

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/sub-group 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 products and services.	SCS Certified – Indoor Air Quality ISO 9001 : Quality Management Systems ISO 14001 : Environmental Management Systems OHSAS 18001 : Occupational Health and Safety Management Systems Household And Commercial Furnishings [UL 962] Motor-Operated Appliances (Household And Commercial)
2) Please disclose the cumulative years of experience your current company's Technical Experts have performing installation work.	Watson has 45 years of experience developing and manufacturing console furniture systems, 10,000+ consoles installed in over 5,000 Public Safety Answering Points across the US, and a roster of satisfied public safety professionals makes Watson Consoles the best choice for Washington Technology Solutions County's console furniture. Watson Consoles was the first manufacturer to provide adjustable height furniture for the public safety and communications sectors. Our furniture is built to the highest standards with precision steel construction, Pacific Northwest engineered board and a palette of Greengard™ certified laminates.
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.	Watson does have a network of Watson certified installers through our rep firms that are, at times, used for installing our furniture. The financial transaction is still done completely through Watson, so there is no separate sales tracking required. Each installation has a corresponding SOW and/or contract (including Master Agreements) that outlines Watson's obligations and any subcontractor is required to agree to those obligations prior to work beginning. If a remedy is required, Watson has their own internal installers to resolve any issues needing mitigation.

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4) Please describe your company's ordering process. Include sub-contractors, authorized resellers/dealers/manufacturer representative's role in the ordering process.	<i>t the order stage of a project a final sign off meeting is scheduled with the local representative and end user to finalize all aspects of the console furniture project – Final Sign Off Package includes the following:</i> <i>Final Product 2D and 3D Drawings</i> <i>Final detailed product quote</i> <i>Color Selections</i> <i>Electrical Access Layout - showing where to bring in power/voicedata into the consoles.</i> <i>Delivery Information – truck access, building limitations etc.</i> <i>A complete order consisting of these documents along with a purchase order.</i> <i>All documents are emailed to your Watson Account Manager Team who will coordinate the production, delivery and installation of your project.</i>
5) Please describe your company's escalation process for technical and billing issues.	<i>All technical escalations are handled by Watson's Customer Experience team. Technical billing issue escalation is easily handled by the Watson accounting department. When a service matter arises, please contact Watson Furniture Group 24/7 via the following email address: service@watsonfg.com.</i>
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.	<i>Watson Consoles technical service department will respond to all service issues via phone or email within 24 hours of customer contact. The purpose of this response is to evaluate the issue and work with the customer to identify the source through onsite troubleshooting tasks. If a matter is not resolved through customer troubleshooting, it will be assigned a priority level. The response and actions Watson takes will be based on an assessment of the impact of the reported technical concern on the customer's operations. Accurately prioritizing your technical problem is critical to our mutual success.</i> <i>24-hour response (weekends included)</i> <i>When a service matter arises, please contact Watson Furniture Group 24/7 via the following email address: service@watsonfg.com. A Watson service representative will respond within 24 hours of notification. The service team may be reached via email at service@watsonfg.com during the normal business hours of 8am through 5pm Monday through Friday (PST).</i>

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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	Watson provides extensive consulting services as part of the sales and implementation process. These services are provided at no charge unless the agency requests services that go beyond standard furniture related services.
Project Management	Watson has designated management assigned to each phase of our engagement. Sales, Implementation, and Support Services will have an assigned leader (project manager) for each phase. These services are provided at no charge unless the agency requests services that go beyond standard furniture related services. Watson provides extensive consulting services as part of the sales and implementation process. These services are provided at no charge unless the agency requests services that go beyond standard furniture related services.
Installation	Installation of Watson furniture is provided by certified Watson installers. Rates depend on complexity (live or empty facility), size of project, location, and type of furniture being installed. All installation costs will be quoted and agreed upon in advance of each project.
Configuration/Design	Watson employs professional space planners as part of their standard engagement. Drawings and space planning are provided at no cost with any standard engagement. These services are provided at no charge unless the agency requests services that go beyond standard furniture related services.
Product Recycling/Buy Back	Not Applicable
Training	Upon completion of our installation services, Watson provides on-site training for all clients. A training checklist is provided and completed prior to departure. For larger agencies a "train the trainer" approach is typically employed.
Maintenance/Repair	The first 5 years of repairs are covered by Watson's extensive warranty. Any repair required outside of warranty will be custom quoted to meet the customers' needs.
Other	
Other	
Other	