

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.	Every staff member conducting professional services is fully trained in the Tait products prior to providing such services, both through the Tait Learning Management System, and through hands-on training conducted by our Houston and New Zealand subject matter experts.
2) Please disclose the cumulative years of experience your current company's Public Safety Communications Products Technical Experts have performing Radio programming/installation work.	Our technical experts in the US alone bring a total of over 200 years' experience, including systems engineers and field services engineers.
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.	Yes, our extensive One Tait Dealer Program will be utilized to bring these products and services to NASPO customers. One Tait Dealer Program participants are required to complete certain courses via Tait's Learning Management System to maintain their program level and sales authorization status. Tait will back all program sales and will pass these obligations to our partner community via their reseller contracts. Partners are required to designate NASPO sales on all Purchase Orders to Tait and Tait Distributors. At the end of each quarter Tait will vet the total sales with each distributor to ensure a complete record of sales is maintained. Any partner or sales personnel not in compliance will be removed as an authorized partner for the purposes of selling on the NASPO contract, and Tait will back the sale directly with the customer as required.
4) Please describe your company's ordering process. Include sub-contractors, authorized resellers/dealers/manufacture representative's role in the ordering process.	1. Customer places an order on an authorized Tait Reseller, noting they will want to use the NASPO contract for the sale. 2. Reseller places a purchase order through an authorized Distributor, noting on their PO that the NASPO contract is being used. 3. If the Distributor has stock on hand, they complete the sale using the stock they are

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	holding and specify in their ordering system that the sale is under the NASPO agreement. 4. If the Distributor does not have stock on hand, they initiate a PO to Tait, again noting the sale as being under the NASPO contract. Tait then provides the Distributor with an Available to Promise date to deliver to the Reseller, which is then conveyed to the customer by the Reseller. 5. At the end of each quarter, Tait and their Distributors total all NASPO sales which are then reported by Tait to NASPO and participating sales. Tait then pays the administrative fee associated with the quarterly sales.
5) Please describe your company's escalation process for technical and billing issues.	The customer will initiate all discussions related to technical and billing issues to the Reseller through which the goods or services were sold. The Reseller then escalates to the Distributor for technical assistance if they are unable to resolve the issue. The Distributor has a direct path to Tait technical resources 24x7, depending on the urgency of the issue. If there are any billing issues a customer cannot resolve with the Reseller, they may contact Tait using the information in our NASPO agreement to directly engage Tait with the dispute so that we may work with the reseller on behalf of the customer to ensure all contractual obligations are honored.
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 ExhibitB3-StandardSupport

BIDDERS OFFERING SYSTEM SOLUTIONS (RADIO 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.	Every staff member conducting professional services is fully trained in the Tait products prior to providing such services, both through the Tait Learning Management System, and through hands-on training conducted by our Houston and New Zealand subject
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	matter experts. For any partner products offered as part of a solution, Tait will work with the partner to ensure subject matter experts are utilized throughout the process.
2) List the brands of products for which your company has factory trained and certified Installers.	Omnitronics training but will rely on the experts at Omnitronics for solution implementation.
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.	See Exhibit B3-Services - Project Manager
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 Exhibit B3-Services-Reports

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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	Tait has deep industry understanding and over 50 years of knowledge and experience with various technologies. Tait experts assess the customer's needs and work with them to come to a cost-effective solution that meets their requirements. Tait experts/professionals/etc. engage with the customer's organization to analyze and specify the right features and configurations for their applications. As a result, their radio communications can produce measurable performance efficiencies, increased productivity and safety.
Project Management	For many organizations, managing a network deployment process falls outside core business scope and represents a significant challenge. The technologies may be unfamiliar, and the management activities may require resources that are unavailable within the customer's organization. Irrespective of the project complexity or size, Tait Project and Program Management help the customer accomplish their communication objectives sooner. Tait Project and Program Management knowledge and expertise reduces project-related risk through every phase of the project and results in a faster return on investment.
Implementation	There are lots of activities that can be considered "Implementation", including the Installation and "Configuration / Design" sections below. In addition, Tait offers the following Implementation services: - RF Site: Site Surveys - Site Surveys are part of a 'family' of risk mitigation Services offered by Tait that provide the vital up-front information required to design and deploy site radio systems that deliver optimum coverage and reliable system performance. This service may be carried out by qualified Tait staff, or by accredited third parties. In each case though, the Survey must be carried out in accordance with the Tait Site Survey SoW (that defines Tait and Third Party contractor responsibilities), the Tait Site Survey Guide (that defines what is to be done) and the Tait Site Survey Checklist (the standard form to present the information gathered during the survey).

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	- RF Site: Signal & Noise Monitoring - Signal & Noise Monitoring is part of a 'family' of risk mitigation Services offered by Tait that provide the vital up-front information required to design and deploy site radio systems that deliver optimum coverage and reliable system performance. It is basically a survey of the RF environment at a site and is usually carried out by accredited third parties. The Survey must be carried out in accordance with the Tait Signal and Noise Monitoring SoW which defines what is to be measured and how. Signal & Noise Monitoring is usually only carried out at specific types of sites. - System Build and Integration - The System Build & Integration service brings Tait and 3rd Party equipment together, assembled into racks, configured and integrated as required. The scope of build and integration spans non-functional "rack & stack" of equipment for a single site through to a fully functioning, multi-site system ready for acceptance testing (e.g. formal FAT/CAT). The service may be undertaken in the Christchurch facility, but may also take place in-Region at a suitable staging facility. - Acceptance Testing - The purpose of the Acceptance Testing Service is to plan and deliver formal verification results according to the customer's specification. Customer-specified testing may be undertaken at one or more points in the lifecycle of a system build and deployment, and may include: FAT - Factory Acceptance Testing; CAT - Customer Acceptance Testing; SAT - Site Acceptance Testing; FSAT - Final System Acceptance Testing. - Cyber Security Compliance - Tait Services are ISO27001 certified. Based on customer requirements, new engagements would need extension of the current Information Security program to include these engagements.
Installation	The purpose of the Installation & Commissioning Service is to install the supplied system equipment at the designated customer locations and make it operational. Tait (via our appointed partners, where applicable) will perform or supervise the activity, as required. The service, as specified, is thus defined as Tait-only. At each installation site, Tait will ensure:

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	- Tait appointed personnel comply with all site access/safety criteria. - The physical installation of equipment is carried out according to the site design specification and sound industry practice. - Integration is carried out with existing equipment on site and the wider system, as applicable. - The equipment is made functional, basic performance is measured, and site/system checklists are completed. - Equipment and sites are left in an appropriate state. - Final system level checklists are completed once all installation and system commissioning is complete.
Configuration/Design	See Exhibit B3-Services-ConfirDesign
Radio Programming	Tait can offer local support through our extensive dealer network to aid customers with creating radio personalities and programming field radios. Tait also offers EnableFleet which can take the propensity for error out of the radio programming process, upgrading firmware and radio personalities automatically over the air, or via a wired connection.
Product Recycling/Buy Back	Tait does not offer Product Recycling or Buy Back services.
Training	Tait Technical Training ensures everyone in the customer's organization who maintains, configures, troubleshoots or operates any aspect of the network has the skills and confidence to perform these critical tasks. While often delivered at the time of installation and commissioning, a customer can choose standard or customized Technical Training programs at any stage, enhancing and updating the customer staff's skills as required
Maintenance/Repair	See Exhibit B3 – Services – Maintenance Repair
Encryption (AES-256) software upgrade, single-key	Tait has a single key encryption option and can help our customers with procuring a KMF solution to aid with encryption management.
Encryption (AES-256) software upgrade, multi-key	Tait has a multi key encryption option and can help our customers with procuring a KMF solution to aid with encryption management.
Other	
Other	
Other	