of our installed systems.** We take full advantage of Advance Replacement offers - some providers make these offers for up to three years after the initial installation - and other overnight shipments to expedite the process of returning the client's systems to full operation. These same manufacturer's offer on-line technical support if that process is appropriate as the most expeditious means of re-establishing the client's system to full operation.

**Custom service and/or preventative maintenance contracts are available** and are negotiated with each client to ensure that the rates are commensurate to the critical mission of the targeted products, services and/or systems.

Being a General Contractor also provides the opportunity for ESB to use subcontractors when particular specialties are needed and/or the volume of work requires additional personnel to meet the scope of work requirements from a technology or timeline completion perspective. ESB has developed business and professional relationships with a number of companies around the country that have the credentials and experience needed to complete a project on budget and on time.



**The ESB Standard Warranty is for one year generally beginning on the date of substantial completion of the project.** ESB will also honor any warranty issued by manufacturers that extend beyond the first year for their particular products or services. After the initial year of the ESB Warranty installation and/or services charges for returning a system to operation will be applicable void any other extended maintenance or service contract between ESB and the client.