

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/sub-group 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 products and services.	Xybix has factory training for sales, installation, and design. Each department has an annual training for each respective team. In addition to that there are scheduled in person or virtual training during the year. This is dependent on new product, design updates, etc. Design and installation are required to meet training goals in an effort to improve their title and pay.
2) Please disclose the cumulative years of experience your current company's Technical Experts have performing installation work.	Installation Team: 80 years of Xybix experience. Engineering Team: 40 years of Xybix 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.	Xybix does not use partners.
4) Please describe your company's ordering process. Include sub-contractors, authorized resellers/dealers/manufacture representative's role in the ordering process.	Ordering is done direct through Xybix. This can be handled through the Xybix employee salesperson.
5) Please describe your company's escalation process for technical and billing issues.	Technical issues during the design phase. Xybix is a small business and has a management structure which can oversee issues when they arise. Technical issues go from a designer or engineer to Troy Parson and then to our President Barry Carson. Billing issues go through Ron Jenney and are overseen by Executive VP Ken Carson.
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).	Standard Customer Service hours are 8-5 mountain time M-F. All other hours are taken by a live person who relays the information to a Xybix

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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.	employee customer service agent 24/7. Escalation procedures go to Ken Carson.
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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 " ExhibitB2-Services-Consultation ".
Project Management	Describe in detail what is included in your company's consultation services in the space provided or submit a separate document labeled " ExhibitB2-Services-ProjMgt ".
Installation	Describe in detail what is included in your company's consultation services in the space provided or submit a separate document labeled " ExhibitB2-Services-Installation ".
Configuration/Design	Describe in detail what is included in your company's consultation services in the space provided or submit a separate document labeled " ExhibitB2-Services-ConfirDesign ".
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 " ExhibitB2-Services-RecyclingBuyBack ".
Training	Describe in detail what is included in your company's consultation services in the space provided or submit a separate document labeled " ExhibitB2-Services-Training ".
Maintenance/Repair	Describe in detail what is included in your company's consultation services in the space provided or submit a separate document labeled " ExhibitB2-Services-MaintenanceRepair ".
Other	Describe in detail what is included in your company's consultation services in the space provided or submit a separate document labeled " ExhibitB2-Services-Other ".
Other	Describe in detail what is included in your company's consultation services in the space provided or submit a separate document labeled " ExhibitB2-Services-Other ".
Other	Describe in detail what is included in your company's consultation services in the space provided or submit a separate document labeled " ExhibitB2-Services-Other ".