

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.	Not Applicable - Icom America is not bidding infrastructure network or subsystem equipment.
2) Please disclose the cumulative years of experience your current company's Public Safety Communications Products Technical Experts have performing Radio programming/installation work.	130 years
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.	Please refer to the following attachment: Icom America Inc. - 00318 Exhibit B3 - Partner Utilization.docx
4) Please describe your company's ordering process. Include sub-contractors, authorized resellers/dealers/manufacture representative's role in the ordering process.	Please refer to the following attachment: Icom America Inc. - 00318 Exhibit B3 Ordering Process.docx
5) Please describe your company's escalation process for technical and billing issues.	Icom America's Technical Support Team enters all inquiries into a ticket management system where they capture Customer feedback, positive and otherwise. If a ticket has not been handled within the set amount of time for the issue presented, the system will push to a Supervisor or Manager. They will discuss with originator of ticket, reach out to Client and work to resolve; logging final escalation results into the system. If appropriate information would be to be sent on to product planning and/or training sessions.

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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.	Please refer to the following attachment: Icom America Inc. - 00318 Exhibit B3 - Standard Support.docx
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BIDDERS OFFERING SYSTEM SOLUTIONS (RADIO, MICROWAVE OR POWER)																							
Instructions: <i>In addition to the narratives above, Bidders offering a solution must provide a written narrative to each item listed below as instructed.</i>																							
1) List any certifications or specialized training which makes your company best suited to offer complete Public Safety Communications or Power System Solutions.	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #d4edda;"> <th style="text-align: left; padding: 2px;">Product Line</th> <th style="text-align: left; padding: 2px;">Industry Certifications</th> </tr> </thead> <tbody> <tr><td>Icom - Factory</td><td>ISO9001</td></tr> <tr><td>Icom - Factory</td><td>ISO14001</td></tr> <tr><td>Icom - Factory</td><td>ISO27001</td></tr> <tr><td>Icom - Factory</td><td>FM/UL Approvals</td></tr> <tr><td>Icom - ALL</td><td>NIST</td></tr> <tr><td>Icom - ALL</td><td>FCC</td></tr> <tr><td>Icom - ALL</td><td>MIL-STD-810-C-D-E-F-G</td></tr> <tr><td>Icom - Land Mobile*</td><td>IP54, IP55, IP67, IP68</td></tr> <tr><td>Icom - Land Mobile</td><td>TIA-102, TIA-603</td></tr> <tr><td>Icom - Land Mobile</td><td>P25, CAP</td></tr> </tbody> </table> *ratings may vary between models.	Product Line	Industry Certifications	Icom - Factory	ISO9001	Icom - Factory	ISO14001	Icom - Factory	ISO27001	Icom - Factory	FM/UL Approvals	Icom - ALL	NIST	Icom - ALL	FCC	Icom - ALL	MIL-STD-810-C-D-E-F-G	Icom - Land Mobile*	IP54, IP55, IP67, IP68	Icom - Land Mobile	TIA-102, TIA-603	Icom - Land Mobile	P25, CAP
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2) List the brands of products for which your company has factory trained and certified Installers.	ICOM																						
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 - 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.	Not Applicable Icom America is offering subscriber units, supporting accessories and basic services. No System Solutions.																						
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.	Not Applicable Icom America is offering subscriber units, supporting accessories and basic services. No System Solutions.																						

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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	Not Applicable - Icom America is not bidding on any consultation services.
Project Management	Not Applicable - Icom America is not bidding on any project management services.
Implementation	Not Applicable - Icom America is not bidding on any project management services.
Installation	Icom America offers factory installation of various upgrades and modules for portables, mobiles, desktops, as well as repeaters. Our network of local area Resellers are also available to perform such support services, in addition to onsite vehicle installations for mobile units.
Configuration/Design	Icom America's Engineering and Design Associates are available to support Clients with ICOM product applications and/or special configurations for portables, mobiles, desktops and repeaters.
Radio Programming	Icom America offers custom factory programming for portables, mobiles, desktops and repeaters. Our network of local area Resellers are also available to perform inhouse and/or onsite programming of the same for all Clients. Also, as stated in the training section, our Technical Staff are also available to teach End-users how to do their own programming.
Product Recycling/Buy Back	Not Applicable - Icom America is not bidding on any recycling or buy-back offerings.
Training	Please refer to: Icom America Inc. - Exhibit B3 – Services Training.docx
Maintenance/Repair	For ICOM equipment maintenance and repair, please refer to: Icom America Inc. - Exhibit B3 – Services Maintenance Repair.docx

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Encryption (AES-256) software upgrade, single-key	Icom America only supports multi-key operation.
Encryption (AES-256) software upgrade, multi-key	ICOM F7000 series radios support the following when specified components are ordered with the radio: DES-OFB & AES-256 with hardware multikey support for up to 2 sets of 16 CKR's and includes Over-The-Air Rekeying (OTAR) support as standard feature • Requires UT-134 or UT-125 FIPS-2 level encryption board • Requires ISL-P25AES license to remain DHS CAP compliant ICOM F9000 series radios support the following when specified components are ordered with the radio: DES-OFB & AES-256 with hardware multikey support for up to 2 sets of 16 CKR's and includes Over-The-Air Rekeying (OTAR) support as standard feature • Requires UT-125 01 or UT-125 FIPS 140-2 level encryption board <i>NOTE: UT-128 encryption board option only supports DES-OFB and is not DHS CAP compliant</i>
Customer Service Support	Support regarding price quotes, order placement, shipment tracking, etc. our support is complimentary. For after-hours assistance, please refer to Exhibit C.
Technical Support	Support regarding radio operation, maintenance, troubleshooting, etc. our support is complimentary. For after-hours assistance, please refer to Exhibit C.
Additional End-user Support	With our nationwide Authorized Reseller/Support network, we offer this option should Customers need someone locally to visit their site or support them remotely.
Engraving/Printing Options	Often times Customers wish to have their equipment permanently etched or engraved. We offer those services inhouse before the equipment ships from our Warehouse.
Extended Warranty Options	Although many of our radios have a 2 or 3 year standard manufacturer's warranty, we also offer extended warranties that could take that radio's coverage up to 5-6 years!
Other	Describe in detail what is included in your company's consultation services in the space provided or submit a separate document labeled " ExhibitB3-Services-Other ".