

Public Safety Communications Products, Services, and Solutions

*Narrative for
Standard Support*

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Table of Contents

Standard and CodanCare Service Levels	1
How to Access Codan Support	1
Standard Support Services	1
CodanCare Services	1
Service Level Comparison – Codan Standard Service vs. CodanCare	3
CodanCare SLAs	3

Index of Figures and Tables

Table 1: Codan Standard and CodanCare Technical Support Services	1
Table 2: Codan Standard and CodanCare Service Level Comparison	3
Figure 1: CodanCare InfoSheet	2

6. *Please describe your company's standard customer/technical support services during regular business hours and how 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.*

Standard and CodanCare Service Levels

The following sections describe Codan's available support services and how NASPO customers under this contract will receive Standard Support or Enhance CodanCare Support and what each support and service level is included with each.

How to Access Codan Support

Codan offers multiple support options for our customers ranging from our Standard Support to the options available through CodanCare. These are summarized in Table 1.

Table 1: Codan Standard and CodanCare Technical Support Services

Support	Availability and How to Contact
Standard	Codan Technical Support Team can be reached at 1-250-382-8268 (or Toll Free on 1- 800-664-4066) between 8:00am and 8:00pm PST Monday to Friday or by email at LMRsupport@codanradio.com . See Standard Support Services below.
CodanCare	Customers subscribing to CodanCare have access to an array of enhances technical and mission support services that are available up to 24 hours per day, 365 days per year – CodanCare is also contacted through 1-250-382-8268 (or Toll Free on 1-833-372-6326) or through email at LMRsupport@codanradio.com . See CodanCare Services below.

Standard Support Services

NASPO customers under this contract will have access to technical support through the Codan technical support call center every Monday through Friday between 8:00 AM to 8:00 PM PST. Codan's support center is effectively staffed to ensure that customers technical support requirements are addressed effectively, efficiently, and expediently with minimal hold times. Codan's support team will:

- Support technical inquiries regarding normal operation of Codan equipment and systems.
- Provide initial troubleshooting support to resolve technical problems.
- Prioritize and escalate technical issues and track all trouble tickets to resolution.
- If the problem requires repair or replacement services, they will assist the customer to file and process a request for Warranty Repair, RMA, etc. as applicable to the situation.
- They can also support coordination for spares.

CodanCare Services

CodanCare was designed to meet the needs of agencies desiring enhanced troubleshooting who provide 24-hour, mission-critical public safety operations. CodanCare provides enhanced support

options available around the clock to CodanCare subscribers. This is illustrated by the infographic provided as Figure 1, below.



CODANCARE EXTENDED SERVICE

ENHANCE YOUR LMR SYSTEM WITH CODANCARE

Ideal for customers who prefer to rely on personalized attention and service providing peace of mind and reliable operations.



CodanCare Operations Support Center



CODANCARE CUSTOMERS RECEIVE

- Live Tier 1 Helpdesk 24 Hours a day
- Live Tier 2+ Helpdesk & Phone Support 8AM to 8PM EST Monday through Friday
- Prioritized troubleshooting with free expedited roundtrip shipping
- Phone-based setup and configuration assistance
- Complimentary upgrades to new software features
- Version management tracking your configurations and releases
- Alerts to available Codan software patches and maintenance updates
- Troubleshooting of 3rd-party technology purchased as part of a Codan solution
- A factory training session with a three+ year contract
- Discounts on system design and on-site services
- Additional savings on future CodanCare contracts and system upgrades



ADDITIONAL OPTIONS

- Advanced replacements in event of failure
- 24/7 Tier 2+ Phone Support
- Onsite Troubleshooting and Preventive Maintenance
- Security patching where Information Assurance compliance is a requirement

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Figure 1: CodanCare InfoSheet

Service Level Comparison – Codan Standard Service vs. CodanCare

The differences between Codan Standard Support and CodanCare are shown for side-by-side comparison in Table 2, below.

Table 2: Codan Standard and CodanCare Service Level Comparison

Support Type	Standard	CodanCare
Helpdesk Support	Under Warranty	Yes
Priority Troubleshooting	No	Yes
Phone-based Setup and Configuration Assistance	No	Yes
Complimentary upgrades to future software features	No	Yes
Version Management of Your Configurations	No	Yes
Alerts to Updates	No	Yes
Troubleshooting of 3rd-party Technology	No	Yes
Factory Training with 3+ Year Contract	No	Yes
Discounts on System Design and On-site Services	No	Yes
Savings on Future CodanCare Contracts	No	Yes
Additional Savings on System Upgrades	No	Yes
CodanCare Add-On Options		With Add-On
Advanced RMAs	No	Yes
On-site Preventive Maintenance	No	Yes
On-site Troubleshooting	No	Yes
24/7 Tier 2+ Helpdesk with SLA	No	Yes
Information Assurance	No	Yes

CodanCare SLAs

Subscription of CodanCare options includes additional SLA's for subscribers these include:

- Pre-allocated time onsite annually for on-site preventive maintenance and support.
- Codan's technical support answers calls within an average of 60 seconds. Call center support is available 24/7/365.
- All technical issued prioritized within 2 hours.