

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.	All front-line Engineering and Development staff at InterTalk undergo Dispatch Console System Technical, Administrative, Operator, and Network Training through our Factory Training Program. QA Manager, Kevin Brown has received ISO Certification training as part of InterTalk's ISO 9001 and 27001 certification process. Support and Technical staff certifications include: ● AWS Certified Solutions Architect - Associate ● July 2020 to July 2023 ● Cisco Certified Network Professional (CCNP - R&S) Cisco Certified Network Professional (CCNP - Wireless) ● Certified Wireless Network Associate (CWNA) Aruba Certified Mobility Associate (ACMA) ● Cisco Certified Network Associates (CCNA - Security) Certified Meraki Network Associate (CMNA) ● Completed Cisco DNA course Completed AWS Cloud Practitioner course ● Microsoft Certified Solutions Expert
2) Please disclose the cumulative years of experience your current company's Public Safety Communications Products Technical Experts have performing Radio programming/installation work.	InterTalk has over 220 years of cumulative experience in performing radio programming and dispatch console installation/development work.
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	InterTalk has recently introduced a channel partner program to provide products and services to our customers. This network is composed of Manufacturer Representatives ("MR") and resellers. ● We work with our MR partners, who have been vetted for their ability to represent InterTalk to our standards and have a

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• <i>remedy plan if the partner or sales personnel are not in compliance.</i>	proven track record of proven performance, to select resellers who will adhere to the same standards for performance, capability, and customer satisfaction. • As part of our reseller agreement(s) which each supplier, it is required that they are bound by the same terms and conditions as InterTalk may be. As such, for any NASPO sales opportunities, any resellers or partners used will be required to adhere to InterTalk's Master Agreement. • All partners are required to identify the source of any sales opportunity to InterTalk for tracking purposes in our database. Once in the database, the sale is tracked through to completion of sale, regardless if it is classified as "direct" or "partner". A report of this activity can be made available as per the sales reporting requirements of our Master Agreement. Should a partner or sales personnel be found to be not in compliance with our Master Agreement tracking and reporting requirements, corrective action(s) will be taken as per our ISO 9001:2015 QA policy for "supplier corrective action". This may include action up to and including exclusion from future NASPO-related sales.
4) Please describe your company's ordering process. Include sub-contractors, authorized resellers/dealers/manufacture representative's role in the ordering process.	1. Upon receipt of a purchase order from a customer, the order is inspected against the reference quote and/or supporting sales documentation for accuracy. This is the case for any order, either direct from the customer, or via a partner. 2. In the event that an error is observed in the order, InterTalk finance will communicate the error to the customer/partner for remedy and revision. 3. When a received order is deemed accurate and approved by finance, the customer/partner is notified that the order has been received and accepted by InterTalk. 4. The order is then activated for processing to the applicable departments (production, program management/operations, etc.).

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	In the event subcontractors are required for the project/sale, the subcontractors are issued a Purchase Order ("PO") as per the project schedule.
5) Please describe your company's escalation process for technical and billing issues.	Please refer to included document labeled, " ExhibitB3-EscalationProcess.PDF "
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 included document labeled, " ExhibitB3-StandardSupport.PDF " which contains a sample overview of InterTalk's ServiceFirst Technical Support Program for our clients.

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.	NA
2) List the brands of products for which your company has factory trained and certified Installers.	NA
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	NA

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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.	NA

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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	NA
Project Management	InterTalk rolls out a comprehensive Project Management Plan with every system deployment we undertake. The following is a descriptor of InterTalk's Project Management method: <i>Methodology</i> InterTalk believes in building consensus, both within our company and with our customers, which is established through collaboration. This collaboration ensures understanding of the customers' needs and how best to address them. When all the parties understand the exact needs of the project, the path forward becomes clear to everybody and we can build consensus on how to bring the project to a successful end. When we have agreement on all aspects of the project, performing the work and implementing your exact fit system becomes straightforward, and success for all parties is ensured. In addition, this collaborative approach to system design and implementation addresses critical success factors at the forefront of the project enabling a seamless transition from the existing system(s) to the new system(s). These critical success factors can include: 1. Clear understanding of the project deliverables and requirements - It is vital that all parties involved in the project have a clear and consistent understanding of the project deliverables to prevent potential gaps in the project. Using InterTalk's User Requirements Specification (URS) process, all parties convene and collaborate on defining the specific requirements of the users (dispatchers, technicians, and administrators), and how those requirements will be delivered. This may include user interface modifications, network connectivity limitations and requirements, and other related design aspects. Once completed, the URS provides a defined scope for the project, and all parties know exactly what is being provided, and how it will be accomplished. 2. Change management - All projects experience challenges of various impacts, and having a strong and well-defined change management process is critical to mitigating the effects of these challenges. Allowing the appropriate time to assess the alternatives, selecting the most appropriate

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	option, and accounting for internal processes to approve the path forward are all aspects which need to be defined at the beginning of the project to keep the project moving forward. 3. Implementation plan - Minimizing impact to service and operations during Installation and cutover activities of the new system is critical, and must be planned appropriately. A well-conceived implementation plan will outline the responsibilities of each party involved, the specific timeline for activities (in some instances, down to the minute), and fallback plans in the event a serious issue arises. This collaborative methodology leads to successful project implementation. It begins with conducting a User Requirements Specification (URS). The URS process has been used successfully by InterTalk for many years and is the cornerstone of successful project implementations. The URS process requires every party to participate in understanding all aspects of the design and to ensure that the customer's expectations and desires are met.
Implementation	InterTalk offers full implementation services for its product line. The Implementation Phase is considered to be equivalent to InterTalk's installation services. The implementation of InterTalk's project involves installation of the new system in parallel with the current live operating system. We go to great lengths to ensure continuous operation of our customers communications centers. All aspects of the implementation and installation, including cabling to the positions, placement of new monitors and other position equipment, set up of the back-office equipment and network considerations are planned with our customer's technical and operations staff well in advance of the installation. Once the new system has been installed, checked, and approved by the customer, burn-in testing can begin. Often, both technical and operator training are scheduled before the burn-in period officially begins. This is at the customer's discretion. The exact schedule of training and burn-in activities will be worked out with the customer during the design stage. After successful completion of the Burn-In period, the Go-Live or cutover phase of the project can begin. This involves removing the existing circuits from the old console equipment while maintaining operations on the new console. Often circuits are cutover in phases, starting with the least crucial circuits and progressing to the most critical circuits. Typically, cutover occurs during non-busy hours when traffic is lowest. Upon the successful cutover of circuits final testing will be performed to verify overall operation of the system. During the go-live period, InterTalk technicians will be onsite to conduct and monitor the performance of the system as it is

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	cutover. Further, remote support is “on-hand” in the InterTalk factory during the scheduled cutover activities. After the go-live period is completed, our onsite technicians remain available for a pre-determined period (typically 24-48 hours depending on the size of the system). After this time, remote support is kept available on 24/7 standby notice for an agreed-upon period.
Installation	The installation/integration of the various InterTalk hardware components is performed by trained technicians at InterTalk’s facilities. Integration activities typically include the mounting of hardware in equipment cabinets, the cutting/routing/termination of inter-component wiring, hardware and cable labeling, hardware configuration and documentation revisions. Upon completion of hardware integration, internal testing is performed by InterTalk to prove the operation of system prior to the formal Factory Acceptance Tests. A customer-witnessed Factory Acceptance Test (FAT) may be part of this stage, if agreed as part of the project deliverables. Upon completion of the FAT, product installation is conducted by InterTalk technicians or its factory-trained partners at customer’s site(s), as described in the “Implementation” section.
Configuration/Design	InterTalk works closely with all customers to develop a firm and complete understanding of the customer’s needs. When this understanding is complete, the design stage creates the new system on paper. This becomes the foundation of the project and lays out the manufacturing activities. The first task, described above, is to clearly define the system requirements. This will be achieved by reviewing the operation of the existing system and through meetings with key project personnel. Once defined, these requirements are worked into Technical Specifications which go on to form the Design Basis. The Technical Specifications requested and/or proposed include: ○ User Requirement Specifications ○ Infrastructure Impact & Needs Assessment ○ System Architecture Specification ○ Master Consoles Functional Specification ○ Interface Specifications ○ Hardware Specifications The Design Basis document acts as the baseline design. Deviations from the design basis are handled by means of appropriate change control mechanisms (e.g. Design Change Notifications). Some of the other design phase activities include deciding on any customization of the standard InterTalk GUI to match the specific requirements of the users, the preparation of design documents, and the procurement of 3rd party hardware. Two key deliverables of this stage are a project

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	Material List and a detailed design document. The detailed design document is typically presented to the customer for approval before proceeding with the next stages of the project.
Radio Programming	NA
Product Recycling/Buy Back	NA
Training	InterTalk provides detailed training programs for all aspects of the InterTalk dispatch console system, including its architecture, its operations, and its administration and maintenance. InterTalk's trainers are taken from the pool of engineers and technologists that designed and developed the InterTalk system, and are highly experienced in the design, deployment, commissioning and maintenance of InterTalk systems. No one is better qualified to train operators, administrators or supervisors in the InterTalk system. Training is conducted on-site at customer's location of choice. On-site training will be provided during start-up of the new InterTalk System, and InterTalk will work closely with the customer to select appropriate training days and times with your operators, supervisors, and administrators. InterTalk can conduct training both "live" on-site at the customer's location or at our factory, or remotely via webinar/live camera sessions. InterTalk training course outline syllabuses are furnished in a separate document labeled "ExhibitB3-Services-Training".
Maintenance/Repair	InterTalk understands that a key aspect to the service of our customer's systems is the repair and maintenance of products. The InterTalk Return Merchandise Authorization (RMA) process makes it easy for our customers to return products for assessment and repair and/or replacement. Fill out the RMA request form or simply contact our service department via telephone at 1-833-55-ITALK option 1 or email support@intertalksystems.com. Once your products have been received, we will analyze the fault and provide the best turnaround time available. Customers with current ServiceFirst Technical Support Agreements in place will receive priority RMA service. Repair length is based on the specific fault, and the immediate availability of replacement components/parts. In the event that your RMA serves a critical function of the system, InterTalk can provide a temporary replacement (if available) at no charge while your original is being repaired.
Encryption (AES-256) software upgrade, single-key	NA
Encryption (AES-256) software upgrade, multi-key	NA
Other	NA
Other	NA
Other	NA