



Appendix E

1. Org Chart – Attached
2. Company Experience

Xybix was founded in June 1991 and has been dedicated to designing, manufacturing, installing and servicing furniture for 911 dispatch centers for most of that time. We have built our company on the principals of honesty and integrity to both our employees and customers. With this commitment, we consider our customers to be partners - partners in developing fabulous solutions for your needs and issues - partners in developing new products - partners in the continued upkeep and performance of your/our furniture.

Our Management team has rich experience in furniture, and many of our employees and managers have been working with 911 Communication Centers, Security Monitoring and Control Rooms for many years. Barry, Ken and Dave Carson, the owners and founders of Xybix are available for you to ask questions directly.

Xybix already has many similar contracts such as GSA, HGAC, CMAS, etc. which require quarterly reporting. Each project which uses a specific contract is coded as such in our ERP system and then is easily tracked.

Paying the quarterly fees follows the above procedures with a search in the ERP for specific contracts and what the total spend is on these. Our Controller Ron Jenney keeps track of all of the payments and would be the contact point for NASPO.

3. The sale process in the 911 industry for us is very consulting heavy. This involves local sales people to help with the order development, placement and tracking. We also have a dedicated design team to assist on each project. The customers can reach their specific sales person, their specific designer, or our customer service team with help via phone, email, or social media.

We have a 3 person team for help desk services. They are available from 8am to 5pm mountain time Monday through Friday. We also have trouble shooting videos available online for off hour requirements.

4. Invoicing and payment issues will be handled through our finance department. All issues will go through Lynn Rondenelli at lynnr@xybix.com or 800-788-2810.
5. Equipment Configuration – We have a design team of degreed interior designers to help with the design process. This usually starts with a visit from the local salesperson to assess the equipment and measure the room. If the center needs custom furniture our engineering team can work with them to create a product which meets their needs.
Technical Support – This will start with the customer service department at 800-788-2810. After that it will escalate to the engineering department.
Equipment Installation – We have a dedicated team of employee installers. This includes basic project management, unloading of trucks, staging, installation, and training.



Training – We provide no cost training for both the technical end and the end users (dispatchers). Our installers spend time during and after the install for training the local tech on cable pathways, equipment mounting and basic trouble shooting. Our local salesperson will do the ergonomic training for the dispatchers.

Equipment Warranty – 3 years parts and labor.

Equipment Warranty after 3 years – We offer extended warranties for years 4 and 5. The hourly rate for a repair is \$110 at this time, plus the cost of the parts.



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