

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.	<i>[List all factory trainings and certifications here or submit a separate document labeled "ExhibitB3-TrainingsCertifications"]</i> E.F. Johnson Company (EFJohnson), a JVCKENWOOD Company, has a network of certified LSPs staffed with qualified technicians who provide system restoration, preventative maintenance, and commissioning services. We ensure our local service providers (LSPs) are fully trained and certified on the use, programming, provisioning, installation, troubleshooting, and repair of KENWOOD Viking mobile and portable subscribers; ATLAS base stations/repeaters; KENWOOD NEXEDGE subscribers and repeaters; and KAIROS repeaters. We monitor our LSPs to warrant they maintain this certification and update their training as necessary. For customers who want to self-maintain their system, the customers' technicians must complete initial certification training in system diagnostics, system maintenance, and system support, as well as periodic recertification training for the duration of the maintenance period. <i>Please note: Only certified technicians can work on the radio system, and any work performed on the system by non-certified individuals can render the system warranty invalid. Certification is granted on an individual basis—individual certification does not certify the organization or agency for which the individual is employed.</i>
2) Please disclose the cumulative years of experience your current company's Public Safety Communications Products Technical Experts have performing Radio programming/installation work.	<i>[Please disclose the cumulative number of years here]</i> Our Public Safety Communications Products Technical Experts have 63.38 cumulative years of experience performing radio testing and field support.
3) Does your company utilize partners for providing products and services? If so, describe:	<i>[Please describe partner utilization here or submit a separate document labeled, "ExhibitB3-PartnerUtilization"]</i>

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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>	• <u>DEALER/RESELLER (ALSO REFERRED TO AS PARTNER) ONBOARDING PROCESS</u> 1. Requests from U.S. dealers for a reseller agreement must be submitted through a regional territory Manufacturer's Representative (MR), indicating their approval to add a reseller in that region. 2. Submittal documents required are: a) Dealer/Reseller Application, including indication of product lines approved by MR to sell. b) Credit Application c) Reseller Tax Certificate 3. Upon receipt of complete request package, documents are circulated to: a) Credit b) Legal c) Order Administration d) Marketing e) Sales Operations 4. Credit Department reviews: a) Bank Reference b) Financial References c) Dunn & Bradstreet Rating d) Better Business Bureau Rating e) Credit standing with Kenwood USA f) Any prior credit history with Company 5. Once credit has been approved: a) Legal facilitates a counter signature on documents for execution. b) Order Admin creates/reactivates Account for Dealer/Reseller. c) Order Admin adds Dealer/Reseller to Company Dealer Dashboard for Employee reference and Reporting. d) Order Admin notifies Dealer/Reseller and MR of account approval and provides additional instructions for creating a Dealer portal account, enabling access to quote tool and Company resources/training. e) Marketing adds Dealer information to communication distribution lists. f) Sales Operations adds Dealer/Reseller to reporting modules. • Cooperative Purchasing Master Agreement 00318 ("Master Agreement"): Partners authorized to utilize EFJohnson's Master Agreement will be required to sign a written agreement that the
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	entirety of the terms and conditions of the Cooperative Purchasing Master Agreement 00318 ("NASPO Agreement") shall flow down to Partner and that it shall be bound by the same. Further, Enterprise Services will be a third-party beneficiary of such agreement(s). • Partner Sales: Contract utilization is identified during the sales process by the dealer/reseller and is documented on the quote/ purchase order at time of submission. This information is entered into our Sales Order system at time of entry and is tracked by Finance and Accounting for Sales Tax and Contract Fee reporting/ payment per compliance requirements. • Remedy Plan: If a Partner and/or its sales personnel fail to properly document the sales order as being placed from the Master Agreement, the Partner shall be directly to immediately confirm to EFJohnson all information needed to correct the applicable report. If the Partner or any of its sales personnel fails to report on more than order it will be subject to disciplinary action up to termination of its listing as a Partner on the Master Agreement.
4) Please describe your company's ordering process. Include sub-contractors, authorized resellers/dealers/manufacture representative's role in the ordering process.	<i>[Describe ordering process here or submit a separate document labeled, "ExhibitB3-OrderingProcess"]</i> EFJohnson reviews all product orders to ensure products requested are current and that the pricing is accurate (e.g., there are no current promotions, discounts, etc.). From the time of receipt, it takes no more than 24 hours to enter the order into our Enterprise Resource Planning (ERP) system. After order entry, we follow Operations Order Fulfillment Process: 1. Order is sent to Scheduling for material review and promise ship date. 2. Scheduling reviews on-hand material and current lead time for any backordered items and then updates the Sales Order to reflect estimated ship dates. 3. Order Management sends the customer a Sales Order Acknowledgement, including promise ship date. Order Management will notify the customer of any changes to estimated ship dates. 4. Customer-selected software options will not cause any delay in order delivery. 5. Special Feature requests currently supported/offered by EFJohnson will not cause a delay in order delivery. Special feature requests not currently offered/supported would need to be reviewed by Product Management and a timeline for delivery would be developed.

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	6. Standard lead times for Sales Order fulfillment are as follows: Radio Orders: • In Stock = Ship within 5 business days. ○ <i>Note: This will depend on order size; larger orders may take longer.</i> • Not in Stock = 16-week lead time from factory if not previously forecasted. Forecasted orders that are not in stock will be reviewed by Scheduling and assigned an estimated ship date based on the timing of incoming material. Parts Orders: • In Stock = Ship within 2 business days. • Not in Stock = Lead times vary by supplier and will be communicated through the scheduling process referenced above. Partial shipment of in-stock items is available at no additional cost to the customer.
5) Please describe your company's escalation process for technical and billing issues.	<i>[Describe escalation process here or submit a separate document labeled, "ExhibitB3-EscalationProcess"]</i> Problem Escalation Procedures Problem escalation is an important part of the project-level quality control and risk management process. When unexpected issues arise, EFJohnson is committed to deploying the necessary resources to ensure any project-related issues are addressed—including Field Services, Operations, and Development Engineering. Successful issue resolution starts with carefully defining the issue, which can include technical problems, interpersonal disputes, or general miscommunications. In most cases, disputes can be cleared up by a phone call or a meeting with the EFJohnson PM. However, in the event that a problem needs to be escalated, the Customer can contact the Director of Services Management. Resolution of Billing, Service, and Equipment Complaints EFJohnson's Order Management (OM) handles all billing complaints. An OM staff member enters the sales and invoice numbers into our ERP system to pull up the order and reviews the billing information. Billing complaints (e.g., a discount wasn't applied that should have been, the wrong price was charged for a product or service) are handled by applying a credit to the customer's account or otherwise resolving the discrepancy to the customer's satisfaction if the error is with EFJohnson. Resolution is completed within 24–48 hours after receipt of the billing complaint. EFJohnson's Field Services provides customer service and inquiry support for service or equipment complaints. Our toll-free phone line is answered by a Field

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	Tech Support Specialist from 8 a.m. to 5 p.m. CT. The Specialist logs the calls and resolves customer issues, or escalates the call to a Field Tech Representative. If the Field Tech Representative is unable to resolve the issue, the issue is escalated to Tier 3 support for further investigation. These cases are assigned a number and a severity level (e.g., catastrophic issue, severe issue, major issue, minor issue, etc.). After-hours calls (5 p.m. to 8 a.m. CT) roll over to an answering service. If the caller has an emergency, the answering service will contact a technician by email and/or phone. The technician will respond to the Customer within 1 hour.
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.	<i>[Describe customer service support here or submit a separate document labeled "ExhibitB3-StandardSupport"]</i> EFJohnson offers the following optional Support Services: Technical Support Hotline EFJohnson provides remote support through our LSP network and technical support hotline: JVCKENWOOD Technical Support 800-328-3911, ext. 3 On-site support LSPs may be contracted to provide on-site support for troubleshooting, hardware repair or replace, or software support activities. On-Site Emergency Technical Support Technicians are dispatched on-site to diagnose and restore agency communication networks. System and on-site replacement is dependent upon the spares purchased and the LSP's access to spares. Hardware Repair-or-Replace EFJohnson is able to provide a repair-or replace service of covered infrastructure equipment through the EFJ depot location. Software Support Provides updates to address bug-fix issues and enhance existing software features. An optional add-on feature (Software Care) can be purchased to deliver software upgrade releases – providing new software features to the agency platform(s). Preventative Maintenance Provides recommended annual and semi-annual preventative maintenance on infrastructure equipment purchased under an associated contract.

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Response Times

Response times for critical and non-critical issues are established on a per contract basis to provide the best service to the contracting agency. By initiating a call to the local service provider or the EFJohnson technical support line, support services become engaged. If a remote resolution of the issue is not possible, based on the warranty contract, a technician will be dispatched for on-site problem investigation and resolution.

The following diagram indicates EFJohnson's typical call acknowledgement, response, and repair times for critical service issues.

Type of Failure	Description	Call Acknowledgement Time	Response Time 24x7x365
Critical Failure (Communication Affecting)	Conditions exist that severely affect service and traffic capability and require immediate attention. Examples include: Site off the air, Primary and Secondary Network Controller failure such as the system does not have the ability to operate on trunked calls, site link failure due to network equipment, or two or more failed base/repeaters at a radio site.	30 minutes	4 Hours
Non-Critical Failure (Non-communication affecting)	Conditions exist that do not severely affect service and are non-traffic affecting	60 minutes	< 24 Hours

The following graphic provides a high-level overview of the warranty process:

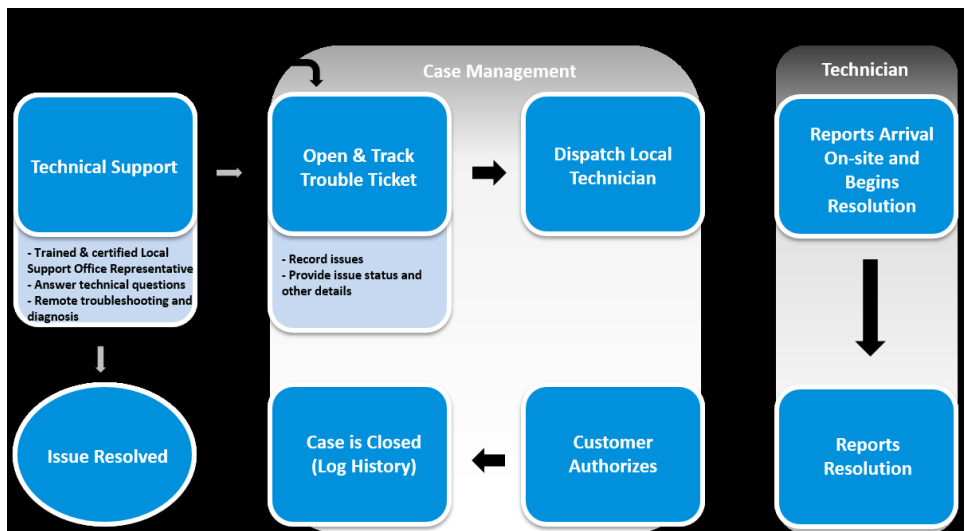


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BIDDERS OFFERING SYSTEM SOLUTIONS (RADIO, ~~MICROWAVE OR~~ POWER)

Instructions: In addition to the narratives above, Bidders offering a solution must provide a written narrative to each item listed below as instructed.

1) List any certifications or specialized training which makes your company best suited to offer complete Public Safety Communications or Power System Solutions.

[List all certifications or specialized training here or submit a separate document labeled "ExhibitB3-SolutionCertifications"]

JVCKENWOOD/EFJohnson ATLAS® and Viking®

Our ATLAS and Viking equipment conform to the P25 standards definition of the different Common Air Interface (CAI) modes, including P25 FDMA trunked CAI, P25 TDMA Trunked CAI, and the P25 FDMA conventional CAI. EFJohnson's StarGate® equipment and associated KENWOOD Viking® subscribers are fully P25 Compliance Assessment Program (CAP)—certified to operate within the P25-defined CAI standards with full interoperability with other vendors' P25 CAP equipment.

Our Viking radios wed KENWOOD quality and reliability to Viking mission-critical software and P25 design expertise, producing fully P25 Phase 2-compliant subscribers. All EFJohnson radios are highly configurable multi-mode radios, able to meet virtually all user requirements from the simplest analog and legacy APCO 16 SMARTNET®/SmartZone® and voice communications to full P25 trunked and conventional digital operation. Viking radios are remarkably versatile due to their simultaneous interoperability with P25 Phase 1 and Phase 2 Time Division Multiple Access (TDMA). Their enhanced scanning capability and software control enables users to roam between conventional and trunked systems, while their optional P25 data capability provides support for mission-critical applications such as Over-the-Air Rekeying (OTAR).

All Viking radios support industry-standard encryption capabilities such as Advanced Encryption Standard (AES), Data Encryption Standard-Output Feedback (DES-OFB), and DES.

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	Commitment to the P25 Standard and CAP Certification EFJohnson maintains one of only eight U.S. Department of Homeland Security–approved CAP P25 subscriber interoperability certification laboratories in the United States. EFJohnson has tested products from every P25 radio vendor in the market and is a Project 25 CAP manufacturer. Because our equipment is fully P25 compliant, other manufacturers' P25-compliant radios can be used with ours, including: • Motorola Solutions: APX multiband portable and mobile radios (2010) • Harris Corporation • Relm Wireless Corporation: KNG-series radios (11/17/2010) • Tait Communications • Kenwood USA Corporation JVCKENWOOD NEXEDGE® A NX-5000 Series NEXEDGE radio can simultaneously support two digital protocols plus analog, such as FM/NXDN/P25, for a seamless interface with local first responders using P25, achieving true interoperability. The NEXEDGE multi-deck configuration enables EMS teams, Battalion Chiefs and others to access multiple networks and bands, including tri-band operation, with minimal equipment. NEXEDGE was first to market with on-the-fly configuration of work groups for rapid collaboration with secure voice or text communications and it is the only digital to offer Over the Air alias. Broadcast Group Call is a one way voice feature that allows a designated individual to call either a specific Group or all subscriber units for vital information such as emergency evacuation instructions. Associated Group ID allows a user to register and monitor more than one talk group even though no other users on the talk group are registered at that site. NEXEDGE radios are engineered with unequalled audio quality and built to meet the highest military specifications for durability and reliability for use in the most rugged work environments, which is why
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	so many Class 1 railroads and other critical infrastructure organizations rely on NEXEDGE. Key to the development and manufacturing process, we subject KENWOOD radios to numerous tests of durability. Under rigorous conditions, the radios are subjected to water immersion, temperature extremes and impact tests. All NEXEDGE radios are both MIL-STD and IP certified. JVCKENWOOD KAIROS® IP Multicast/Simulcast and Multi-Protocol Functionality With real-time voting selection, KAIROS automatically switches between analog and digital modulation, according to the type of signal so users never miss a call. KAIROS repeaters support analog, DMR Tier 2 and Tier 3, Paging (both Analog and POCSAG), and P25 Conventional protocols.
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> Our installers are factory trained and certified on the following brands: • KENWOOD ATLAS® infrastructure • KENWOOD Viking® subscribers • KENWOOD NEXEDGE® • KENWOOD KAIROS®
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	<i>[Please include project manager information here or submit a separate document labeled "ExhibitB3-ProjectManagers"]</i> Please see attached document: "ExhibitB3-ProjectManagers".

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• 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.	
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.	<i>[Please include report examples here or submit a separate document labeled "ExhibitB3-Reports"]</i> <i>Please see attached document: "ExhibitB3-Reports".</i>

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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	Describe in detail what is included in your company's consultation services in the space provided or submit a separate document labeled "ExhibitB3-Services-Consultation". EFJohnson provides consulting services for the design and deployment of cost-effective, resilient, and reliable public safety communications systems. Needs Assessment We interview key personnel and user groups to understand and document the existing systems: identify the required features, functions, and system performance required to support the needs of first responder communications. Gap Analysis Utilizing data collected during the Need Assessment, a Gap Analysis is developed to document the insufficiencies of the current communications solution in relation to the needs of first responders. Budget Planning We document the findings of the Needs Assessment and Gap Analysis and propose upgrade or replacement options, and new options, including budgetary cost estimates for a full project plan—frequency planning, full civils, tower work, coverage maps, system design, backhaul, network engineering, and all other services required to design and implement a complete turnkey communications system that meets or exceeds the needs of first responders. Implementation and Lifecycle Management We have a complete team of professional engineers and professional project managers who are experts in leading complete turnkey project implementation and lifecycle management.
Project Management	Describe in detail what is included in your company's consultation services in the space provided or submit a separate document labeled "ExhibitB3-Services-ProjMgt".

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	EFJohnson's approach is predicated upon always having an primary point of contact who is easily accessible to the Customer and has a deep knowledge of the account history relative to overall scope, requirements, products/services, orders, deliverables, issues, and resolutions. The primary points of contact (the Program Manager [PM] and the local service provider [LSP]) will help facilitate the following: • Develop and manage a project schedule, negotiate a contract, oversee quality, and manage risks. • Oversee and manage activities, deliverables, equipment warranty, and maintenance. • Oversee local field installation teams and ensure tasks are performed as contracted, per standards/guidelines, and using preferred methods as communicated to the Customer. • Inspect and inventory all shipped and received equipment. • Train Customer personnel as required and proposed. • Ensure timely follow-up on any technical issues.
Implementation	Describe in detail what is included in your company's consultation services in the space provided or submit a separate document labeled "<i>ExhibitB3-Services-Implementation</i>". Our proven phased approach to delivering custom system solutions is depicted below. We use a work breakdown structure (WBS) to develop the project schedule and determine the project cost. This allows the Program Manager (PM) to manage the project's scope effectively as the project team works on the tasks necessary for project completion.

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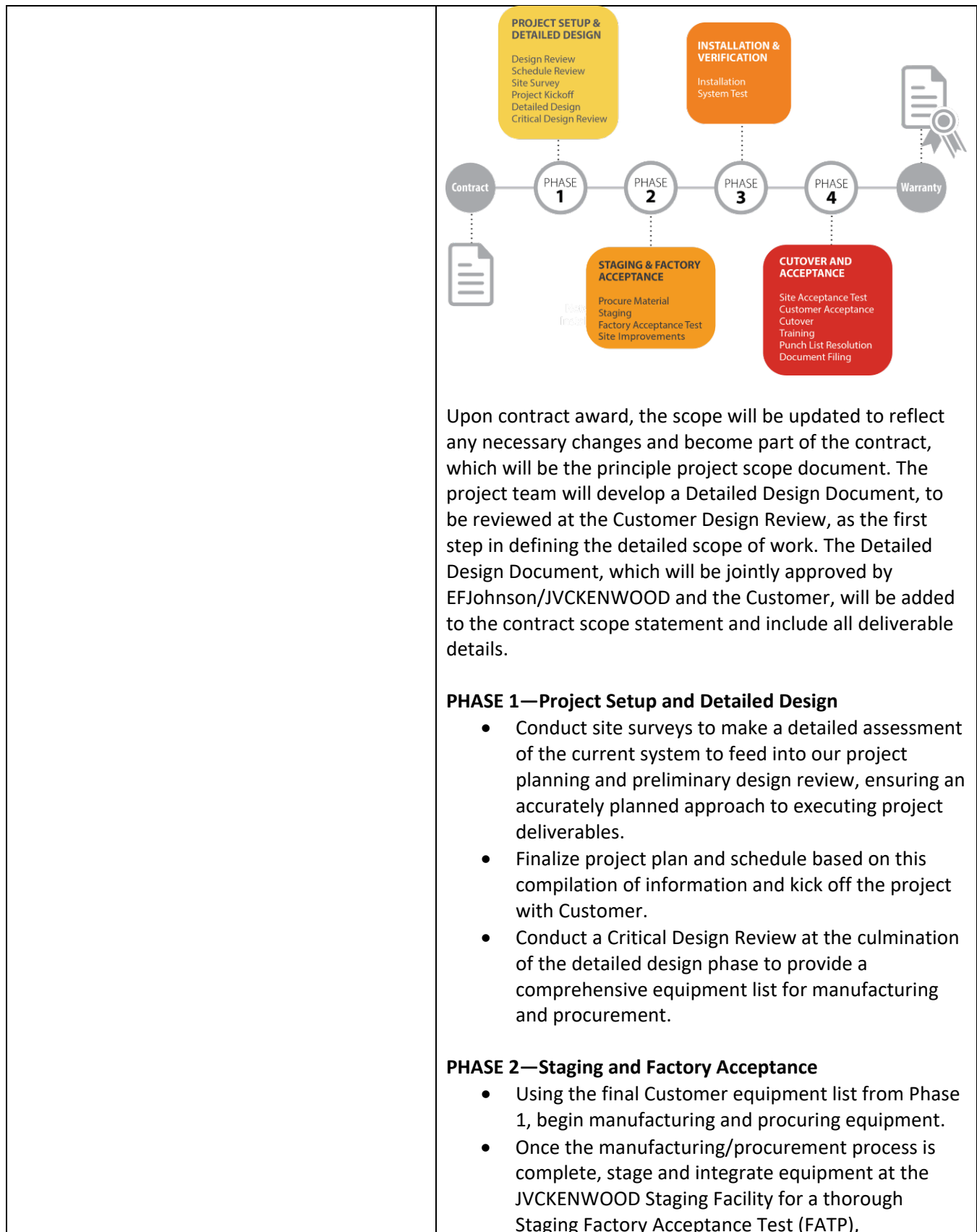


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	demonstrating the functional requirements of the integrated system to Customer. • Following a successful FATP, package and ship equipment to our Local Service Provider. Our Local Service Providers will facilitate equipment storage. PHASE 3—Installation and Verification • Install and commission full ATLAS P25 Phase 2 system solution on-site. This includes standing up equipment at each site, connect to provided power circuits, connect and verify antenna system performance, connect and verify Customer network operation, system controllers, dispatch consoles, logging recorder, and portable and mobile subscribers. • Perform full system integration testing of all individual systems to verify performance and intended functionality prior to cutover. • Verify coverage by conducting system coverage acceptance testing according to the agreed-on Coverage Acceptance Test Plan (CATP). PHASE 4—Cutover and Acceptance • Program and assign radio subscribers to field users. • Conduct training activities pertaining to the new radio system. • Migrate end-users' new subscriber radios and control stations. • Perform System Acceptance Testing and allow Customer to evaluate performance of the integrated system during the 30-day burn-in. • Finalize the project by conducting a project closeout meeting, soliciting lessons learned for a successful handover to warranty services. • Provide Customer with a final as-built system documentation package. This will be integral in providing timely and efficient technical support post-project closeout. We are dedicated to providing modern, affordable, and simple solutions for our customers. We are a committed partner, both nimble enough to provide the personalized attention customers deserves and backed by the extensive resources of JVCKENWOOD to meet your needs. EFJohnson/JVCKENWOOD and its partner dealers have created one of the largest two-way radio networks in the
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	U.S., with over 910 sites and 3,576 repeater channels. Together, we are confident in our implementation approach and know what is required as a company to deploy new technologies into the field. We are committed to applying whatever resources are needed to successfully deploy new radio systems. System cutover isn't the end of our commitment to our customers. After installation, we will work with our local service providers to deliver the services our customers need. In addition, we will scale EFJohnson/JVCKENWOOD and LSP resources as needed throughout the system's lifecycle to assist with system management. The combined efforts of our support team—including the EFJohnson implementation team, JVCKENWOOD, and proposed LSPs—ensure customers have continued support to effectively address your needs. Together, we will provide warranty repair support; rapid turnaround and/or exchange service; as well as additional experts who understand your current and future system, sites, and devices—and will significantly improve overall efficiencies.
Installation	Describe in detail what is included in your company's consultation services in the space provided or submit a separate document labeled "ExhibitB3-Services-Installation". Through the use of the EFJohnson engineering team, Project Management Office (PMO), and the local service provider/dealer network, EFJohnson can provide installation services ranging from the install of a single mobile radio to a full, turnkey public safety radio system. Installation and Verification (Phase 3) commences with the installation of the system and concludes when the Site Acceptance Test Procedures are performed and approved, and subscribers are programmed and deployed. It involves the following milestones. Many of the following tasks will be performed in a parallel to reduce installation time. • Radio Site Installations • Dispatch Center Installations • System Optimization • Subscriber Programming and Installation • Site Acceptance Test Procedures
Configuration/Design	Describe in detail what is included in your company's consultation services in the space provided or submit a separate document labeled "ExhibitB3-Services-ConfirDesign".

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	EFJohnson offers up to full turnkey RF and System Design services for KENWOOD ATLAS, KENWOOD NEXEDGE, and KENWOOD KAIROS product lines. For smaller agencies and proposals EFJohnson will work with local service providers (LSP) and provide support to augment the LSP in their implementation of the proposed system. Depending on the needs of our customers, services can be customized to the needs of the End-User and can include coverage design, acceptance testing, site development, and frequency coordination.
Radio Programming	Describe in detail what is included in your company's consultation services in the space provided or submit a separate document labeled "ExhibitB3-Services-Programming". KENWOOD Viking® All Viking radios use the Armada® Programming Software for portable and mobile radios in the field. The programming setup requires a Windows-based computer, Armada programming software and a portable/mobile programming cable from computer to radio with USB connection. The radios are programmed in Armada through a Fleet Management pane using programming files such as AEP, OPU and OPI to share information from a computer to/from a Viking radio. The fleet management pane is the primary interface for interacting with the fleet database where a list of all Viking radios and templates are present and ready for editing, reading, and writing. The fleet management tool supports copy/paste functionality to efficiently program portable and mobile radios with control channel, site list, and talk groups in Armada and radios in the field. As an option, the Over-the-Air Programming (OTAP) Server can perform file transfers between Armada programming software and the radios. The "Over the Air" programming feature is designed to make radio programming simple by reducing the logistics of updating a fleet of fielded radios. Using the OTAP feature, parameter files can be updated and changed in the field, eliminating the need to take the radio out of service to perform updates. We support programming of all template option updates over the air via P25 data. An OTAP-enabled Viking radio can be programmed automatically with a scheduled write update or manually written to by the fleet manager.

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	KENWOOD NEXEDGE® Training is also available on KENWOOD radio programming as part of the technical course, which covers NEXEDGE system configuration and programming, optimization, preventative maintenance, and troubleshooting.
Product Recycling/Buy Back	Describe in detail what is included in your company's consultation services in the space provided or submit a separate document labeled "ExhibitB3-Services-RecyclingBuyBack". EFJohnson is proud of our global approach to responsible recycling. To bring about a recycling-oriented economy/society that considers the global environment by properly processing waste and effectively using resources, we endeavor to comply with the laws and regulations of countries and regions worldwide on the disposal of used products, including state laws on waste electrical/electronic equipment recycling across the United States. We have initiated a take back and buy back initiative: we decommission and properly/responsibly dispose of replaced equipment. Where/when applicable we offer a buy back/trade-in credit for equipment that may be harvested for valuable resources.
Training	Describe in detail what is included in your company's consultation services in the space provided or submit a separate document labeled "ExhibitB3-Services-Training". EFJOHNSON TRAINING EFJohnson recognizes that each customer has unique needs when it comes to ensuring personnel have a functional knowledge of user equipment and system operation. EFJohnson develops personalized training programs based on end-user requirements that leverage the Original Equipment Manufacturer (OEM) training programs for the proposed system and equipment. The programs represent courses for end-users, technicians, and system managers. EFJohnson, along with our subcontractors, can provide end-user, technical, and system management instruction to ensure agency personnel are knowledgeable and proficient on proposed equipment. Training programs may be held at agency locations or at EFJohnson's training facility in Irving, Texas. EFJohnson offers the following main training segments: System Training Courses • Dispatch Operator Training • System Administrator Training • Technician and Maintenance Training

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	to a variety of case studies highlighting best practices to ensure the system is installed and configured properly and meets our customers' operational goals. Technical training sessions will be held at JVCKENWOOD'S Long Beach, California facility. On-site training at the customer's location would need to be repriced: customers will be responsible for students' travel, lodging, and meals. If customers prefer to hold the training a location other than the Long Beach facility, JVCKENWOOD will work with you to determine the best action forward to ensure trainers and students have access to the necessary material and equipment. Additionally, all costs for JVCKENWOOD trainers to travel to a customer-preferred on-site location will be incurred by the Customer.
Maintenance/Repair	Describe in detail what is included in your company's consultation services in the space provided or submit a separate document labeled "ExhibitB3-Services-MaintenanceRepair". EFJohnson provides all warranty and repair services for KENWOOD branded components through the following: JVCKENWOOD Technical Support Center (TSC) The JVCKENWOOD TSC houses our Help Desk representatives and Service Technicians. Service Technicians are engaged when local support resources cannot fix the issue at hand and additional engineering expertise is required. JVCKENWOOD Technical Support 1-800-328-3911, ext. 3 JVCKENWOOD-Authorized ATLAS® Repeater Depot (Irving, Texas) The depot maintains tools, test equipment, and repair kits, as well as replacement boards to provide repeater hardware repair and replacement services and hardware warranty services on other ATLAS infrastructure. JVCKENWOOD/EFJohnson Depot 1440 Corporate Drive Irving, TX 75078 1-800-328-3911, ext.3

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	KENWOOD-Authorized Repair Center: United Radio United Radio has been contracted by JVCKENWOOD to provide depot warranty and repair services for all KENWOOD branded equipment other than ATLAS. The United Radio repair center maintains a stockroom of common repair parts to reduce repair time; it is staffed with certified technicians and support personnel. United Radio KENWOOD Authorized Service Center 5703 Enterprise Parkway East Syracuse, NY 13057 1-800-599-2101
Encryption (AES-256) software upgrade, single-key	Describe in detail what is included in your company's consultation services in the space provided or submit a separate document labeled "ExhibitB3-Services-SingleKeyEncryption". KENWOOD radios currently support only 256-bit AES encryption keys. AES encryption, like DES encryption, is an optional radio feature that must be purchased and then enabled at the factory (or by a factory-created option file).
Encryption (AES-256) software upgrade, multi-key	Describe in detail what is included in your company's consultation services in the space provided or submit a separate document labeled "ExhibitB3-Services-MultiKeyEncryption". AES encryption keys are generated from a string of 64 hexadecimal characters. Another four hexadecimal characters are used to specify the key ID. Multiple keys can be loaded into a radio using OTAR or manual loading. ARC4 software encryption keys are generated from a string of 10 hexadecimal characters. Multiple keys can be loaded into a radio using Armada template building software.

E.F. JOHNSON COMPANY

Response to Washington State Department of Enterprise Services Competitive Solicitation – No. 00318

For Public Safety Communications Products, Services and Solutions

Exhibit B-3 – Project Managers

February 8, 2021



This symbol indicates EFJohnson's response

PROPRIETARY & CONFIDENTIAL

The data contained in this document is considered proprietary and confidential and is not to be disclosed to any unauthorized agencies without the written permission of EFJohnson. No duplication of the whole or any part is permissible except for the purpose of evaluating this document.

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B. Exhibit B-3 – Project Managers



EFJohnson understands the value of leveraging core competencies in all aspects of project implementation. Our Program Manager (PM) ensures the assigned project is completed on time and within budget; the project's objectives and customer expectations are met; and all team members, including vendors and subcontractors, perform their duties properly. The PM is responsible for the overall direction, coordination, implementation, execution, control, and completion of the project, ensuring consistency with company strategy, commitments, and goals.

The position requires a 4-year degree in engineering or equivalent technical education and a minimum of 5 years' experience in LMR project deployment and implementation; also requires either a Project Management Professional (PMP) designation or an Information Technology Infrastructure Library (ITIL) certification.

Key Project Positions	Project Responsibilities
JVCKENWOOD Program Manager (PM)	- Plans, executes, monitors, controls, and closes project deliverables. - Ensures all deliverables are successfully completed. - Supervises and directs internal resources and subcontracted work and provides ongoing communication and progress reports to Customer's primary contact. - Acts as the single point of contact between vendor personnel, all subcontractors, and Customer for the coordination of the implementation phase of the project. This includes notification of affected personnel, coordination of access, determination of operational impacts, and identification of risks associated with the work. - Drives all implementation issues to resolution. - Drives the project's key milestones, ensuring Customer's expectations are met or exceeded based on the acceptance criteria contained in this document. - Develops and manages the work plan, securing appropriate resources, assigning work, and ensuring successful completion of the project. - Handles all project administrative duties, interfaces with Customer, and has overall accountability for the project. - Implements the Quality Management Plan to ensure all tasks, processes, and documentation are compliant; oversees quality management throughout the duration of the project; ensures team member compliance with quality management processes; communicates quality standards to the project team and stakeholders; and oversees the closure of corrective actions arising from quality reviews. - Has budget ownership for the project.

B.1. Biographical Statements

B.1.1. Director, Project Management Office: Gregory Senter, PMP

Mr. Senter has over 25 years of experience in program leadership, project management, and technology product development, working in both the public safety communications and semiconductor industries. He has a proven track record bringing complex products to market and turnkey projects to completion while providing outstanding customer experience.

In his role as Director of JVCKENWOOD's Project Management Office, Mr. Senter provides oversight to the project management organization and drives continuous improvement of the processes that ensure successful project deployments. Mr. Senter provided PMO oversight of the restoration of the Puerto Rico State Police P25 radio network, with successful project completion prior to the 2019 hurricane season. In addition, as part of the JVCKENWOOD project management team, Mr. Senter has deployed five new P25 trunked and simulcast radio sites for the State of Hawaii across three islands; successfully achieved contract completion following resolution of coverage concerns and site changes; and provided oversight of the P25 Phase I and Phase II upgrade of 32 sites across six islands. In addition, he achieved system acceptance for a county in Wisconsin as part of a two-cell simulcast P25 system after having completed successful coverage acceptance testing that included critical in-building coverage.

B.1.2. Senior Program Manager: John Autry

Mr. Autry has over 30 years of technical management and project management experience, including more than 15 years with EFJohnson/JVCKENWOOD. He has managed the successful implementation of P25 trunking systems at four prisons in Wisconsin, ensuring all four sites successfully signed off. He has also managed the successful implementation of county-wide P25 trunking multisite systems in Wisconsin and Texas, and also deployed conventional P25 systems at two military bases. Mr. Autry also has experience as a technical consultant and engineering manager, helping to define new product features and improve the functionality of existing platforms, and performing staging and testing for both product and system deployments.

Mr. Autry holds a B.S. in Electrical Engineering from Texas A&M University and is a member of the Institute of Electrical and Electronics Engineers (IEEE).

B.1.3. Program Manager: Mark Davis, PMP

An employee of EFJohnson/JVCKENWOOD since 2004, Mr. Davis was responsible for the successful delivery of multiple new projects to major customers, including the State of Wisconsin and the Yukon Territory. In addition, he has Profit and Loss (P&L) responsibility for 13 MUSD statewide LMR radio systems for the Wisconsin Interoperable System of Communications (WISCOM).

Mr. Davis has a total of 34 years of experience in the communications field, including 7 years as an officer in the U.S. Army Signal Corps, culminating as the Division Radio Officer during Operations Desert Storm/Shield. His remaining experience is in Satellite Earth Station Design and LRM communications. Mr. Davis has more than 20 years of experience as a Program Manager in both industry segments.

Mr. Davis holds a B.S. in Electrical Engineering and a Program Management Professional (PMP) certification, as awarded by the Project Management Institute, and is a member in good standing.

B.1.4. Program Manager: Carl Sheller

An employee of EFJohnson/JVCKENWOOD since 2004, Mr. Sheller has been responsible for several successful project implementations to customers such as the State of Hawaii for the Hawaii Statewide Shared Blended system and Erie County in Pennsylvania for its Next Generation Public Safety Radio System, among others. With over 20 years of experience in RF and Land Mobile Radio (LMR) systems, Mr. Sheller's talents are routinely solicited. He has performed testing and installation of the entire EFJohnson infrastructure product line; assisted in IP network configuration; provided on-site troubleshooting of complex LMR systems; and designed, installed, and optimized radio systems of various sizes and complexity.

Mr. Sheller has experience as a liaison for the configuration and installation of HF, VHF, UHF, 700/800 MHz radio equipment and ancillaries both domestically and internationally. He served as a Telecommunications Non-

Commissioned Officer In Charge (NCOIC) for the U.S. Army for 9 years. In addition, Mr. Sheller is a Volunteer Firefighter currently serving as Assistant Fire Chief for his local community. He is part of the Amateur Radio community holding an Amateur Extra License (AE5TH).

B.1.5. Program Manager: James Agostinelli, B.S., M.B.A.

Mr. Agostinelli has over 25 years of project management and consultant experience in public safety, commercial, industrial, and government industries. James has successfully delivered complex Land Mobile Radio (LMR) projects and will have the authority to manage project implementation, including: ensuring quality control; executing agreed-upon schedules and budgets; leading and coordinating project teams across the enterprise; facilitating purchasing and staging deliverables; and serving as the customer's main point of contact. James joined JVCKENWOOD's Project Management Team in 2016.

B.2. Resumes

Program manager resumes are included on the following pages.

B.2.1. Gregory Senter

Name	Gregory Senter, PMP	Company	JVCKENWOOD
Responsibility	Director, Project Management Office		
Summary	Over 25 years' experience in program leadership, project management, and technology product development working in both the public safety communications and semiconductor industries with a proven track record bringing complex products to market and turnkey projects to completion while providing outstanding customer experience.		
Experience	JVCKENWOOD, Irving, TX 2016 – Present Director, Project Management Office - Responsible for developing and directing strategic planning for multiple projects ensuring they are executed effectively and efficiently. Tasked with overseeing, defining, developing, and maintaining standards of the project management team - Deployed five new P25 Trunked and Simulcast radio sites for the State of Hawaii across 3 islands; successfully achieved contract completion following resolution of coverage concerns and site changes. Oversight of the P25 Phase II upgrade of 27 sites across 6 islands - Achieved System Acceptance for a county in Wisconsin as part of a 2-cell simulcast P25 system after having completed successful coverage acceptance testing that included critical in-building coverage - PMO oversight of the restoration of the Puerto Rico State Police P25 Radio network with successful project completion prior to the 2019 Hurricane season Airbus DS Communications, Dallas, TX 2010 – 2016 Senior Project Manager - On-time and on-budget implementation of a 10-site trunked simulcast P25 emergency communications system, including dispatch, microwave backhaul, and all civil works for Sedgwick County, Kansas. Ownership of all project phases, including RFP response, detailed design, implementation, system acceptance, cutover, and legacy system decommissioning - Successful delivery of a turnkey simulcast P25 solution for the Lexington-Fayette Urban County Government (LFUCG) and a multicast P25 solution for Lexington Blue Grass Airport. Responsibility from contract execution through system acceptance. Add-on projects followed including integration of an additional greenfield simulcast site and seamless relocation of the existing dispatch center without disruption to the existing system. - P25 infrastructure solutions in support of Tait Communications for the New Zealand Police and Rockwell Collins for Lancaster County, Pennsylvania - PMO leadership and support of project managers, including training, documentation templates, and the development of quality procedures EF Johnson, Irving, TX 2009 – 2010 Project Manager, Yukon Territory - Infrastructure solution release in support of successful Factory Acceptance Testing - Resolution of radio site deficiencies, resulting in site and coverage acceptance - Execution of System Acceptance Testing, resulting in successful customer sign-off		
Education	Oklahoma Christian University (Oklahoma City, OK) - B.S., Electrical/Electronics Engineering University of Texas (Austin, TX) - M.B.A., Technology Management		
Certifications	Project Management Institute - Project Management Professional (PMP #1259346) Federal Communications Commission - Amateur Radio License (K15GDV)		

B.2.2. John Autry

Name	John Autry	Company	JVCKENWOOD
Responsibility	Sr. Program Manager, Project Management Resource		
Summary	Over 30 years of technical management and project management experience. Outstanding customer interface skills, including needs definition, problem resolution, presentations, and product demonstrations. Effective decision-maker with solid analytical, technical, and problem-solving skills. Proven success managing multiple programs, including definition of scope, resources, and duration while adapting to changing priorities. Proven record of quickly developing solid working relationships across organizational boundaries.		
Experience	JVCKENWOOD, Irving, TX 2006 – present Senior Systems Program Manager - Managed the successful implementation of P25 trunking systems at four prisons in Wisconsin; worked closely with the customer to define new features and to resolve application and product issues as they arose; coordinated (and performed as required) technical investigations and managed interdepartmental efforts to bring the issues to closure; ensured all four sites successfully signed off (four more sites in the installation process now; four more sites in the beginning stages of design and implementation) - Currently deploying two multisite simulcast trunking systems; defining interface requirements to allow reuse of customer legacy equipment - Managed successful implementation of county-wide P25 trunking multisite systems in Wisconsin and Texas; deployed conventional P25 systems at two military bases - Took over a P25 system project with an adverse customer relationship; repaired the relationship and completed the project ahead of schedule; received “President’s Cup” award for this project (first time this award was presented to a Program Manager) Technical Consultant 2003 – 2005 - Engineering consultant to BellSouth for Access networks voice, video, and data products spanning multiple technologies - Managed the evaluation of multiple product design changes, including testing at system and card level; facilitated the coordination of multiple vendor designs; provided technical analysis of field and lab data - Defined and managed new product features and improved functionality of existing platforms Marconi Systems, Irving, TX 1979 – 2002 Senior Engineering Manager - Managed a team of hardware engineers and support personnel (up to 45 total); carried customer interface responsibilities for technical design and product issues - Staged many customer field trials for new system product deployments; managed first installations at customer sites, including: directed staff to set up entire systems in manufacturing area; supervised system level and feature-specific testing to ensure customer product satisfaction		
Education	Texas A&M University (College Station, TX) B.S., Electrical Engineering		
Other	- Member IEEE - Three Patents for Optical Fiber Systems in the Local Loop		

B.2.3. Mark Davis

Name	Mark Davis, PMP	Company	JVCKENWOOD
Responsibility	Program Manager, Project Management Resource		
Summary	Over 30 years' experience in project engineering and accounting, installation planning, equipment purchases, labor forecasting, and hiring. Responsible for the successful delivery of multiple new products to major customers, including the State of Wisconsin and the Yukon Territory. Responsible for the delivery of a new trunked radio product, a new conventional system, and a new encryption key management platform.		
Experience	JVCKENWOOD, Irving, TX 2004 – present Project Manager - Developed value-added service estimation tool used in bids and change orders - Responsible for revenue forecasting using completed contact and percentage of completion accounting methods - Profit and loss (P&L) responsibility for 13 MUSD statewide LMR radio system for Wisconsin Interoperable System of Communications (WISCOM) - P&L responsibility for 10 MUSD LMR system deliveries in Canada's Yukon Territory - Member of new product realization team - Completed department's ISO process and procedures Andrew Corporation, Richardson, TX 2002 – 2004 Senior Program Manager - Directed customer communications using regular written reports and engineering design reviews - Integrated new Ka-band Earth station technology to include development of nine new products - P&L responsibility for 22 MUSD iPSTAR Earth Station Project spanning 14 Asian countries - Developed new project management tools (MS Excel and MS Project) to better control labor and material budgeting Protura Wireless, Half Moon Bay, CA 2001 – 2002 Director, European Projects - New business development, marketing management, and customer projects, all associated with unique designs for embedded antennas in mobile handset projects Rangestar Wireless, Aptos, CA 1999 – 2001 Manager, Central US and EU Business Areas - Managed over 100 successful integration projects for customers that included Nokia, Ericsson, Samsung, Lucent, Mitsubishi, Motorola, and VTech		
Education	Virginia Military Institute (Lexington, VA) B.S., Electrical Engineering		

B.2.4. Carl Sheller

Name	Carl Sheller	Company	JVCKENWOOD
Responsibility	Program Manager, Project Management Office		
Summary	More than 20 years of experience in RF and Land Mobile Radio (LMR) systems. Deliver system-level LMR projects to field and drive issues to resolution. Execute project and key milestones. Generate and track integrated program schedules, ensuring resources are planned and applied. Manage teams of employees and supervise tower crews.		
Experience	JVCKENWOOD, Irving, TX 2009 – present Program Manager 2011 – present - Hawaii Statewide Shared Blended Radio System (SSB): 700/800 MHz P25 trunking hybrid (16 channels multicast and 4-site 10-channel simulcast); 1 StarGate® console - Erie County, Pennsylvania; Next-Generation Public Radio System: 18 sites, UHF, 2 Cell P25 simulcast trunking system (3 four-channel multicast sites); 22 Zetron® consoles - Servicio Pan Americano de Protección S.A. de C.V, Mexico: 800 MHz P25 trunking (3-site, 9-channel wide area P25 trunking); 5 StarGate consoles - Will County, Illinois; Public Safety Radio System: 9-site, 12-channel 800 MHz P25 trunking; 20 Motorola consoles via ISSI Applications Engineer 2009 – 2011 - Performed engineering testing and installation of entire EFJohnson infrastructure product line; assisted in IP network configuration and served as primary liaison between engineering and other departments for product-related hardware and software issues - Provided on-site product testing and troubleshooting of complex LMR systems; designed, installed, and optimized the Hawaii SSB radio system DRS Technologies, Kabul, Afghanistan 2008 – 2009 Lead Telecommunications/Radio Specialist - Served as liaison for configuration and installation of UHF, VHF, and HF radio equipment and ancillaries in Kabul and other various Afghan National Police (ANP) locations in support of the ANP \$27M communications project EFJohnson, Irving, TX 2004 – 2008 Chief Technician, Depot Repair - Managed a team of 22 employees, ensuring technical guidance and implementation of the organization's Standard Operating Procedures (SOPs) - Developed and implemented a cross-training program for technicians on infrastructure products to ensure a 75% product familiarity per technician U.S. Army 1994 – 2003 Telecommunications Non-Commissioned Officer in Charge (NCOIC) – 10th SFG(A), 2nd Bat, SPT Co. - Managed a team of eight instructors for a successful Train-the-Trainer course on the Harris brand of LMR equipment - Instructed subordinates and colleagues to troubleshoot RF systems - Researched, engineered, and implemented an unconventional system to include a repeater satellite combination for critical missions worldwide		
Education	- Central Texas College (Killeen, TX) - Eastfield Jr. College (Mesquite, TX)		
Other	- Project Management Institute (PMI) Member ID 4880550 - Assistant Fire Chief, Crandall Fire Department - Amateur Extra License – AE5TH		

B.2.5. James Agostinelli

Name	James D. Agostinelli, MBA	Company	JVCKENWOOD
Responsibility	Program Manager, Communications Systems Division		
Summary	Experienced senior project and program management professional; over three decades of experience designing, implementing, and managing the deployment of public safety VHF, UHF, 700/800 MHz NXDN, and P25 LMR projects from concept through commissioning.		
Experience	JVCKENWOOD, Irving, TX 2016 – Present Program Manager - Plan, direct, and coordinate designated multidiscipline NXDN projects to ensure goals and objectives are accomplished in the prescribed time frame, within funding parameters of clients and subcontractors - Drive end-to-end execution of the project from needs analysis, concept, procurement, installation, implementation, testing, cutover, and commissioning to ensure client expectations are met or exceeded - Regularly schedule meetings with client managers and stakeholders; prepare ongoing reports as required - Perform system assessments, site surveys, site acquisitions, needs analysis, SOW, design reviews, RFP responses, bid analysis, risk analysis, risk countermeasures, licensing, procurement, BOMs, subcontractor scopes, and civil and construction management - Proficient with regulatory compliance; FCC licensing; environmental and FAA studies; coverage testing; quality of service; lifecycle services; specifying; building analog, digital conventional, and multi-site simulcast trunked radio communications sites and facilities Mission Critical Partners, State College, PA 2014 – 2016 Senior Consultant - Client-focused technical and self-motivated consultant within the Radio/Wireless Practice Team - Delivered practical solutions for analog, P25 simulcast Phase I and II UHF, 700, and 800 MHz trunked, radio, digital microwave, in-building, and paging systems - Managed system implementations and assisted with overall project management L.R. Kimball, State College, PA 2007 – 2014 Senior Consultant - Monitored civil work, foundation, tower, shelter, and antenna installation to ensure meeting project schedules; inspected customer facilities for standards compliance - Prepared budgetary cost estimates, monitored upgrades, prepared communications site RFPs for tower, shelter, grounding, generator antenna system, and alarms - Responsible for completing on time local and national FCC, FAA, NEPA, TRIBAL, and SHPO applications, site lease document preparation, and design of radio sites and dispatch facilities		
Education	Rochester Institute of Technology (Rochester, NY) - Executive MBA - B.S., Business Administration		
Other	- FCC General Radio Telephone License/Radar Endorsement - FCC General Amateur Radio License - Motorola R56 Certification - Loral Narda MPE Certification - OSHA 10 Certification - TSA TWIC Certification - Andrew In-Building DAS Certification - FAA, Private Pilot		

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E.F. JOHNSON COMPANY

Response to Washington State Department of Enterprise Services Competitive Solicitation – No. 00318

For Public Safety Communications Products, Services and Solutions

Exhibit B-3 – Reports

February 8, 2021



This symbol indicates EFJohnson's response

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B. Exhibit B-3 – Reports



EFJohnson/JVCKENWOOD P25 system reference information is included in the following sections.

B.1. City of Roseville, California

Karl Grover – IT Project Manager; 916-774-5145; kgrover@roseville.ca.us; 316 Vernon Street, Suite 300, Roseville, CA 95678.

Project Started: August 2017 | Project Acceptance – May 2019

With an aging Motorola SmartNet® system that was no longer supported, the City of Roseville required a system replacement solution. Knowing the value of utilizing a competitive procurement process, the City hired CDX Wireless as a consultant to guide them through the process. CDX, along with key members of the City's IT and Fire Departments, drafted and released an RFP which allowed vendors to bid on individual segments of the project. This RFP effort enabled the City of Roseville to build a full P25 radio system using subsystems from various manufacturers. Leveraging the strengths of APCO Project 25 standardization, Roseville selected the best-in-class from each of the major subsystems:

- JVCKENWOOD was selected to provide the radio system infrastructure with their ATLAS System solution.
- Zetron was selected to provide the console infrastructure.
- JVCKENWOOD and Motorola were both selected to provide the subscriber fleet.

System Description

- Phase 1 Project 25 Trunked Simulcast
- 800 MHz Frequency Band
- 3 Sites, 10 Channels
- Type of Site Connectivity: Microwave
- Zetron AcomNOVUS Consoles

- KENWOOD Viking VP/VM 900 and Motorola APX Subscribers
- Serving a Population of Approximately 135,000

“Roseville selected EFJohnson to provide solutions for its new P25 system including infrastructure and subscribers. Roseville developed a RFP to identify the best-in- breed to meet the City’s technical, operational and financial needs. EFJ exceeded the City’s requirements in several areas including distributed architecture to inherently mitigate various equipment failure scenarios, scalability to adapt to the City’s future growth, attention to detail, perpetual software license via the Vault program, and total cost of ownership across the life of the system xx.”

— Karl Grover, City of Roseville IT Project Manager

B.2. Will County, Illinois (County-wide Communications System)

Tom Murray – Chief Deputy Director; 815-740-8392;
tmurray@willcountyillinois.com; 302 North Chicago Street, Joliet, IL 60432.

Project Started: February 25, 2016 | System Acceptance: May 16, 2019

In December of 2015, JVCKENWOOD was selected to replace Will County’s original 8-site, 8-channel Harris EDACS APCO-16 radio system with a 9-site 800 MHz ATLAS P25 digital trunked simulcast system. The new system will provide the County with: interoperability between its county agencies, local police, fire, medical, and emergency service departments; state-of-the-art P25 trunked simulcast county-wide coverage; maximum reliability, flexibility, and redundancy with ATLAS System technology and its coreless system architecture; and no-license-fee business model and upfront knowledge of total cost of ownership.

System Description

- Project 25 Trunked Simulcast, Phase I
- 800 MHz Frequency Band
- 9 Sites, 8 Channels
 - Added 4 additional channels, expanding the system to 9 sites, 12 channels
- Added a 6-channel multicast site
- Type of Site Connectivity: Microwave and Ethernet/Fiber Mix
- Viking Subscriber Units: 1,700+

- 12 StarGate 7000 Dispatch Consoles
- Push-to-Talk over Cellular (ESChat)

B.3. Lewis County, New York

Cheryl LaLonde – Lewis County, NY Dispatch Manager; 315-377-2031; cheryllalonde@lewiscounty.ny.gov; 5252 Outer Stowe Street, Lowville, NY 13367.

In Full Operational Use: November 2015

Lewis County is rural, hilly, narrow, and 56 miles long. The County previously operated on an antiquated, unreliable VHF analog system with limited coverage. The goal for the County was to achieve reliable, county-wide coverage and interoperability with their limited grant funding.

The County's radio committee selected JVCKENWOOD to implement a 9-site ATLAS P25 trunked simulcast system because it was the best fit and the best price. One of the most attractive features of the ATLAS solution was the flat, no-license-fee business model and upfront knowledge of total cost of ownership. JVCKENWOOD worked closely with Lewis County to provide the solution that met their specific needs and budget requirements.

Since deployment of the new system, the County has seen a dramatic improvement in coverage and the clarity in their communications.

System Description

- Project 25 Trunked Simulcast
- UHF Frequency Band
- 9 Sites, 5 Channels & 2 VHF Paging Simulcast Channels
- Type of Site Connectivity: Mix of 11 GHz & 6 GHz Microwave
- 5 StarGate Dispatch Consoles
- 470 Viking Radios

"The ATLAS solution was not only the best fit for us, but it was also the best price, of the proposals that were received. This system will greatly improve the communications for our first responders while allowing us to be fiscally responsible to our citizens."
- Jerry King, Lewis County Chairman of the Legislative Courts & Law Enforcement Committee

B.4. Huron County

Randy Miller – Huron County Director of Emergency Services; 989-269-6421; millerr@co.huron.mi.us; 250 East Huron Avenue, Bad Axe, MI 48413.

Project Started: February 2014 | Completed: July 2014

This 4-site, 5-channel Phase 1 trunked simulcast 800 MHz system was completed in July 2014 in just 5 months—2 months earlier than required. The Huron County 911 Dispatch Center serves as an administrative site where the Network Management System is located and administered by the NMS Client Console. The system design allows for expandable coverage if additional sites are needed. The primary system components are connected by a fiber backhaul provided by Agri Valley with 24/7 Network Operating Center (NOC) monitoring.

System Description

- ATLAS Project 25 Phase I Simulcast
- 800 MHz
- 4 sites | 5 channels | trunked
- ATLAS 6200 Advanced Network Management System

"We never lost communication with any first responder in the County during two separate tornados in 2015.

In August the storm was actually an all-day event with damage early in the afternoon from straight line winds... The entire county was busy and the system worked like it was designed to do. The tower sites were all in the storm damaged areas and everything held up well."

—Randy Miller Director of Huron County Emergency Services