

EXHIBIT B-3 EXPERIENCE, QUALIFICATIONS, CERTIFICATIONS AND SERVICES

This exhibit aims to gain some insight into the work experience, competence and relevant certifications held by Bidder. Information provided will be used to score Bidders ability to offer products and solutions as described herein.

Instructions: Bidders will provide a written response to each of the sections below as instructed.

EXPERIENCE, QUALIFICATIONS, CERTIFICATIONS	WRITTEN RESPONSE
BIDDERS OFFERING PRODUCTS Instructions: Bidders offering products for any category/sub-category must provide a written response to each item as instructed below.	
1) List any factory trainings and certifications your company's staff has attended/acquired to support the proposed infrastructure network, and all related subsystem equipment.	Avtec field implementation staff begin their career with Avtec having obtained higher education degrees including: Bachelor's Degrees in Electrical Engineering; Statistics; Integrated IT; Computer Engineering (multiple); Fire Service Administration; Telecommunications Systems. Some staff have obtained Masters Degrees in Public Policy, and Administration. Veterans have multiple US Armed Forces Communications Certifications. These individuals also hold industry certifications in: Oracle Database SQL Certified; Network +; G.R.O.L with Radar Endorsement Distinguished Honor Certificate; United States Army Signal School; Multiple Ericsson / Alcatel certifications; OSHA-10; Basic Telecom Electricity Certifications; National Incident Management: NIMS 100,200,300,400,700, 800; Fire Instructor I, II, and III; Certified Training Evaluator; and PMP. In addition to the above all Avtec field implementation staff have completed Avtec's Technician training curriculum, Basic and Advanced User courses, Advanced Installation courses, and supervised field training.
2) Please disclose the cumulative years of experience your current company's Public Safety Communications Products Technical Experts have performing Radio programming/installation work.	Avtec field implementation staff have over 250 cumulative years of experience in our field, the vast majority specifically supporting Scout. Adding headquarters based engineering, remote service, and other Public Safety Communications Technical Experts Avtec staff have over 400 cumulative years of relevant experience.
3) Does your company utilize partners for providing products and services? If so, describe:	Avtec Response: for over 40 years Avtec has maintained contractual relationships with channel

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● <i>process to qualify partners and sales personnel to represent the product, including any certifications</i> ● <i>how partners are contractually bound to the Master Agreement terms and conditions,</i> ● <i>how partner sales will be accurately tracked and reported, and</i> ● <i>remedy plan if the partner or sales personnel are not in compliance.</i>	partners who provide local customer support for communication dispatch related equipment. These partners are verified by Avtec to be financially stable, and are contractually required to maintain physical offices with regular business hours, permanent physical & mailing addresses, telephone numbers, and business websites. Dealer contracts require that they employ a minimum number of certified technicians who have completed Avtec's Scout console training curriculum plus have demonstrated competence in IP Networking, Scout system administration, and troubleshooting. Partners are required to stock critical spare parts and modules for Scout consoles and have been trained to provide first-line customer technical assistance, installation, and support. Each Avtec channel partner has years of successful experience in installing, servicing, and supporting Avtec equipment and software. Partner Sales Representatives must demonstrate an understanding of the dispatch console market, and have received Scout console training and sales tools. Avtec backs its partners with factory warranty support and in-house technicians capable of remote access assistance or on-site support if required. All channel partners are contractually obligated to follow the Terms and Conditions of Avtec's Master Partner Contract, as well as any Avtec approved customer agreements such as the terms and conditions contained in 00318 AMD3 - Exhibit D Master Agreement. This requirement includes any related State Participating Addendums. Avtec has established a firm process to ensure that all partner and direct orders are accurately tracked and reported by having all quotes begin with an Avtec direct employee coordinate on the Statement of Work and Quote. Pricing may only be generated by Avtec after the appropriate contract has been identified in the system (example NASPO/GSA ect.). Once a customer creates a Purchase Order this PO and the Avtec contract compliant quote are delivered together to a single experienced Order Entry team who manage every transaction to ensure that proper pricing and terms are applied, and that all sales are logged to the appropriate contract.
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	Any partner who fails to maintain the requirements/terms of their Partner Agreement or an approved contract, including training and technician requirements, service level response, sales competency, professionalism, and/or proper reporting, will be considered in violation of the Avtec Partner Agreement which constitutes grounds for corrective action up to and including termination.
4) Please describe your company's ordering process. Include sub-contractors, authorized resellers/dealers/manufacture representative's role in the ordering process.	Avtec response: Avtec has established a process to ensure that all orders are accurately tracked and reported correctly. All quotes and orders, including those originating from sub-contractors, authorized resellers/dealers/manufacture representative's, or Avtec direct sales, begin with an Avtec inside representative coordinating on the Statement of Work and Quote. Pricing for the quote may only be generated after the appropriate contract has been identified (example NASPO/GSA ect.). Once a customer creates a Purchase Order this PO and the Avtec contract compliant quote are delivered together to a single experienced Order Entry team who manage every transaction to ensure that proper pricing and terms are applied, and that all sales are logged to the appropriate contract.
5) Please describe your company's escalation process for technical and billing issues.	Avtec response: Once Avtec is contacted by a Customer or Dealer/Manufacturers Representative, if the Customer Support Team is unable to resolve Critical issues within 1 hour they will escalate to the appropriate member of the Engineering or Billing team. Billing issues can often be addressed or clarified quickly. If further billing concerns remain these may be escalated within 24 hours to either the Director of Finance and/or the appropriate Account Manager. Engineering issues will be escalated to Management within 2 hours if issue is still unresolved. A determination of additional resources will be made at that time, and updates to customer will be made every 2 hours until resolution. Escalation Contacts

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	Additional assistance is available to Warranty and ScoutCare Customers via Avtec's published escalation process. In the event a ScoutCare customer is not satisfied with the support being provided, has questions regarding our support process, or wishes to discuss and obtain additional assistance, the following from the Services & Solutions Management team are available: Nathan Hooks, Customer Support Manager Direct Dial: +1.803.358.3433 Email: nhooks@avtecinc.com Escalation emails will be answered within one business day; escalation phone calls and/or messages will be responded to within 30 minutes. For any customer Engineering matter that cannot be resolved by the Customer Support team or by Customer Support Managers may contact: Abe Gibson, Director of Customer Success Phone: +1.803.358.3412 Email: agibson@avtecinc.com
6) Please describe your company's standard customer/technical support services during regular business hours and time zone support will be provided. (For example: Monday through Friday 8:00 am – 5:00 pm ET). Provide a copy of your company's service level agreement (SLA) to include tiered support and response times for each tier and after hours support.	Avtec response: Avtec engineering resources are available to support our customers pursuant to the Service Level Agreement (SLA) detailed in our basic contract, ScoutCare Agreement, or a custom negotiated version thereof. Local or remote access technical resources will help facilitate rapid resolution of issues and ensure high system availability. If there are any questions regarding Tier-1 or Tier 2 support customers may contact Abe Gibson, Director of Customer Success at +1.803.358.3312. Avtec Responsibilities - Services to be provided for customer under the ScoutCare program: 1. Avtec will provide Technical Support for customers during Avtec's normal Operating hours 8AM to 7PM EST, excluding published Avtec holidays. Telephone support shall be toll free in the United States and Canada. Telephone Critical Priority support for serious system problems is available outside of normal hours (24x7x365).

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	2. Avtec provides secure access to an online customer portal to access information resources for Avtec Products. 3. Avtec will provide remote Technical Support for customer for Critical Priority issues at any time 24x7x365. 4. Avtec will provide hardware replacement service (RMA Support) for customer during Avtec's normal Operating hours. RMA repair request is made from customer; RMA is processed within 4 business hours of form submission. RMA advance replacement request is made from customer; form complete and RMA is processed within 2 hours. 5. 90% of the calls will be responded to within 60 seconds during Avtec business hours. 6. 90% of calls will be responded to within 180 seconds after business hours and on weekends. 7. Each Support call will be logged and assigned a priority status of Critical, Urgent, or Normal. The following section lists responses based on each priority. <u>Avtec SLA Responses by Priority Status</u> As described in detail in our Customer Agreement and ScoutCare documentation Avtec's SLA response is summarized below: Priority: Critical Definition: Customer's system is substantially degraded and normal operations are not possible. Response Time: 30 Minutes. Resolution Commitment: Issue will be worked continuously until resolution. Escalation Process: If Customer Support Team is unable to resolve within 1 hour they will escalate to the appropriate member of the engineering team. Escalation to Management Team in 2 hours if issue is still unresolved. A determination of additional resources will be made at that time. Update to customer will be made every 2 hours until resolution.
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	Call Closure Requirement: Call will be closed when system is running without impact for 48 hours and customer is satisfied with resolution. Priority: Urgent Definition: Limited operational impact, able to work but with limitations Response Time: 60 Minutes Resolution Commitment: Issue will be worked on a priority basis. Escalation Process: If Customer Support Team is unable to resolve within 1 business day they will escalate to the appropriate member of the engineering team. Escalation to Management Team in 3 business days if issue is still unresolved. A determination of additional resources will be made at that time. Update to customer will be made as new information is made available until resolution. Call Closure Requirement: Call will be closed when system is running without impact for 48 hours and customer is satisfied with resolution. Priority: Normal Definition: No impact to business, questions or informational Response Time: 1 Business Day Resolution Commitment: Issue will be queued for resolution based on workload and other priority cases. Escalation Process: If Customer Support Team is unable to resolve within 5 business days they will escalate to the appropriate member of the engineering team. Escalation to Management Team in 10 business days if issue is still unresolved. A determination of additional resources and time frame of resolution will be made at that time.
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	Call Closure Requirement: Calls will be closed when customer accepts resolution. Contact Phone Numbers & Email • +1.803.358.3601 • +1.800.545.3034 (Toll-free US and Canada) CustomerSupport@avtecinc.com
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BIDDERS OFFERING SYSTEM SOLUTIONS (RADIO, MICROWAVE OR POWER) Instructions: <i>In addition to the narratives above, Bidders offering a solution must provide a written narrative to each item listed below as instructed.</i> <i>Avtec Response: Avtec is not providing a System Solution.</i>	
1) List any certifications or specialized training which makes your company best suited to offer complete Public Safety Communications or Power System Solutions.	<i>[List all certifications or specialized training here or submit a separate document labeled "ExhibitB3-SolutionCertifications"]</i>
2) List the brands of products for which your company has factory trained and certified Installers.	<i>[List all brands of equipment your company's installers are trained and certified here or submit a separate document labeled "ExhibitB3-SolutionProducts"]</i>
3) Project Manager (PM). Please disclose the name and employment history of each project manager within your company and include how they meet the requirements below. The PM shall be an employee of the proposer at the time of the response submission. The PM shall have a proven record of experience in projects of similar size and scope. PM shall bear full responsibility for: • Supervising and coordinating the installation, and • Deployment of the communications system, and • Development and acceptance of the Project Management Plan (PMP), and • Manage the execution of the project against that plan, and • Oversee the day-to-day project activities. The State reserves the right to accept or reject the identified PM. If, during the term of the contract, it is necessary to replace the PM, State reserves the right to accept or reject the newly identified PM.	<i>[Please include project manager information here or submit a separate document labeled "ExhibitB3-ProjectManagers"]</i>
4) Reporting. Please provide report examples for a minimum of three (3) installed and fully operational systems that best emulate the proposed system. At	<i>[Please include report examples here or submit a separate document labeled "ExhibitB3-Reports"]</i>

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a minimum, report should include a detailed description of the system and its significant operational features/components (e.g., number of sites, channels, and subscribers) as well as a current customer contact including name, address, and phone number, title, department and system responsibility.	
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SERVICES	
Instructions: Bidder will provide a written response for all services offered below as instructed. Services will not be evaluated, however; any services listed below will be included and available for use in Cooperative Purchasing Master Agreement upon award. Services may be added upon approval. Pricing for services must remain constant for the entire Master Agreement term or as mutually agreed in Participating Addendum.	
Service	Description
Consultation	Avtec maintains staff capable of providing consultation to customers regarding site design relating to Scout dispatch consoles, console configuration, best practices in voice dispatch communications, and suggestions/experiences in other related fields needed to support full service dispatch operations.
Project Management	Avtec employs multiple experienced Project Managers who ensure the success of a customer's project/Statement of Work throughout the build and implementation process.
Implementation	Avtec maintains both factory field and remote support staff as well as trained dealer technicians capable of providing full Scout dispatch console implementation.
Installation	Avtec maintains both factory field and remote support staff as well as trained dealer technicians capable of providing full Scout dispatch console installation support.
Configuration/Design	To ensure that a customer purchases the proper Scout dispatch console(s) configuration Avtec maintains internal staff as well as trained dealer sales and technical staff to assist with pre-order configuration and design.
Radio Programming	Avtec does not directly provide radio programming services. These services are often offered by our channel partners or customer technicians who support those services during the various implementation phases of the Scout console.
Product Recycling/Buy Back	All Scout Product Recycling/Buy Back programs are promotional only and may be offered based on a customer's situation.
Training	Avtec and/or our certified dealers offer a full suite of Scout dispatch console training, either on-line or on-site as preferred by the customer. The typical training classes include:

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	Operator Training Location: Typically at Customer Site Class Duration: Dependency on Customer Size (2-3 Sessions per Day) Class Time: As Required by Customer Course Overview: The Scout System Operator Training course covers basic console system operations. Students are instructed on the use of system features to provide them with the skills and knowledge to operate a Scout console. Topics include: • System Overview • Identify and describe key components of the Scout Console position • Operation of Scout console • Standard operational features including channel control, patching, paging, multi-select options, Activity Window display etc. • Adjusting and monitoring audio volume • Optional features including IRR • Introduction to Scout's statistical data collection for dispatcher and system activity reporting Certification Obtained: Avtec Certified Dispatch Operator Intended Audience: Console System Dispatchers & Operators Super User Training Location: Customer Site Class Duration: 2-3 Days - Curriculum is Customizable Class Time: 8:30am - 4:30pm Class Size: Maximum class size of six students Overview: The Scout Super User Training course provides proficiency in building, configuring, and deploying the Scout UI and all available Dispatcher level features, as well as high level coverage of the Scout System as a whole. Topics include: • System Overview • Identify and describe key components of the Scout system • Operation of Scout Console • Overview of VPGate role • Understand VPGate Endpoints • Accessing & Understanding Console Web Configuration options • Creating & Managing Contacts • Screen building • Deploying the System Configuration
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	● Importing & Exporting the System Configuration ● Scout Reports Certification Obtained: Avtec Certified System Associate Intended Audience: Console System Dispatchers & Operators, Dispatch Center Supervisors Administration Training Location: Avtec, Inc., 100 Innovation Place, Lexington, SC 29072 Class Duration: 4 Days Class Time: 8:30 a.m. - 4:30 p.m. Course Overview: Successful implementations depend on Scout knowledge. This course begins the process of learning the architecture, system operation, and dispatching capabilities of the Scout system through hands-on experience in software installation, system configuration and deployment, user interface design, console operation, and system database backup and restoration. Topics include: ● System architecture ● Enterprise Management Tools using IIS® / MSMQ®/SQL® ● Enhanced security ● Component communication ● System deployment ● Diagnostics ● Introduction to Scout's statistical data collection for dispatcher and system activity reporting Certification Examination: Students must successfully complete a written exam and a hands-on exercise to ensure gaining the knowledge necessary to support Scout systems. All resources made available during the class are available during both exams. After successful completion, students will be certified as Avtec Certified System Maintainers. Certification Obtained: Avtec Certified System Maintainer Intended Audience: System Administrators, Maintenance Technicians, and Technical Staff responsible for deployment and maintenance of the Scout system. On-Site Administration Training Location: Customer Site Class Duration: 2.5 - 3 Days (Customizable) Class Time: As Required by Customer (typically 8:30am - 4:30am). Course Overview: Successful implementations depend on Scout knowledge. This course begins the process of
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	learning the architecture, system operation, and dispatching capabilities of the Scout system through hands-on experience in software installation, system configuration and deployment, user interface design, console operation, and system database backup and restoration. Topics include: • System architecture • Enterprise Management Tools using IIS® / MSMQ®/SQL® • Enhanced security • Component communication • System deployment • Diagnostics • Introduction to Scout's statistical data collection for dispatcher and system activity reporting Certification Examination: None required for On-site training. Certification Obtained: Avtec Certified System Maintainer Intended Audience: System Administrators, Maintenance Technicians, and Technical Staff responsible for deployment and maintenance of the Scout system. Advanced Administration and Maintenance Training Location: Avtec Corporate Lexington, SC 29072 Class Duration: 5 Days with Certification Exam Class Time is typically: 8:00 a.m. - 4:45 p.m. Course Overview: Successful implementations depend on Scout knowledge and industry expertise. This course extends the knowledge began in the Scout System Administration course. Attendees will learn the implementation phases of a Scout system deployment through extensive lab and classroom time. When complete, the student can identify system and end user requirements, stage and configure a system including multi-site implementations, understand advanced configuration options, know how to optimize Scout, understand command and control features and how they integrate with Scout, and use diagnostic tools for troubleshooting. Certification Examination: Students must successfully complete both a written and hands-on lab exam to ensure gaining the knowledge necessary to install, stage, and support Scout systems. All resources made available during the class are available during both exams. After successful completion, students will be certified as Avtec Certified System Professionals. Certification Obtained: Avtec Certified System Maintainer
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	Intended Audience: System Administrators, Maintenance Technicians, and Technical Staff responsible for deployment and maintenance of the Scout system.
Maintenance/Repair	Avtec Response: Maintenance/Repair is also described in items 5 and 6 above. Avtec Engineering resources are available to support our customers pursuant to the Service Level Agreement (SLA) detailed in our basic contract, ScoutCare Agreement, or a custom negotiated version thereof. Local or remote access technical resources will help facilitate rapid resolution of issues and ensure high system availability. ScoutCare Hardware Maintenance Option. ScoutCare Software Maintenance customers may also purchase a hardware maintenance option. Avtec's Hardware Maintenance option provides repairs or replacements on hardware products and accessories. After requesting an RMA number, items are shipped to Avtec's factory for repair and testing. Items are returned with prepaid standard ground shipping and with at least 90 days' coverage, which may extend beyond the expiration of your ScoutCare Hardware agreement. Because ScoutCare Hardware Maintenance customers may need a particular item returned faster we also offer an expedited shipping service. Expedited shipping service may be requested on a case-by-case basis and does not affect the rate paid for Hardware option services. Urgent repairs qualify for Advanced Replacement (loaner) components and expedited shipping. Advanced Replacement start with an RMA order, which may be performed via phone, and when a customer needs a part shipped immediately while the original part is being processed for repair. Advanced Replacement items will be shipped via overnight (next business day), early a.m. delivery to minimize the impact on your business. Customers are expected to return the failed part in a timely manner for repair processing. The customer will not pay the expedited shipping charge as long as the Advanced Replacement item is returned within 30 calendar days of receiving the repaired item. Items not returned within the 30-day period will be invoiced at the prevailing retail rate. A purchase order or credit card will be requested before issuing the invoice, however if this is

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	not obtained, the invoice will be generated and the account will be placed on credit hold until paid. Customers outside of the initial one-year Warranty or those not covered under ScoutCare Hardware Maintenance are ineligible for Advanced Replacement parts. Customers on a demand service will need to submit a P.O. or credit card to for repair under RMA, or purchase replacement parts needed overnight, loaners are not available. Those parts will carry a 90-day warranty from date of shipment, for Avtec manufactured products. "Third party equipment" may require additional time to process. Replaced items will be warrantied for 90 Days from ship date, or will be included in the Hardware Maintenance program, whichever is longer. Due to product changes, market component obsolescence, and parts availability, Avtec cannot always guarantee an exact form, fit, and function replacement component for the defective item. Avtec will make every effort to avoid or minimize the impact of such situations, but is only obligated to replace or repair the defective item. All replaced items become the property of Avtec.
Encryption (AES-256) software upgrade, single-key	Avtec supports AES256 Single and Multi-key encryption for supported wireline interfaces as a feature/function of the Scout dispatch console. Customers and/or channel partners are responsible for determining the appropriate method of encryption. Services are not provided by Avtec for this process.
Encryption (AES-256) software upgrade, multi-key	Avtec supports AES256 Single and Multi-key encryption for supported wireline interfaces as a feature/function of the Scout dispatch console. Customers and/or channel partners are responsible for determining the appropriate method of encryption. Services are not provided by Avtec for this process.
Other	
Other	
Other	