

**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
<b>BIDDERS OFFERING PRODUCTS</b> <b>Instructions:</b> Bidders offering products for any category/sub-category must provide a written response to each item as instructed below.	
<b>1) List any factory trainings and certifications your company’s staff has attended/acquired to support the proposed infrastructure network, and all related subsystem equipment.</b>	See document “ExhibitB3-TrainingsCertifications”
<b>2) Please disclose the cumulative years of experience your current company’s Public Safety Communications Products Technical Experts have performing Radio programming/installation work.</b>	APS personnel have over 500 years cumulative experience in the sales, installation, and service of DC Power systems and Batteries
<b>3) Does your company utilize partners for providing products and services? If so, describe:</b> <ul style="list-style-type: none"> <li>• <i>process to qualify partners and sales personnel to represent the product, including any certifications</i></li> <li>• <i>how partners are contractually bound to the Master Agreement terms and conditions,</i></li> <li>• <i>how partner sales will be accurately tracked and reported, and</i></li> <li>• <i>remedy plan if the partner or sales personnel are not in compliance.</i></li> </ul>	DC Power Equipment and Batteries are manufactured by various companies, but all orders, installation, support and warranty issues will be administered solely by American Power Systems
<b>4) Please describe your company’s ordering process. Include sub-contractors, authorized resellers/dealers/manufacture representative’s role in the ordering process.</b>	Orders are placed through email at <a href="mailto:orders@ampowersys.com">orders@ampowersys.com</a> and we will do the rest including coordinating delivery/installation with the customer
<b>5) Please describe your company’s escalation process for technical and billing issues.</b>	We do not have a written escalation process
<b>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.</b>	We have a single number system dial our main phone number at 1-800-395-0693 and the customer will be directed to the appropriate person. Customer may also call manufacturer tech support at the phone number provided with the equipment APS does not have an SLA

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<b>BIDDERS OFFERING SYSTEM SOLUTIONS (RADIO, MICROWAVE OR POWER)</b>	
<b>Instructions:</b> <i>In addition to the narratives above, Bidders offering a solution must provide a written narrative to each item listed below as instructed.</i>	
<b>1) List any certifications or specialized training which makes your company best suited to offer complete Public Safety Communications or Power System Solutions.</b>	See document labeled "ExhibitB3-SolutionCertifications"
<b>2) List the brands of products for which your company has factory trained and certified Installers.</b>	See document labeled "ExhibitB3-SolutionProducts"
<p><b>3) Project Manager (PM).</b> Please disclose the name and employment history of each project manager within your company and include how they meet the requirements below. The PM shall be an employee of the proposer at the time of the response submission. The PM shall have a proven record of experience in projects of similar size and scope.</p> <p>PM shall bear full responsibility for:</p> <ul style="list-style-type: none"> <li>• Supervising and coordinating the installation, and</li> <li>• Deployment of the communications system, and</li> <li>• Development and acceptance of the Project Management Plan (PMP), and</li> <li>• Manage the execution of the project against that plan, and</li> <li>• Oversee the day-to-day project activities.</li> </ul> <p>The State reserves the right to accept or reject the identified PM. If, during the term of the contract, it is necessary to replace the PM, State reserves the right to accept or reject the newly identified PM.</p>	<p>APS does not utilize PM's for the sales, service, and installation of DC Power Systems and Batteries. Most installations can be performed in 1-3 days and typically do not require a PMP. Project duties are typically divided between the Salesperson and the Service Manager for that office</p>
<b>4) Reporting.</b> Please provide report examples for a minimum of three (3) installed and fully operational systems that best emulate the proposed system. At a minimum, report should include a detailed description of the system and its significant operational features/components (e.g., number of sites, channels, and subscribers) as well as a current customer contact including name, address, and phone number, title, department and system responsibility.	See document labeled "ExhibitB3-Reports"

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<b>SERVICES</b>	
<p><i>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.</i></p>	
<b>Service</b>	<b>Description</b>
<b>Consultation</b>	APS works with the customer to guide them to the proper equipment required for there needs
<b>Project Management</b>	N/A
<b>Implementation</b>	N/A
<b>Installation</b>	Installation of DC power systems and Batteries
<b>Configuration/Design</b>	work with the customer to come up with a custom power system that meets their needs
<b>Radio Programming</b>	N/A APS does not provide radio programming
<b>Product Recycling/Buy Back</b>	APS provides certified battery recycling at little to no cost depending on the battery type. We do not have a buyback program
<b>Training</b>	APS provides training on the operation and maintenance of DC power systems and batteries
<b>Maintenance/Repair</b>	APS provides DC power system and battery maintenance service and testing
<b>Encryption (AES-256) software upgrade, single-key</b>	APS provided equipment does not utilize encryption software
<b>Encryption (AES-256) software upgrade, multi-key</b>	APS provided equipment does not utilize encryption software
<b>Other</b>	N/A
<b>Other</b>	N/A
<b>Other</b>	N/A