

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.	Please notice attached pdf - "1-ExhibitB-3-1 Products – Trainings Certifications".
2) Please disclose the cumulative years of experience your current company's Public Safety Communications Products Technical Experts have performing Radio programming/installation work.	Sabre Communications Corporation was established in 1977 for an estimated 43 years. <i>Please noticed attached "2-Exhibit B-3-2 Products – Company History" - document for additional info</i>
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 notice the attached "4-Exhibit B-3-3 Products – Partner Utilization". Sabre does not use a dealer or partner network.
4) Please describe your company's ordering process. Include sub-contractors, authorized resellers/dealers/manufacture representative's role in the ordering process.	[Please notice the attached "4-Exhibit B-3-4 Products – Order Process". Sabre does not use a dealer or partner network.
5) Please describe your company's escalation process for technical and billing issues.	Please notice the attached "5-Exhibit B-3-5 Products –Escalation Process Technical and Billing Issues".
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 notice the attached "6-Exhibit B-3-6 Products – Standard Support". Sabre does not use a dealer or partner network.

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

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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	N/A
Project Management	Please notice the attached "7 - ExhibitB3-Services-Project Management".
Implementation	Please notice the attached "8 - ExhibitB3-Services-Implementation".
Installation	Please notice the attached "9 - ExhibitB3-Services-Installation".
Configuration/Design	N/A
Radio Programming	N/A
Product Recycling/Buy Back	N/A
Training	Please notice the attached "10 - ExhibitB3-Services-Training".
Maintenance/Repair	Please notice the attached "11 - ExhibitB3-Services-Maintenance and Repair".
Encryption (AES-256) software upgrade, single-key	N/A
Encryption (AES-256) software upgrade, multi-key	N/A
Other	N/A
Other	N/A
Other	N/A