

# **Public Safety Communications Products, Services, and Solutions**

*Narrative for  
Escalation Process*

*Formal Response to Competitive Solicitation No. 00318  
Issued 16 NOV 2020  
Due NLT 08 FEB 2021; 12:00 p.m. PST*



*Submitted To:*

**Washington State Department of  
Enterprise Services**  
1500 Jefferson Street SE  
Olympia, WA 98501  
ATTN: Neva Peckham  
(360) 407-2218  
DESContractsTeamCypress@des.wa.gov

*Submitted By:*

**Daniels Electronics, Ltd.**  
43 Erie Street  
Victoria, BC V8V 1P8 Canada  
(250) 382-8268  
**DBA**  
**Codan Communications, Inc.**  
<https://codancomms.com>

## Table of Contents

Technical Issue Escalation Process.....	1
Billing Issue Escalation Process .....	1

## Index of Figures and Tables

Table 1: Technical Support Prioritization and Escalation Levels (Conditions) .....	1
Table 2: Inquiry and Billing Issue Points of Contact and Escalation .....	2

**5. Please describe your company’s escalation process for technical and billing issues.**

**Technical Issue Escalation Process**

Codan will provide effective technical support for all customers supported under this contract. In addition to standard support and warranty terms for our products and solution, customers can also acquire enhanced and priority support through our CodanCare offering. This is described further in our response document titled *00318Technical-Performance-Exhibit\_B3\_StandardSupport-Codan\_Communication*.

Standard technical support is available at [LMRsupport@codancomms.com](mailto:LMRsupport@codancomms.com), or phone at 833-372-6326 (833-DR-CODAN), Monday through Friday from 5:00 a.m. to 5:00 p.m. Pacific Time. Customers with a CodanCare Enhanced Service Contract have access to 24 / 7 technical support.

Escalation of technical issues is efficient as all personnel within the customer support chain are well trained to understand issues and to identify when issues need to be escalated immediately. All issues are prioritized and recorded in Codan’s internal support ticket tracking system during the initial support contact.

Codan regularly reviews open and closed tickets as part of our continuous improvement process, which is a key part of our ISO 9001:2015 certification and the well-established processes by which Codan and our technical support services operate.

Prioritization and escalation of issues is categorized into four (4) response levels at Codan. This is described in Table 1, below.

**Table 1: Technical Support Prioritization and Escalation Levels (Conditions)**

Level	Description
<b>Level 1</b>	Either, i) a complete loss of service in which the production systems, servers, or network components under Codan Communications control are down, or ii) application errors are preventing access to the software.
<b>Level 2</b>	System users are unable to perform a mission-critical business function where there is no workaround in place. “Mission-critical” is defined as any problem under Codan Communications’ control that results in users being unable to complete materially important business transactions via the software.
<b>Level 3</b>	System users are unable to perform a non-mission-critical business function which results in a process or transactional slowdown.
<b>Level 4</b>	The application problem is cosmetic in nature and/or displays minor flaws which are easily circumvented, such as incorrect labels, colors, or screen configuration that have little or no impact on customer’s normal business operations.

**Billing Issue Escalation Process**

Codan’s overall ISO quality approach to our operations includes all account management and billing functions. We strive to ensure that billing issues do not occur in the first place. Should they

occur, we also strive to be the first to identify the issue, and will also promptly address any inquiries, need for clarification, or resolutions warranted with respect to potential billing issues.

We provide a number of options that are available to all NASPO customers based on the nature of the inquiry or issue. These are identified in Table 2, below.

**Table 2: Inquiry and Billing Issue Points of Contact and Escalation**

Level	Description
<b>General</b>	General questions, technical inquiries, and quote requests via email to <a href="mailto:LMRsales@codancomms.com">LMRsales@codancomms.com</a> , or phone at 800-664-4066. Additionally, Codan Account Executive assigned to each NASPO customers can readily assist with these types of requests.
<b>Billing</b>	Billing questions can be submitted via email to <a href="mailto:LMR.Accounting@codancomms.com">LMR.Accounting@codancomms.com</a> , our billing department can also be contacted by phone at 250-382-8268.
<b>Contractual</b>	Contractual questions are addressed by Cam Inouye at email - <a href="mailto:cam.inouye@codancomms.com">cam.inouye@codancomms.com</a> - he can also be contacted directly by phone at 778-747-0468.
<b>Escalation</b>	Any escalation desired by a NASPO customer or contract administrator may be addressed to our VP of Sales and Marketing, Paul Moskowitz at <a href="mailto:paul.moskowitz@codancomms.com">paul.moskowitz@codancomms.com</a> , or 571-919-6424 or our CEO Scott French at <a href="mailto:scott.french@codancomms.com">scott.french@codancomms.com</a> or 250-382-8268.

Codan’s AR/AP Department is responsible for research and resolution of contract invoicing and payments issues for WSCA. Codan internal ERP System generates invoices for orders shipped and these are mailed or emailed to the customer for payment. Codan monitors customer payments schedule on a monthly basis and generally follows up directly with a customer by phone or email if payments are not current. Codan’s internal system has a number of checks and balances to ensure invoices are sent to customers after shipments occur and customers are properly credited for payments.