

## APPENDIX E - CONTRACT MANAGEMENT AND PERFORMANCE PLAN

Bidders should provide responses to each of the following issues in an attachment to this Appendix. Restate the issue and provide your complete response. (Reference Section 5.1 Bidder's Contract Management and Performance Plan) Responses will be evaluated and scored in accordance with reference Section 8.1.8 Evaluation of Non-Cost Factors of this Solicitation Document.

The information provided below will apply the Bidder's plan to sell and service communication equipment in the following categories and subcategories:

- ☐ Batteries
  - ☐ Modular Flooded Lead Acid
  - ☐ Modular Valve Regulated Lead Acid
  - ☐ Mono-Block Valve Regulated Lead Acid
  - ☐ Portable Radio
- ☐ Equipment Shelters
  - ☐ Ballasted
  - ☐ Concrete
  - ☐ Fiberglass
  - ☐ Framed Light-Weight
  - ☐ Outdoor Cabinet
- ☐ Furniture, Dispatch Console
- ☐ Interoperability Gateway Devices
- ☐ Microwave Radios
  - ☐ Carrier Grade, Packet Data
  - ☐ Carrier Grade, Native Time Division Multiplex (TDM)
  - ☐ Network Grade
  - ☐ Native IP, Sub 5.9 GHz
  - ☐ Native IP, 900 MHz
- ☐ Monitoring & Alarm
  - ☐ Environmental
  - ☐ Radio Network
- ☐ Power Systems
  - ☐ DC Conversion
  - ☐ Fuel Cell
  - ☐ Electro-Mechanical Generators
  - ☐ Uninterruptable Power Supply (UPS)
  - ☐ Uninterruptable Power Supply (UPS)
- ☐ Test Equipment
  - ☐ Multifunction Radio Test Set
  - ☐ Specialized RF Instruments
  - ☐ Multifunction Radio Test Set
- ☒ Towers
  - ☒ Accessories & Appurtenances

- ☐ Deployable / Temporary
- ☒ Guyed
- ☒ Guyed, Light
- ☒ Lattice
- ☒ Lattice, Light
- ☒ Monopole
- ☒ Passive Microwave Repeater

1. Provide an organizational chart identifying key people to be involved in the performance of the contract in the event of award. Include job titles and a brief description of their proposed job duties for these key people.

Org chart attached. **Dennis Beal** will function as the primary contact and Project Administrator for all NASPO projects. Dennis has more than 35 years' experience working at Valmont. In this role, Dennis will be responsible for communication with customer from receipt of the RFQ, delivery of the quotation, and working with them to establish shipping schedules upon structure completion. **Jeff Grassman** is the Engineering Manager. He will be responsible for all of the technical design work associated with the towers, both the structures and the foundation designs. **Tom Bjorklund** is the Shipping Coordinator and will work with the customer and/or the customer's contractor to organize delivery of the product to site on specified day.

2. Describe company experience and history supplying and servicing the equipment offered. Also describe your plans for:

- Collecting and reporting quarterly contract sales to Lead State and NASPO ValuePoint on quarterly basis, and to other Purchasing Entities under the terms of a completed Participating Addendum.
- Paying quarterly contract administrative fees to NASPO ValuePoint, to Lead State (Washington) for in-state sales, and to other Purchasing Entities who require it under the terms of a completed Participating Addendum.

Valmont Structures, under the brand names Microflect and Pirod, has been providing lattice towers and monopoles for more than 60 years into the wireless structure market. We have engineered, manufactured and sold tens of thousands of structures over the years. As our equipment is static (no moving or electronics involved), servicing is quite limited.

Specifically regarding NASPO, Valmont has been under contract with WSCA (now NASPO) since 2003 for the supply of such structures. We are familiar with the quarterly reporting requirements for the collection of sales data and payment of corresponding fees, both to the Lead State and to Participating Entities. We have signed many Participating Addendums and are comfortable fulfilling the reporting obligations these contain.

3. Describe your plan to provide contract customers with product and service information and assistance with order development, placement, and tracking. If you plan to utilize a dedicated website in support of the contract, describe the details. Include how you plan to provide customers with telephone assistance with order development and placement. Describe Help Desk services available for initial troubleshooting and possible resolution of the problems or for the initiation of repair or replacement services.

Our products are engineered-to-order structures so the sales and order cycle typically starts with an exchange of information between the contract customer and ourselves that conveys are the particulars required to design an appropriate tower. This design is then generated into a price and quotation issued to the customer. The quotation provides the phone and e-mail contact information for Dennis Beal, Project Administrator for NASPO projects. Upon receipt of an order, we communicate with the customer in order to verify requested shipping schedules and locations. This is performed via telephone calls and verified via e-mails. Once the order has been placed into production, we provide updates to the customer prior to order completion. These updates are used to confirm original ship dates and locations.

4. Describe your plan to provide contract customers assistance resolving invoicing and payment issues and problems.

We have a single point of contact for invoicing and payment issues. This person will be fully aware of the project(s) and in a position to work quickly and patiently with contract customers on such issues.

5. Describe how customers will be provided support for the following:

- Equipment configuration and system design.
  - We will have a Project Administrator assigned to each project. It will be their responsibility to provide the necessary guidance to customers regarding proper tower specifications, loading and resulting designs. The Project Administrator will coordinate this activity with the Engineering department and will include them on conference calls with the customer as needed.
- Technical support services.
  - We have a large staff of very seasoned experts in tower design. Project Administrators have experience in the field and office. We have 10 engineers on staff with a huge amount of experience. These people are available for consultation throughout a project's cycle.
- Equipment installation services.
  - Typically, tower installation is left to 3<sup>rd</sup> parties that will be contracted by the customer. Should there be issues that occur during installation, we have numerous experts available to provide advice over the phone or out in the field if necessary.
- Training (no cost training and specialized training available at additional charge).
  - We can provide training on towers and tower design but this is seldom requested/required.
- Equipment warranty.
  - We have a field services team that will work directly with the customer and/or the customer's contractor to address warranty issues that may occur. For equipment like ours, warranty claims are rare.
- Equipment repair after warranty period.
  - As our equipment is static, it tends not to suffer failures for very long periods of time. In the case that a tower needs to be repaired after warranty (structural damage caused by storms, accidents, etc), we can offer analysis of the structure and provide recommendations for how to repair.