

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.	See attached certification files: ExhibitB3-TrainingsCertifications Nokia ISO 9001 ExhibitB3-TrainingsCertifications Nokia ISO 14001 ExhibitB3-TrainingsCertifications Nokia OHSAS 18001 ExhibitB3-TrainingsCertifications Nokia TL 9000 In addition to the above-mentioned certifications, we have internal business line training certifications that are required on an annual basis for continual knowledge enhancement that are dedicated and focused on the latest technology.
2) Please disclose the cumulative years of experience your current company's Public Safety Communications Products Technical Experts have performing Radio programming/installation work.	Nokia has a long Global history in the design and manufacture of telecommunications equipment. Our microwave radio design experience in North America began with Collins Radio in 1953 and continues today not too far from the original location in Richardson Texas. The Texas base of operations continues to include Business Development, Program Management, Network Engineers, Transmission Engineers, Product Management, Customer Technical Support and Research and Development resources. Over the last 67 years we have implemented microwave systems for the largest mobile operators such as AT&T, Verizon Wireless and Sprint to the Mission Critical operators such as the State of California, Florida, Michigan, and Mississippi. Utilities such as Southern California Edison, Southern Companies, and Duke Energy. Managing these large projects built the practices and processes to effectively and efficiently implement smaller projects. An innovative vision, the dedicated resources and the financial stability of a multi-technology company is a key reason why Nokia has maintained the number one microwave

EXHIBIT B-3 EXPERIENCE, QUALIFICATIONS, CERTIFICATIONS AND SERVICES

	market position in North America for over nine years.
3) Does your company utilize partners for providing products and services? If so, describe: • <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>	• Nokia utilizes a variety of technology relevant checklists when recruiting and qualifying partners into Nokia's value-based partner program. The program is designed to assess and reward a partner based on their capabilities, as measured through our certification program. Partner personnel are expected to certify across a range of technologies and job roles, and capabilities are reassessed every two years. Today Nokia offers certifications in various technologies across key job functions: Sales Engineering, Sales, Field Installation, Maintenance and Support functions. • All companies participating in Nokia's Partner Program must agree to and complete Partner Program Agreements that outlines the terms and conditions of participation, including minimum certification and training standards for both product and services capabilities, as well as tiering and discounting structure and associated incentive programs. • "Quarterly and/or monthly commercial database queries will be run to extract Purchase Order and invoicing data for NASPO-PA contracts, including data for Nokia Partners authorized to resell under our NASPO agreements. The data will then be segregated per NASPO-PA and usage reports submitted to the corresponding entities and to the NASPO ValuePoint organization." • Nokia expects its partners to adhere to the Program design and rules. Nokia's Salesforce based Partner Relationship Management platform tracks partner certifications and expirations in real time and flags partner accounts that have fail to meet minimum certification standards. A 90-day grace period is given to remedy the situation, after which the partner company is downgraded if necessary.
4) Please describe your company's ordering process. Include sub-contractors, authorized	Nokia has a dedicated group of professional sales executives supporting the entire US as well as

EXHIBIT B-3 EXPERIENCE, QUALIFICATIONS, CERTIFICATIONS AND SERVICES

resellers/dealers/manufacture representative's role in the ordering process.	numerous authorized resellers and distribution channels across America. The Sales Executives, as well as Partner Sales, are a highly trained group of seasoned professionals with industry and technical knowledge focusing on Public Safety networks. All sales / ordering must follow the Nokia documented Booking Policy that is TL9000 and Sarbanes Oxley compliant. All orders will be supported by technical resources in the pre-ordering cycle to ensure a smooth ordering process. Customers will be provided a quote, and statement of work for related services, that outline the products or services to be delivered. These documents, once mutually agreed upon, will be utilized for the customer to create a Purchase Order to be sent to Nokia. Nokia will ensure the PO has the minimum required information to constitute a fully authorized customer Order and proceed with the booking activities. Minimum PO Requirements can be found ExhibitB3-OrderingProcess See attached document labeled: ExhibitB3-OrderingProcess
5) Please describe your company's escalation process for technical and billing issues.	See attached document labeled: ExhibitB3-EscalationProcess
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.	See attached document labeled: ExhibitB3-StandardSupport

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.	In addition to the above mentioned ISO and OHSAS training, Nokia has developed microwave specific radio and antennas installation certification courses which our sub-contractors are required to obtain. We have partnered with NCS to develop the training and they do the delivery.
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EXHIBIT B-3 EXPERIENCE, QUALIFICATIONS, CERTIFICATIONS AND SERVICES

	Nokia's Deployment Project Manager ensures the sub-contractor staff as the required level of technical microwave certification for the given project. Course Titles: • Wavence 19 With Ultra Broadband Transceiver Installation and Test Technician Certification Course • Wavence 19 With Ultra Broadband Transceiver Installation and Test Technician Certification Course • Nokia Antenna and Lines certification course description • 7705 SAR Packet Microwave Card Installation and Testing Certification Course with 9500 MPR-A Overview Course Description • 7705 SAR with Packet Microwave Adaptor Installation and Testing Certification Course Description See attached documents labeled: ExhibitB3-SolutionCertifications1 ExhibitB3-SolutionCertifications2 ExhibitB3-SolutionCertifications3 ExhibitB3-SolutionCertifications4 ExhibitB3-SolutionCertifications5
2) List the brands of products for which your company has factory trained and certified Installers.	Nokia branded products include Microwave Radio, Router, DWDM, Network Management and antenna product lines as well as the Commscope antenna product lines, Fial RTU
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	Nokia has a large global Program Management workforce with hundreds of highly skilled and PMP certified PM's in the US. Once projects are identified or awarded, Nokia will assign PM(s) that understand the intricacies of public safety backhaul networks. The Nokia PM is fully empowered to supervise and lead all project deliverables from contract to project closure, managing the PMP via PMI principles. Attached is a sample resume of an individual who may be assigned to this project.

EXHIBIT B-3 EXPERIENCE, QUALIFICATIONS, CERTIFICATIONS AND SERVICES

• 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.	See attached document labeled: ExhibitB3-Project Managers Read and Understood
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.	See attached documents labeled: ExhibitB3-Reports 1 ExhibitB3-Reports 2 ExhibitB3-Reports 3

EXHIBIT B-3 EXPERIENCE, QUALIFICATIONS, CERTIFICATIONS AND SERVICES

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	See attached document labeled: ExhibitB3-Services-Consultation
Project Management	See attached document labeled: ExhibitB3-Services-ProjMgt
Implementation	See attached document labeled: ExhibitB3-Services-Implementation
Installation	See attached document labeled: ExhibitB3-Services-Installation
Configuration/Design	The Network Engineer is responsible for the Configuration and Design of the microwave radio network. The Network Engineer collaborates with sales, Program Management and customers to design and propose complex communication network solutions that meet or exceed industry standards. Nokia's Network Engineer is responsible for defining the detailed solutions for complex Microwave systems that may include TDM or Packet based network elements. The Nokia Network Engineer analyzes and optimizes complex communication networks utilizing Nokia and OEM products as well as leased line or dark fiber facilities to achieve the desired system performance with the Customers financial constraints in mind.
Radio Programming	See attached document labeled: ExhibitB3-Services-Programming
Product Recycling/Buy Back	See attached document labeled: ExhibitB3-Services-RecyclingBuyBack
Training	See attached document labeled: ExhibitB3-Services-Training
Maintenance/Repair	See attached document labeled: ExhibitB3-Services-MaintenanceRepair
Encryption (AES-256) software upgrade, single-key	Upgrading the Wavence product line to support Encryption is a simple process. AES 256 encryption is enabled via a "Right to Use" (RTU) license key. This key is obtained from the Nokia Access Software License Management (ASLM) tool. This is the location from which all Wavence RTU's for capacity upgrades or to enable features such as AES 256 encryption, Adaptive Modulation, 1588 Timing, y1731 Bandwidth Notification, XPIC, or 10G interfaces are obtained. Nokia offers

EXHIBIT B-3 EXPERIENCE, QUALIFICATIONS, CERTIFICATIONS AND SERVICES

	software upgrade services either remotely via our Global Delivery Center or with personnel onsite.
Encryption (AES-256) software upgrade, multi-key	The Wavence product line supports a single key encryption application. Rotation of the keys to enhance security is managed by the Nokia 1830 Security Manager Server (SMS). Upgrading the Wavence product line to support Encryption is a simple process. AES 256 encryption is enabled via a "Right to Use" (RTU) license key. This key is obtained from the Nokia Access Software License Management (ASLM) tool. This is the location from which all Wavence RTU's for capacity upgrades or to enable features such as AES 256 encryption, Adaptive Modulation, 1588 Timing, y1731 Bandwidth Notification, XPIC, or 10G interfaces are obtained. Nokia offers software upgrade services either remotely via our Global Delivery Center or with personnel onsite.
Other – Factory Staging	See attached document labeled: ExhibitB3-Services-Other-Factory Staging
Other	
Other	