



August 10, 2021

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Contracts Specialist – IT Contracts

Washington State Department of Enterprise Services

Solicitation No. 00318

NASPO ValuePoint

Re: Exhibit B3 Services

**Services Consultation** – Our consultation happens during the sales and design phase of a project. Our goal is to help our customers get the best layout and furniture design. This includes on-site visits and on-line design consultation.

**Project Management** – Most centers don't need project management, but when it gets more complex we are here to help. Xybix has two project managers, Kelley Smith with 20 years of experience and Dale Martin with 10 years. We will manage scheduling, vendor alignment, room design, small construction, painting, and job wrap up.

**Implementation** – Implementation will fall into project management. Our PMs are on the job site to start it and continue with the implementation.

**Installation** – Installation is a large part of the Xybix experience. Installation is broken into three phases which ties in with Project Management. First is removal of old furniture if required. Second is the installation itself. This involves setting up of consoles, basic cable extensions, location on the floor and a final walk-thru with the end user. Xybix does not mount the agencies equipment (radios, computers, screens, etc.) The hourly cost provided does not include travel expenses.

**Configuration and Design** – This is done in house with our interior designers. The salesperson will help with the measuring with the room when needed as part of our consultative sales process. After that it will be assigned to a Xybix interior designer who will work directly with the customer through online meeting to get the room just right. This will take a few revisions. If it stretches out due to indecision on the customers part Xybix will start to charge the hourly rate.

**Maintenance and Repair** – We offer a maintenance package which includes a thorough professional cleaning along with a 23-point maintenance check. If small repairs are needed, they are done on-site and if larger repairs are needed Xybix customer service is put into action.



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**Other** – Other charges are for union wages and after hours installs.