

APPENDIX E - CONTRACT MANAGEMENT AND PERFORMANCE PLAN

Bidders are required to check the boxes they wish to be considered for an award. 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.

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
 - 3-6 GHz
 - 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.

Shane Mullan, VP of Global Sales (Contracts, equipment specifications)

Carl Richards, Technical Sales Manager (equipment specifications, technical assistance)

Jason Bullard, Program Manager (scheduling, post-delivery support)

Craig Davis, VP of Operations (equipment manufacturing, delivery)

Steve Ellingworth, VP of Quality (quality assurance, product test)

Bob LaCava, VP of Engineering (product design, structural analysis)

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

Industry Experience – Designed and delivered safe, ground-breaking, quality products for 40+ years.

Geographic Deployments – Actively deployed in over 45 countries.

Quality Products – Patented, lightweight, non-corrosive, portable, telescopic towers, fully deployable in 15 minutes or less.

Customization – In-house design team allows for integration of your custom specifications.

American Made – All products are designed and manufactured in the USA.

Safety – A priority on our manufacturing facility floor, all products are designed following SHARP safety standards.

- 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.
 - **Aluma Tower Company, Inc. uses the Global Shop ERP system for all company activities from quote to cash. A detailed report can be provided on quarterly basis to all concerned parties.**
 - 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.
 - **American Express or Check, whatever preferred by NASPO ValuePoint**
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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.

Aluma Tower Company employs a full time Technical Sales Manager to assist customer in the development of systems that may be outside of the standard, this includes custom mounting apparatuses for customer equipment, customer interface for customer equipment and any other request of the customer. All requests that require engineering will be evaluated by the project team. Aluma provides post-sales support for any problems that may occur in the field, and uses the Global Shop ERP systems to track any warranty or outside of warranty service requests. If needed Aluma can deploy a team of technical representatives to assess and repair any damaged products

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

Aluma Tower Company employs a full time Controller and Accounts Receivable/Accounts Payable staff. Any issues associated with invoicing and/or payments will be addressed in a timely manner by our finance team.

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

- Equipment configuration and system design.
 - **Aluma Tower Company employs a full time engineering staff consisting of, VP of Engineering, (3) mechanical/structural engineers, (1) RF/Electrical Engineer and (1) Configuration Manager**
- Technical support services.
 - **Technical Support - ALUMA TOWER systems are designed with the deployed user in mind, so no special tools or complicated procedures are normally required to service or repair ALUMA TOWER systems under warranty. ALUMA TOWER systems and accessories have part numbers to facilitate easy ordering. ALUMA Tech support can be accessed 24 x 7 excluding major holidays. Please report emergencies requiring immediate assistance to support@alumatower.com and someone will contact you in a timely manner., <http://www.alumatower.com/support-aluma-tower/>**
- Equipment installation services.
 - **Aluma Tower Company has several approved installation, service and O&M partners that are certified to perform work on our equipment, these services are available in all US States**
- Training (no cost training and specialized training available at additional charge).
 - **Aluma Tower Company offers two different levels of training, in house and on-site.**
 - **Aluma offers in house training free of charge to all of our customers that visit our facility in Vero Beach, Fl**
 - **Aluma offers on-site training for a flat fee, plus travel costs based on GSA per diem rates. Aluma on-site training typically consists on ½ day classroom and ½ day field training exercises, safety and deployment demonstrations are the main topics of the class.**
- Equipment warranty.

ALUMA TOWER's STANDARDWARRANTY period on telescoping tower systems (tower-trailer-shelter) is one (1) year from the date of shipment of the system. This standard warranty is included in the base purchase price. ALUMA offers this warranty with confidence based on many years of experience with fielded telescoping tower-trailer-shelter systems in operational conditions around the globe.

ALUMA also offers additional service and maintenance agreements for periods beyond the 1 year standard warranty. For additional information please refer to the Service and Maintenance Agreement document.

Warranty repairs for defects in material or workmanship are remedied by shipping replacement parts to the customer. ALUMA TOWER covers the cost of both parts and shipping within the 48 Continental United States only.

International freight must be covered by the customer. In cases where a tower system must be returned to ALUMA TOWER for warranty repair, the customer will be responsible for freight cost to and from Vero Beach, FL 32960. Once the product arrives at ALUMA TOWER's Vero Beach, Florida facility, Aluma Tower will, at no charge to the customer, repair or replace the defective parts on the trailer-tower system. For systems deployed outside of the 48 Continental United States, ALUMA TOWER may also, at ALUMA TOWER's discretion, and at the customer's expense, send a technical team to the customer's location to ascertain the scope of the warranty defect or to perform field repairs at the customer's location.

- **Equipment repair after warranty period.**

Non-Warranty Repairs For non-warranty repairs; ALUMA TOWER sells replacement parts, spare part kits, repair kits, and spare systems. These items are available for purchase by our customers, and ALUMA TOWER maintains an extensive inventory of parts for rapid shipment. Based upon years of historical data, ALUMA TOWER can work with each customer to recommend appropriate spare inventories. ALUMA TOWER also performs non-warranty repairs at customer expense. ALUMA TOWER and the customer determine what the most cost effective repair strategy is and then ALUMA TOWER performs the repair in the most cost effective manner for the customer. The customer pays for time, materials, shipments, and travel (if required) for non-warranty repairs. Non-warranty items include but are not limited to the following:

- **Batteries**
- **GFCI Outlets**
- **Fluids of any kind**
- **Filters**
- **Trailer Brakes**
- **Consumables**

3rd Party Warranty Support ALUMA TOWER will work directly with 3rd party vendor warranty claims within ALUMA's standard warranty period. It is the responsibility of the buyer to complete 3rd party warranty cards and return to manufacturer to activate warranty.

