

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
<p>BIDDERS OFFERING PRODUCTS</p> <p>Instructions: <i>Bidders offering products for any category/sub-category must provide a written response to each item as instructed below.</i></p>	
<p>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.</p>	<p>Microwave Networks employees attend training and refresh sessions on how to perform their jobs best and making sure they are always on the cutting edge of industry developments. The staff that will support the proposed infrastructure completed the following training:</p> <ul style="list-style-type: none"> • Fundamentals of Microwave Radio • Proteus MX / MXD Operations and Maintenance • Proteus UMX Operations and Maintenance • SPARCS Network Management System • Networking Fundamentals and Cyber Security <p>Certifications:</p> <ul style="list-style-type: none"> • Project Management Professional • Juniper JNCIS-SP, JNCDA, JNCIS-SEC • California contractor license C7 and C10 • Microsoft MOS • MS Project Certification
<p>2) Please disclose the cumulative years of experience your current company’s Public Safety Communications Products Technical Experts have performing Radio programming/installation work.</p>	<p>MNI has been a trusted supplier of Public Safety grade microwave radio products, services, and system solutions for more than 50 years. From the early years when we were known as Avantek, Motorola Microwave, Telesciences, and California Microwave, MNI has been focused on the unique and stringent requirements of mission critical, public safety communications. MNI currently has a strong group of Communications Products Technical Experts with many years of experience performing radio programming/installation work. The</p>

EXHIBIT B-3 EXPERIENCE, QUALIFICATIONS, CERTIFICATIONS AND SERVICES

	cumulative experience of this group is greater than 275 years.
<p>3) Does your company utilize partners for providing products and services? If so, describe:</p> <ul style="list-style-type: none"> • <i>process to qualify partners and sales personnel to represent the product, including any certifications</i> • <i>how partners are contractually bound to the Master Agreement terms and conditions,</i> • <i>how partner sales will be accurately tracked and reported, and</i> • <i>remedy plan if the partner or sales personnel are not in compliance.</i> 	Microwave Networks does not utilize partners for providing products and services.
<p>4) Please describe your company’s ordering process. Include sub-contractors, authorized resellers/dealers/manufacturer representative’s role in the ordering process.</p>	<p>Microwave Networks sells our microwave radios and installation services direct to customers, and no resellers/dealers/ manufacturer’s representatives are involved in the process. Microwave Networks requires a Purchase Order from the agency made out to:</p> <p>Microwave Networks 4000 Greenbriar Dr. Stafford, TX 77477 Ph: 281-263-6500</p> <p>An email purchase order can be sent to the MNI Regional Sales Director for the agency, or to nasales@microwavenetworks.com</p>
<p>5) Please describe your company’s escalation process for technical and billing issues.</p>	<p>Technical and billing issues should be escalated through the Program Manager or VP of Customer Care.</p> <p>Escalation Procedure</p> <ol style="list-style-type: none"> 1. MNI Project Manager (will vary on projects) 2. MNI VP Customer Care (Alvin Aurelio – AlvinA@MicrowaveNetworks.com) 3. MNI COO (Vik Bala – VikramB@MicrowaveNetworks.com) <p>MNI CEO (Aviad Gefen – AviadG@MicrowaveNetworks.com)</p>
<p>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</p>	Please see <i>ExhibitB3-StandardSupport</i>

EXHIBIT B-3 EXPERIENCE, QUALIFICATIONS, CERTIFICATIONS AND SERVICES

support.	
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<p>BIDDERS OFFERING SYSTEM SOLUTIONS (RADIO, MICROWAVE OR POWER)</p> <p>Instructions: <i>In addition to the narratives above, Bidders offering a solution must provide a written narrative to each item listed below as instructed.</i></p>

<p>1) List any certifications or specialized training which makes your company best suited to offer complete Public Safety Communications or Power System Solutions.</p>	<p>Microwave Networks developed special training programs to support our public safety customers. As part of the training, we focus on improving product knowledge of both in-house and third-party products. Microwave networks offer comprehensive training capabilities, including:</p> <p>Microwave radio theory Networking Fundamentals and Cyber Security The transition from TDM to IP</p> <p>Product training Microwave Networks radios, cyber security and network management</p> <p>Services training Installation and maintenance Transmission engineering</p>
<p>2) List the brands of products for which your company has factory trained and certified Installers.</p>	<ul style="list-style-type: none"> • Proteus MX / MXD • Proteus UMX • SPARCS Network Management System • Juniper Switches and routers
<p>3) Project Manager (PM). 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"> • Supervising and coordinating the installation, and • Deployment of the communications system, and • Development and acceptance of the Project 	<p>Please refer to the attached <i>ExhibitB3-ProjectManagers</i></p>

EXHIBIT B-3 EXPERIENCE, QUALIFICATIONS, CERTIFICATIONS AND SERVICES

<p>Management Plan (PMP), and</p> <ul style="list-style-type: none"> • Manage the execution of the project against that plan, and • Oversee the day-to-day project activities. <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>4) Reporting. 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.</p>	<p>Please refer to the attached <i>ExhibitB3-Reports</i></p>

EXHIBIT B-3 EXPERIENCE, QUALIFICATIONS, CERTIFICATIONS AND SERVICES

SERVICES	
<p>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.</p>	
Service	Description
Consultation	<p>Microwave Networks Systems Engineers can provide the following consultation for microwave backhaul design:</p> <ul style="list-style-type: none"> • Provide preliminary path analysis for microwave path engineering. • Perform site walks and system audits to assess requirements for system design and site development. • Total microwave and network design for microwave and networking optimization • Budgetary quotes for customers.
Project Management	Please see attached document <i>ExhibitB3-Services-ProjMgt.</i>
Implementation	Please see attached document <i>ExhibitB3-Services-Implementation-Installation.</i>
Installation	Please see attached document <i>ExhibitB3-Services-Implementation-Installation.</i>
Configuration/Design	Please see attached document <i>ExhibitB3-Services-ConfirDesign.</i>
Radio Programming	<p>Microwave Radio programming/configuration is included in Implementation services and is typically completed during the staging of the radios at the MNI factory. Post Sales Technical Support may be required for any configuration changes and this could be for:</p> <ul style="list-style-type: none"> • Software license upgrades for capacity or other radio features such as ACM • Setting up VLANs <p>Reconfigure DACS (TDM Digital Cross Connection and Traffic Grooming)</p>
Product Recycling/Buy Back	<p>Opportunities are available for existing microwave radio product recycling and buy back programs. Pricing for this is TBD, which depends on the existing radio type, manufacturer, quantity and location.</p>
Training	Please see attached document <i>ExhibitB3-Services-Training.</i>
Maintenance/Repair	Please see attached document <i>ExhibitB3-Services-MaintenanceRepair.</i>
Encryption (AES-256) software upgrade, single-key	Encryption (AES-256) is available in the Proteus MX radio as a license purchase with the radio.
Encryption (AES-256) software upgrade, multi-key	Not Applicable
Other	Please see attached document <i>ExhibitB3-Services-Other Surveys</i>
Other	Please see attached document <i>ExhibitB3-Services-Other-FCC Licensing.</i>

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