

## APPENDIX E - CONTRACT MANAGEMENT AND PERFORMANCE PLAN

The information provided below will apply the Bidder's plan to sell and service communication

- Test Equipment**
- Multifunction Radio Test Set**

### 1. Organizational chart for key people with job titles and brief descriptions:

#### **Aeroflex Wichita, Inc. Personnel**

Kim Taylor – Aeroflex Wichita, Inc./Contracts Manager – POC for NAPSO contract management at Aeroflex Wichita, Inc. factory location.

Welsly Kight – Aeroflex Wichita, Inc. /Finance Analysis Manager – responsible for invoicing orders that are processed directly by Aeroflex Wichita, Inc.

Steven Harbutz – Aeroflex Wichita, Inc. /Cost Accounting Manager - responsible for tracking POs, invoices distribution of contract fees and NASPO audits.

Lori Cromwell – Aeroflex Wichita, Inc. /Sales & Service Administrator – POC for all inbound customer services inquiries to include: calibration, repair, technical support.

### 2. Company experience and history supplying and servicing test equipment:

For over 45 years, Aeroflex has been an industry leader in wireless testing. Aeroflex avionics, radio test and RF instruments are used to design, manufacture, test and maintain commercial, private and military communication systems. The Aeroflex Wichita operation is known for its history of producing compact, reliable and rugged radio test sets with a number of different products designed and produced over the last 45+ years.

Cobham plc, acquired Aeroflex in September, 2014 and at that time, Aeroflex Wichita, Inc. joined the Cobham Communications and Connectivity sector (CCC). As a member of CCC sector, Aeroflex Wichita, Inc. has been given the opportunity to expand its design capabilities for US DoD and worldwide defense and commercial applications. Doing business as the Cobham AvComm group, the legal name remains Aeroflex, Wichita, Inc.

Cobham Communications and Connectivity Division is a global provider of aircraft and in-building communications equipment, law enforcement and national security monitoring solutions, satellite communication equipment for land, sea and air applications, specialist composite products for military and commercial applications, and test and measurement instrumentation for RF, communications and wireless networking. The company's diverse technologies allow it to design, develop, manufacture and market a broad range of test, measurement, communications and connectivity solutions.

- 2a. **Collecting and reporting quarterly contract sales** – Aeroflex Wichita, Inc., will monitor all NASPO related transactions and prepare a consolidated sales report within thirty days after the end of the quarter. As outlined in the Participating Addendum, states requiring reporting will be managed in similar manner.
- 2b. **Paying contract administrative fees** - Aeroflex Wichita, Inc., will monitor all NASPO related transactions and prepare a consolidated fee payment to NASPO within sixty days after the end of the quarter. As outlined in the Participating Addendum, states requiring collection and payment of fees will be managed in similar manner.

3. **Describe customer service plan:**

Aeroflex Wichita, Inc. provides a standard two year factory warranty on all product orders which includes two calibrations and covered repairs. Extended warranties are available for third, and/or fourth and fifth years. Post warranty period, Aeroflex Wichita, Inc. also provides service contracts.

Customers can reach a product specialist at 800-835-2350 or [americas.service@cobham.com](mailto:americas.service@cobham.com) for all product support issues related to training, operations, configuration and warranty/repair. Should the product need to be return to the factory for servicing, Customers/End Users can initiate a RMA via the following link: <http://ats.aeroflex.com/apps/rma/?country=AM&category=Radio%20Test%20Sets>

4. **Describe resolution methods for customer invoicing and payment issues:**

**Aeroflex Wichita, Inc.**

For any invoicing and payment issues involving Aeroflex Wichita, Inc., please, email [avcomm invoicing@cobham.com](mailto:avcomm invoicing@cobham.com) or call (316) 522-4981/Ext 0 –ask for finance. A finance representative will resolve your issues and answer your questions.

5. **Describe customer support for various issues:**

Aeroflex Wichita, Inc provides pre and post-sales support for NASPO customers. Product demonstrations, training, software updates, webinars and product servicing (to include calibrations and repairs) are all handled by the regional independent representative and factory personnel. All customer product needs can be immediately resolve via our customer service dial-in number 800-835-2350 or our customer service email [americas.service@cobham.com](mailto:americas.service@cobham.com).