

Public Safety Communications Products, Services, and Solutions

Narrative for Ordering Process

*Formal Response to Competitive Solicitation No. 00318
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Submitted To:

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4. Please describe your company's ordering process. Include sub-contractors, authorized resellers/dealers/manufacturer representative's role in the ordering process.

Ordering Process, Including Pre-Sales Support

Under this contract, all orders will be processed directly by Codan.

- General questions, technical inquiries, and quote requests are made either via email at LMRsales@codancomms.com, or phone at 800-664-4066.
- Requesting services under CodanCare agreements can be made directly to our 24 by 7 CodanCare customer support center at 833-372-6326.

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.

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.

We make our engineering teams readily available to current and potential customers. They will review, comment, and make recommendations for existing customer designs to help optimize the solution and ensure the correct products are what will be ordered. They will also review and support configuration and pre-programming requirements and will assist with coverage analysis, validation of FCC frequency licensure and other technical considerations that are part of ensuring there are no issues that can commonly delay deployments.

For customers that do not have existing designs and specifications, we will support the development of an appropriate, value engineered design. This is described further in our response provided in document *00318Technical-Performance-Exhibit_B3_Services-ConfigDesign-Codan_Communications* of this submission.

The following figure shows the customer support organization which stems from Cam Inouye, our Operations Manager, to include technical support as well as contracts management and engineering.

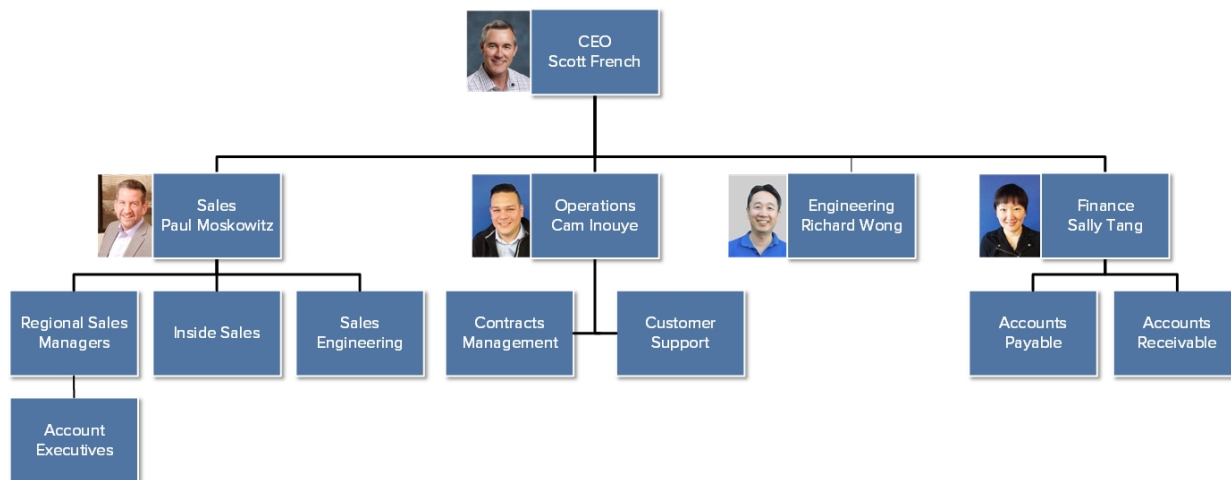


Figure 1: Codan Organizational Chart