

Public Safety Communications Products, Services, and Solutions

Experience, Qualifications, Certifications, and Services

[Exhibit B-3]

*Formal Response to Competitive Solicitation No. 00318
Issued 16 NOV 2020
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Submitted To:

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Products

Experience, Qualifications, Certifications	Written Response
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.	Please see the file 00318Technical-Performance-ExhibitB3-TrainingsCertifications-CodanCommunications to view our written response to this question.
2. Please disclose the cumulative years of experience your current company's Public Safety Communications Products Technical Experts have performing Radio programming/installation work.	At Codan Communications, our technical experts have over 300 cumulative years of experience in the field of Public Safety Communications Products. The majority of our core technical implementation team members each have an average of 15 years of industry experience.
3. Does your company utilize partners for providing products and services? If so, describe: - process to qualify partners and sales personnel to represent the product, including any certifications - how partners are contractually bound to the Master Agreement terms and conditions, - how partner sales will be accurately tracked and reported, and remedy plan if the partner or sales personnel are not in compliance.	Please see the file 00318Technical-Performance-ExhibitB3-PartnerUtilization-CodanCommunications to view our written response to this question.
4. Please describe your company's ordering process. Include sub-contractors, authorized resellers/dealers/manufacturer representative's role in the ordering process.	Please see the file 00318Technical-Performance-ExhibitB3-OrderingProcess-CodanCommunications to view our written response to this question.
5. Please describe your company's escalation process for technical and billing issues.	Please see the file 00318Technical-Performance-ExhibitB3-EscalationProcess-CodanCommunications to view our written response to this question.
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).	Please see the file 00318Technical-Performance-ExhibitB3-StandardSupport-CodanCommunications to view our written response to this question.

Experience, Qualifications, Certifications	Written Response
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.	

System Solutions

Experience, Qualifications, Certifications	Written Response
1. List any certifications or specialized training which makes your company best suited to offer complete Public Safety Communications or Power System Solutions.	Please see the file 00318Technical-Performance-ExhibitB3-SolutionCertifications-CodanCommunications to view our written response to this question.
2. List the brands of products for which your company has factory trained and certified Installers.	As noted in our training responses, Codan, as the OEM Manufacturer, develops, updates, and distributes all required training relevant to our products and the solutions we deploy. All personnel are trained within the Codan training system, which includes training for Codan personnel in areas, subcontractor training (although for this contract we will be using no subcontractors / resellers), and for customer personnel. Additional relevant information on Codan training programs and customer training programs are provided in the following documents submitted with our offer: • 00318Technical-Performance-Exhibit_B3_TrainingsCertification-Codan_Communication • 00318Technical-Performance-Exhibit_B3_Services-Training-Codan_Communication

Experience, Qualifications, Certifications	Written Response
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. The PM shall bear full responsibility to: • <i>Supervise and coordinate the installation, and deployment of the communications system</i> • <i>Develop and accept the Project Management Plan (PMP)</i> • <i>Manage the execution of the project against that plan</i> • <i>Oversee the day-to-day project activities.</i>	Please see the file 00318Technical-Performance-ExhibitB3-ProjectManagers-CodanCommunications to view our written response to this question.
4. Reporting. Please provide report examples for a minimum of three (3) installed and fully operational systems that best emulate the proposed system. At 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.	Please see the file 00318Technical-Performance-ExhibitB3-Reports-CodanCommunications to view our written response to this question.

Services

Service	Description
Consultation	Codan makes our consultation services readily available for our customers. This includes direct access to our engineering, support, and implementation teams of subject matter experts. This engagement begins with initial consultation and is ongoing throughout the entire lifecycle of support from Pre-Sales support and design, to manufacturing,

Service	Description
	programming, implementation, and ongoing system technical support after our solutions are in operation. As noted previously, customers will be assigned a Codan Account Executive as their primary and initial point of contact to support inquiries and to coordinate pre-sales support activities, including review of customer specifications, designs and operational / programming and integration requirements. Our Account Executives report to and are supported by our Regional Sales Managers (RSMs) who coordinate engineering resources to provide customer pre-sales support and ensure a smooth handoff to implementation and support teams to best meet the customers' requirements and needs. In the sections that follow, we discuss and illustrate how Codan delivers a complete engineered solution, implementation, and lifecycle support package for NASPO participants. Topics addressed include: • Project Management Services • Implementation Services ○ Configuration and Design ○ Radio Programming ○ Encryption ○ Maintenance / Repair and Warranty Services • Maintenance and Repair Support • Training Programs (Customer) • Product Recycling and Buyback • Other: Additional Information Regarding Pre-Sales Support and System Design
Project Management	Codan's Project Manager will be responsible for the development, quality and technical review, and timely delivery of all project planning and report products for the duration of the integration project. This includes responsibility for effective interface with NASPO participant stakeholders for input on all relevant planning matters and considerations. Within our organizational and project structure, roles for all Codan leaders and technical personnel are clearly defined. All plans are well documented and effectively communicated; the Master Project Management Plan for the program will be maintained using MS Project, and information regarding schedule, tasks / tracking can be distributed in a number of formats.
Implementation	The Master Project Plan will be organized in accordance with ongoing operations, pilots, tests, staging, and deployment activities lifecycle for Codans' systems supporting the program and sub plans, for example; Implementation Plans will be tracked and incorporated into the Master Project Plan. The plan will be updated regularly by our PM with the

Service	Description
	support of other key personnel, with update releases to the customer as required over the life of the project. All deployment and implementation projects are assigned to our designated Project Manager and Alternate Project Manager. Their specific responsibilities are detailed in submittal document <i>00318Technical-Performance-Exhibit_B3_ProjectManagers-Codan_Communications</i> provided with our offer. They will manage each project in general accordance with the standards promulgated by the Project Management Institute (PMI.org) and the guidance of the Project Management Book of Knowledge (PBMOK).
Installation	Onsite installation is an available service and it is a component of our Implementation Services. Refer to the preceding answer above. Additionally, we provide an example deployment schedule / timeline in our solution narrative response.
Configuration/ Design	Please see the file <i>00318Technical-Performance-ExhibitB3-Services-ConfigDesign-CodanCommunications</i> to view our written response to this question.
Radio Programming	Codan provides factory radio programming for customers prior to shipment for deployment to customer sites. This includes: • Frequency Tuning • Configured Keying Sequences • Factory Acceptance Testing (see Test Management Plans in the file <i>00318Technical-Performance-ExhibitB3-Services-ConfigDesign-CodanCommunications</i>) In advance of programming, Codan will assist with verification for FCC licensure, and if needed, can recommend sources that can assist agencies with licensure applications.
Product Recycling/ Buy Back	Codan will recycle all products returned to the factory at end of life when customers choose to disposition property/systems via this method. With respect to buy back arrangements, Codan handles these on a case-by-case basis depending on the particulars of the equipment and remaining life. However, we note that typically our equipment has a longevity of 10 years or greater and is also typically operated until end of life or eventual obsolescence. As such, in the typical situation, the products have no real remaining value to other potential customers and recycling is simply the most appropriate and cost-effective course of action.
Training	Please see the file <i>00318Technical-Performance-ExhibitB3-Services-Training-CodanCommunications</i> to view our written response to this question.
Maintenance/ Repair	Please see the file <i>00318Technical-Performance-ExhibitB3-Services-MaintenanceRepair-CodanCommunications</i> to view our written response to this question.

Service	Description
Encryption (AES-256) software upgrade, single-key	• Codan P25 Systems, Repeaters and DFSI Stations transparently pass all P25 AES-256 encrypted messages. • Codan P25 Portables and P25 Base Stations support AES-256 encryption. Encryption keys are loaded using a Key Loader either at the factory or in the field.
Encryption (AES-256) software upgrade, multi-key	• Codan P25 Systems, Repeaters and DFSI Stations transparently pass all P25 AES-256 encrypted messages. • Codan P25 Portables and P25 Base Stations support AES-256 encryption. Encryption keys are loaded using a Key Loader either at the factory or in the field.
Other: Pre-Sales Support	Codan is well known for providing superlative engineering and design support to help our customers solve communications problems without having to change their operational practices. As we have mentioned previously in this submittal – our LMR systems adapt to our customers, not the other way around. Codan’s Project Manager will coordinate with the customer and our technical teams to perform site visits, audits, coverage studies, and system drawings, along with plans for factory staging and tests before shipping. In addition, we use value engineering to ensure the solution is optimal and that it will offer the greatest longevity and future-proof the solution. We design with scalability in mind. As we have noted throughout our submission, Codan provides our customers with ready access to our technical experts through the depth of our entire organization, including engineering / design, technical support services, and training. This can be facilitated easily by the Account Executive we assign to all NASPO customers upon initial expression of interest. We have also described how our Design and Engineering support services will help NASPO customers to procure systems that will best adapt to their operational requirements and procedures instead of the other way around that is common with many other solutions. This level of support includes conducting site studies and coverage analysis studies to inform the designed solutions requirements. We provide more detailed information on this set of valuable support and pre-sale services in the document: <i>00318Technical-Performance-Exhibit_B3_Services-ConfigDesign-Codan_Communications</i> submitted with our offer.