

# Agreement

| 1. | Parties  |
|----|--|
|    | This Agreement, 2019-26 is made this day of <b>2019</b> , by and                           |
|    | between PlayPower, Inc. ("Contractor"), located at 11515 Vanstory Drive #100 Huntersville, |
|    | NC, 28078 and the Town of Miami Lakes ("Town"), located at 6601 Main Street, Miami Lakes,  |
|    | FL 33014.  |

#### II. Recitals

Whereas the Town desires to enter into an agreement with Contractor for the purchase and installation of recreation and playground equipment, accessories, and supplies in an amount not to exceed budgeted funds; and

Whereas Contractor has agreed to provide said goods and services to the Town in accordance with its contract with the NJPA, dated April 14, 2017, except to the extent otherwise provided herein; and

Whereas the Town of Miami Lakes, with the Town Manager acting in accordance with Section 7 of the Town's Procurement Code, will enter into an agreement with Contractor, in accordance with the terms of Contract 030117-LTS, which is attached hereto as Exhibit "A" and made a part of this Agreement.

Therefore, both parties agree as follows:

# III. Incorporation of Recitals

The provisions and recitals set forth above are hereby referred to and incorporated herein and made a part of this Agreement by reference.

#### IV. Products and Services

Contractor shall provide and install recreation and playground equipment, accessories, and supplies to the Town in accordance with the terms of the above referenced Contract. All other terms and conditions of said contract, a copy of which is attached hereto as Exhibit "A", are incorporated herein by reference, except to the extent otherwise provided herein.

#### V. Contract Modifications

The following contract modifications shall be made to the Agreement between the Town and Contractor from the Contract:

## **CONTRACT NUMBER**

The Town of Miami Lakes' Recreation and Playground Equipment, Accessories, and Supplies agreement will be referenced as Contract #2019-26.

6601 Main Street • Miami Lakes, Florida, 33014 Office: (305) 364-6100 • Fax: (305) 558-8511 Website: www.miamilakes-fl.gov



| EFFECTIVE DATE |     |         |
|----------------|-----|---------|
| Month          | Day | of 2019 |
| SUBCONTRACTORS |     |         |

Contractor shall not subcontract any of the Work to be performed under this Contract without prior approval of the Project Manager.

#### INVOICING

Contractor shall provide the Town with an invoice once per month for the goods delivered in the prior month. At a minimum the invoice must contain the following information:

- Name and address of the Contractor
- Purchase Order number
- Contract number
- Date of invoice
- Invoice numbers (Invoice numbers cannot be repeated)
- Work performed
- Timeframe covered by the invoice
- Location of Work performed
- Additional Services price allowed by Change Order and/or written agreement
- Total Value of invoice

Failure to include the above information will delay payment. Payments will not be made based on statements of accounts.

The Town will take action to pay, reject or make partial payment on an invoice in accordance with the Florida Local Government Prompt Payment Act. No payments shall be due or payable for Work not performed or materials not furnished or where the Work has not been accepted by the Town. If there is a dispute with regard to an invoice, the Town will pay the amount not in dispute and reject the remainder that is in dispute.

Failure to include the above information will delay payment. Payments will not be made based on statements of accounts.

The Contractor shall be compensated at the prices specified in the Bid Form of the Contract.

# **INSURANCE**

The Town of Miami Lakes shall be shown as the additional insured under the required insurance. Copies of such insurance must be provided to the Town prior to the commencement of any Work under this Agreement.

REPRESENTATION ON AUTHORITY OR PARTIES/SIGNATORIES



Each person signing this Agreement on behalf of an entity represents and warrants that he or she is duly authorized and has legal capacity to execute and deliver this Agreement. Each party represents and warrants to the other that the execution and delivery of the Agreement and the performance of such party's obligations hereunder have been duly authorized and that the Agreement is a valid and legal agreement binding on such party and enforceable in accordance with its terms.

# VI. Points of Contact

The points of contact for the Town shall be:

Contract Management: Nathalie Garcia or designee, Procurement Specialist

(305) 364-6100 ext. 1166 GarciaN@miamilakes-fl.gov

Project Manager: Daniel Angel or Designee, Operations Business Manager

(305) 364-6100 ext. 1131 AngelD@miamilakes-fl.gov

The point of contact for Contractor shall be:

| Name: Connie Brown          | , email: connied@miracleofsouthflorida.con |
|-----------------------------|--|
| Title: Sales Representative | , phone: <u>954-520-4523</u>               |
| Playpower                   | To Continue Labor                          |
| Contractor                  | Town of Miami Lakes                        |
| Signature                   | Edward Pidermann, Town Manager             |
| Kevin Willer                |  |
| Name (Print)                |  |
| Manager                     |  |
| Title                       | Attest:                                    |
|                             | Allest.                                    |
|                             | Cina Inguanza Town Clark                   |
|                             | Gina Inguanzo, Town Clerk                  |



# Exhibit "A" CONTRACT 030117-LTS Recreation and Playground Equipment, Accessories, and Supplies

# Form C

# $\frac{\text{EXCEPTIONS TO PROPOSAL, TERMS, CONDITIONS,}}{\text{AND SOLUTIONS REQUEST}}$



|                 | Term, Condition, or                   | exceptions in the appropriate sect   | NJPA<br>ACCEPTS  |
|-----------------|---------------------------------------|--|--|
| Section/page    | Specification                         | Exception  |  |
|                 |                                       |  | 111111111111111111111111111111111111111  |
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|                 | 1/ 1/                                 |  |  |
|                 |                                       |  | Date: 2/23/17  |
| ooser's Signatu | re:                                   | And the second s | Date:  |
| NJPA's cla      | rification on exceptions listed above | 20   | 200 A A A A A A A A A A A A A A A A A A  |
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|                 |                                       |  | CAL  |
|                 |                                       |  |  |

# Contract Award RFP #030117

## FORM D



# Formal Offering of Proposal (To be completed only by the Proposer)

# RECREATION AND PLAYGROUND EQUIPMENT, ACCESSORIES, AND SUPPLIES |

In compliance with the Request for Proposal (RFP) for RECREATION AND PLAYGROUND EQUIPMENT, ACCESSORIES, AND SUPPLIES, the undersigned warrants that the Proposer has examined this RFP and, being familiar with all of the instructions, terms and conditions, general and technical specifications, sales and service expectations, and any special terms, agrees to furnish the defined products and related services in full compliance with all terms and conditions of this RFP, any applicable amendments of this RFP, and all Proposer's response documentation. The Proposer further understands that it accepts the full responsibility as the sole source of solutions proposed in this RFP response and that the Proposer accepts responsibility for any subcontractors used to fulfill this proposal.

| Company Name: PlayPower, Inc.              | Date:                    | February 23, 2017 |                         |
|--|--------------------------|-------------------|-------------------------|
| Company Address: 11515 Vanstory Drive #100 | <del>,</del>             |                   |                         |
| City: Huntersville                         | State:                   | NC Zip:           | 28078                   |
| Contact Person: David Sheedy               | Title:                   | Director of Sales |                         |
| Authorized Signature:                      | et market to the same of |                   | Kevin Walker            |
|  |                          |                   | (Name printed or typed) |

# FORM E CONTRACT ACCEPTANCE AND AWARD



(Top portion of this form will be completed by NJPA if the vendor is awarded a contract. The vendor should complete the vendor authorized signatures as part of the RFP response.)

NJPA Contract #: 030117-LTS

Proposer's full legal name: PlayPower, Inc.

Based on NJPA's evaluation of your proposal, you have been awarded a contract. As an awarded vendor, you agree to provide the products and services contained in your proposal and to meet all of the terms and conditions set forth in this RFP, in any amendments to this RFP, and in any exceptions that are accepted by NJPA.

The effective date of the Contract will be April 14, 2017 and will expire on April 14, 2021 (no later than the later of four years from the expiration date of the currently awarded contract or four years from the date that the NJPA Chief Procurement Officer awards the Contract). This Contract may be extended for a fifth year at NJPA's discretion.

| NJPA Authorized Signatures:  NJPA DIRECTOR OF COOPERATIVE CONTRACTS  AND PROCUREMENT/CPO_SIGNATURE | Jeremy Schwartz<br>(NAME PRINTED OR TYPED)   |
|--|--|
| NJPA EXECUTIVE DIRECTOR/CEO SIGNATURE  | Chad Coauette (NAME PRINTED OR TYPED)  |
| Awarded on April 14, 2017  | NJPA Contract # 030117-LTS   |
| Vendor Authorized Signatures:  |  |
| The Vendor hereby accepts this Contract award, inclu   | uding all accepted exceptions and amendments.  |
| Vendor Name PLAYPOWER, Juc.  | Andrew Address and |
| Authorized Signatory's Title Chief Financial   | Officer  |
| YNEUTRA  | MICHAEL A. PRUSS   |
| VENDOR AUTHORIZED SIGNATURE  | (NAME PRINTED OR TYPED)  |
| Executed on April 17, 2017   | NJPA Contract # 030117-LTS   |

# Form F

# PROPOSER ASSURANCE OF COMPLIANCE



# Proposal Affidavit Signature Page

#### PROPOSER'S AFFIDAVIT

The undersigned, authorized representative of the entity submitting the foregoing proposal (the "Proposer"), swears that the following statements are true to the best of his or her knowledge.

- 1. The Proposer is submitting its proposal under its true and correct name, the Proposer has been properly originated and legally exists in good standing in its state of residence, the Proposer possesses, or will possess before delivering any products and related services, all applicable licenses necessary for such delivery to NJPA members agencies. The undersigned affirms that he or she is authorized to act on behalf of, and to legally bind the Proposer to the terms in this Contract.
- 2. The Proposer, or any person representing the Proposer, has not directly or indirectly entered into any agreement or arrangement with any other vendor or supplier, any official or employee of NJPA, or any person, firm, or corporation under contract with NJPA, in an effort to influence the pricing, terms, or conditions relating to this RFP in any way that adversely affects the free and open competition for a Contract award under this RFP.
- 3. The Proposer has examined and understands the terms, conditions, scope, contract opportunity, specifications request, and other documents in this solicitation and affirms that any and all exceptions have been noted in writing and have been included with the Proposer's RFP response.
- 4. The Proposer will, if awarded a Contract, provide to NJPA Members the /products and services in accordance with the terms, conditions, and scope of this RFP, with the Proposer-offered specifications, and with the other documents in this solicitation.
- 5. The Proposer agrees to deliver products and services through valid contracts, purchase orders, or means that are acceptable to NJPA Members. Unless otherwise agreed to, the Proposer must provide only new and first-quality products and related services to NJPA Members under an awarded Contract.
- 6. The Proposer will comply with all applicable provisions of federal, state, and local laws, regulations, rules, and orders.
- 7. The Proposer understands that NJPA will reject RFP proposals that are marked "confidential" (or "nonpublic," etc.), either substantially or in their entirety. Under Minnesota Statute §13.591, Subd. 4, all proposals are considered nonpublic data until the evaluation is complete and a Contract is awarded. At that point, proposals generally become public data. Minnesota Statute §13.37 permits only certain narrowly defined data to be considered a "trade secret," and thus nonpublic data under Minnesota's Data Practices Act.
- 8. The Proposer understands that it is the Proposer's duty to protect information that it considers nonpublic, and it agrees to defend and indemnify NJPA for reasonable measures that NJPA takes to uphold such a data designation.

[The rest of this page has been left intentionally blank. Signature page below]

By signing below, Proposer is acknowledging that he or she has read, understands, and agrees to comply with the terms and conditions specified above.

| Company Name:       | PlayPower, Inc.                                 | and the second s |
|---------------------|---|--|
| Address:            | 11515 Vanstory Drive #100                       |  |
| City/State/Zip:     | Huntersville, NC 28078                          |  |
| Telephone Number    | 704-949-1600                                    |  |
| E-mail Address:     |   |  |
| Authorized Name (   | printed): Kevin Walker                          |  |
| Title:              | Sales Administration / Customer Service Manager |  |
|                     | U 23,2017                                       |  |
| Notarized           |   |  |
|                     | orn to before me this 17th day of 1, b.         |  |
| Notary Public in ar | nd for the County of <u>Jawasan</u>             | State of   |
| My commission ex    | pires: <u>apul 13,2018</u>                      |  |
| Signature:          |   |  |
|                     | KIM ADAMS  My Commission Expires                |  |



KIM ADAMS
My Commission Expires
April 13, 2018
Lawrence County
Commission #14435117

# Form P



# PROPOSER QUESTIONNAIRE

Payment Terms, Warranty, Products and Services, Pricing and Delivery, and Industry-Specific Questions

| Proposer Name:              | PlayPower, Inc            |  |
|-----------------------------|---------------------------|--|
| Questionnaire completed by: | David Sheedy, Julie Davis |  |

# **Payment Terms and Financing Options**

- What are your payment terms (e.g., net 10, net 30)?
   Net 30 days upon invoicing
- 2) Do you provide leasing or financing options, especially those options that schools and governmental entities may need to use in order to make certain acquisitions?

PlayPower has partnered with National Cooperative Leasing (NCL) to offer NJPA members a complete suite of finance solutions. NCL is a current NJPA financing contract holder (#032615-NCL) and is an industry expert in municipal financing solutions. NCL will offer leasing terms from 12-120 months on transactions from \$5,000.00 and up. Traditional leasing and financing programs will be offered along with programs specifically designed for schools and governmental entities including Tax-Exempt Municipal Leases and a Purchase Order Only program. There is no ownership, common ownership, or control between PlayPower and NCL.

3) Briefly describe your proposed order process. Please include enough detail to support your ability to report quarterly sales to NJPA. For example, indicate whether your dealer network is included in your response and whether each dealer (or some other entity) will process the NJPA Members' purchase orders.

PlayPower most often will invoice NJPA members directly which makes gathering of sales data very straightforward. Reps/dealers when billing directly are required to provide copies of purchase orders from members which will include PlayPower's NJPA contract number and the NJPA Member number. The proposed process will follow our current NJPA process that requires orders to be coded as an NJPA order at the time of submission.

4) Do you accept the P-card procurement and payment process? If so, is there any additional cost to NJPA Members for using this process?

No. The benefits of P-card procurement is most beneficial for smaller transactions. PlayPower's average playground sold exceeds \$20,000 so the real benefits of P-card would not be recognized.

# Warranty

5) Describe in detail your manufacturer warranty program, including conditions and requirements to qualify, claims procedure, and overall structure. You may include in your response a copy of your warranties, but at a minimum please also answer the following questions.

All PlayPower products offer a world class warranty that covers both manufacturing defects and workmanship. See each of our brand's warranty certificates attached separately to this RFP submittal.

• Do your warranties cover all products, parts, and labor?

As a manufacturer of recreation and playground equipment, accessories and supplies, we warranty our materials and workmanship only. All labor, including installation and repairs can be coordinated and quoted on a case by case basis with our Representative/Distributor/ Dealer Network. A complete listing of our Representative/Distributor/ Dealer Network has been provided.

- Do your warranties impose usage restrictions or other limitations that adversely affect coverage?
   There are no usage limit restrictions with our warranty. Warranty statements for all of our brands have been supplied with this RFP submittal.
- Do your warranties cover the expense of technicians' travel time and mileage to perform warranty repairs? Industry standards dictate that travel time is not covered under warranty. While there are some exceptions, PlayPower typically adheres to this standard.
- Are there any geographic regions of the United States for which you cannot provide a certified technician to perform warranty repairs? How will NJPA Members in these regions be provided service for warranty repair?

All PlayPower brands can provide warranty repairs in all regions of the United States.

- Will you cover warranty service for items made by other manufacturers that are part of your proposal, or are these warranties issues typically passed on to the original equipment manufacturer?
  - PlayPower does not warranty products and services from other manufacturers. Any products sold from other manufacturers as a turn-key solution carry a warranty provided by the original manufacturer.
- What are your proposed exchange and return programs and policies?
   While the product is standard, the design of Recreation and Playground Equipment accessories and supplies is very customized. Due to this, Playpower requires a 30% restocking fee for returns and exchanges.
- 6) Describe any service contract options for the items included in your proposal.

All of PlayPower's Representatives, Distributors, Dealers and Installers are factory trained and certified to service and repair our products. All warranty and service work will be coordinated between the NJPA member and our representatives.

# Pricing, Delivery, Audits, and Administrative Fee

7) Provide a general narrative description of the equipment/products and related services you are offering in your proposal.

A good family can make all the difference - so we would like you to meet one of the greatest families in the world: PlayPower. We lead the world in recreation equipment manufacturing - everything from commercial playgrounds, park & site amenities, fitness equipment, and shade, to floating modular boat docks and safety surfacing. All professionally supported by representatives all over North America (and the world for that matter) to meet NJPA Members' needs.

8) Describe your pricing model (e.g., line-item discounts or product-category discounts). Provide detailed pricing data (including standard or list pricing and the NJPA discounted price) on all of the items that you want NJPA to consider as part of your RFP response. Provide a SKU for each item in your proposal. (Keep in mind that reasonable price and product adjustments can be made during the term of an awarded Contract. See the body of the RFP and the Price and Product Change Request Form for more detail.)

Due to the size and scope of our product offering along with seven separate brands (companies) offered in this proposal and the discount structures varying by brand, a separate pricing discount file has been provided with this RFP submittal. Please refer to that document.

9) Please quantify the discount range presented in this response. For example, indicate that the pricing in your response represents is a 50% percent discount from the MSRP or your published list.

As stated above, due to the size and scope of our product offering along with seven separate brands (companies) offered in this proposal and the discount structures varying by brand, a separate pricing discount file has been provided with this RFP submittal. Please refer to that document.

| 10) The pricing | g offered in this proposal is   |
|-----------------|---|
|                 | a. the same as the Proposer typically offers to an individual municipality, university, or school district.                   |
|                 | b. the same as the Proposer typically offers to GPOs, cooperative procurement organizations or state purchasing departments.  |
|                 | c. better than the Proposer typically offers to GPOs, cooperative procurement organizations, or state purchasing departments. |
|                 | d. other than what the Proposer typically offers (please describe).   |
| 11) Describe a  | ny quantity or volume discounts or rebate programs that you offer.  |
|                 | Volume Pohates (per calendar year):   |

# Volume Rebates (per calendar year):

- 1% rebate \$500,000 - \$999,999 • \$1,000,000 - \$1,499,99 - 2% rebate - 3% rebate \$1,500,000+

12) Propose a method of facilitating "sourced" products or related services, which may be referred to as "open market" items or "nonstandard options". For example, you may supply such items "at cost" or "at cost plus a percentage," or you may supply a quote for each such request.

This service is coordinated by our independent representative/distributor/dealer networks. In the event PlayPower is doing the billing, we simply do a pass through with no markup on these services. Each service can vary due to location, size and scope of work.

13) Identify any total cost of acquisition costs that are NOT included in the pricing submitted with your response. This cost includes all additional charges that are not directly identified as freight or shipping charges. For example, list costs for items like installation, set up, mandatory training, or initial inspection. Identify any parties that impose such costs and their relationship to the Proposer.

Some projects related to our recreation and playground equipment products, accessories and supplies can be material-only procured or more often, a turn-key solution. In the event of a turnkey solution project, sourced work such as installation, curbing, sidewalks, landscaping, and any other types of non-equipment related work could be involved. This service can be coordinated by our independent representative/distributor/dealer networks. In the event PlayPower is doing the billing, we simply do a pass-through with no markup on these services. Each service can vary due to location, size and scope of work. Installation is specifically addressed in the pricing discount schedule which is provided with this RFP submittal.

14) If delivery or shipping is an additional cost to the NJPA Member, describe in detail the complete shipping and delivery program.

Any additional freight cost will be evaluated by PlayPower's shipping department and the best available rate and service will be passed on to the NJ PA member during the quote process.

15) Specifically describe those shipping and delivery programs for Alaska, Hawaii, Canada, or any offshore delivery.

As is the case in the 48 contiguous United States, freight is the responsibility of the NJPA member. Additional freight charges will be evaluated by PlayPower's shipping department and the best available rate and service will be passed on to the NJ PA member during the quote process.

16) Describe any unique distribution and/or delivery methods or options offered in your proposal.

Where it makes sense, we use Intermodal freight transport which involves the transportation of freight in an intermodal container or vehicle, using multiple modes of transportation (rail, truck, ship), without any handling of the freight itself when changing modes. The method reduces cargo handling, and so improves security, reduces damage and loss, and allows freight to be transported faster. Reduced costs over road trucking is the key benefit.

- 17) Please specifically describe any self-audit process or program that you plan to employ to verify compliance with your proposed Contract with NJPA. This process includes ensuring that NJPA Members obtain the proper pricing, that the Vendor reports all sales under the Contract each quarter, and that the Vendor remits the proper administrative fee to NJPA.
  - PlayPower's order entry system has required point and click requirements as it relates to contracts. When an order is entered, the system literally prompts the user with the question "Is this a NJPA project?" and the user is required to answer YES or NO to proceed. The order entry system also checks for minimum discount compliance.
  - All NJPA orders are also reviewed manually for compliance to ensure minimum NJPA pricing discounts and are entered with a NJPA code to ensure proper reporting and administrative fee.
  - In addition, management reviews total amount of NJPA sales for accuracy and in addition, evaluates representatives' performance selling the NJPA contract on an annual basis.
  - NJPA sales tracking is included in PlayPower's corporate budgeting process.
- 18) Identify a proposed administrative fee that you will pay to NJPA for facilitating, managing, and promoting the NJPA Contract in the event that you are awarded a Contract. This fee is typically calculated as a percentage of Vendor's sales under the Contract or as a per-unit fee; it is not a line-item addition to the Member's cost of goods. (See RFP Section 6.29 and following for details.)

We propose a 1% administrative fee for all PlayPower Equipment sold. This is calculated at LIST PRICES and not discounted net sales. In addition, we propose a 1% administrative fee for all open market/turnkey solution products, work and services billed and provided to NJPA members directly from PlayPower or through our independent representative/distributor/dealer network.

# **Industry-Specific Questions**

19) Of the following main categories, identify those in which you provide solutions: playground, recreation, aquatic/beach, and/or ice arena.

Playground equipment, recreation and aquatic/beach

20) If your RFP offering better fits within a sub-category not identified in the preceding question, identify the subcategory using the list provided in the scope section of this RFP (Sec. 3.17.1.1).

PlayPower offers solutions in all categories/sub-categories with the exception of ice arena products

- 21) Rank any subcategories you fit into (c.g., 1-5) based on how strongly you are positioned within each.
  - 1. Playgrounds
  - 2. Shade
  - 3. Outdoor Exercise Equipment
  - 4. Site Amenities & Site Furnishings
  - 5. Recreation
  - 6. Playground Surfacing
  - 7. Bike Racks
  - 8. Aquatic, beach, trail Docks
  - 9. Skate Park
  - 10. Shelters
- 22) Specifically describe any manufacturing processes or material specification-related attributes that differentiate your offering from your competitors.

PlayPower creates state-of-the-art recreation, playground equipment, outdoor fitness, dock systems, contained play systems, shade, benches, tables, etc. utilizing the best in materials and processes. Just a few of our state-of-the-art innovations and features are:

- Versalok® II clamping system makes installation of components a snap. The clamp is made from up to 100% recycled aluminum alloy, and all fastening hardware is stainless steel and tamper-resistant.
- GatorGrip® Miracle's handrails and rungs feature GatorGrip, with a texture that is friendly and reassuring to small hands.
- Flo-Coat® Our state-of-the-art Flo-Coat® steel tubing was developed specifically for children's playground equipment, and is zinc galvanized coated inside and out for superior resistance to abrasions, scratches, salt, and the elements.
- Mira-Cote® All metal components are finished with Mira-Cote- a durable, electrostatically applied, non-toxic, lead-free, polyester powder coating that's available in almost 30 colors.
- Mira-Therm® All decks, steps, ramps, and bridges, as well as a variety of complementary items, are coated with Mira-Therm®, our proprietary brand of polyvinyl chloride (PVC) containing UV stabilizers, color pigments, and flame retardants. Mira-Therm® coated punched steel with folded edges provides quick drainage, with holes too small for fingers.
- Naturtek Our exclusive material is the most realistic natural imitation in the marketplace. It not only looks real, but feels real. That's because we've been able to replicate the actual look and feel of real rocks, trees and stumps. This product is unlike any other.
- Gelefish We've transformed the playground by fusing trend-setting designs with traditional play events that kids love. Gelefish offers a customizable design with countless possibilities of play component configurations delivering more fun-per-foot.
- EZ Dock Flotation Chambers Simply put, our patented flotation design creates stability. When you walk on an EZ Dock, you will immediately notice the difference when compared to other floating docks. Our docks don't just float, they actually enhance steadiness thanks to the compression and suction of the hollow chambers on the underside.
- EZ Dock Connection Couplers EZ Dock's patented connection couplers allow sections to move independently under high-stress conditions, while still providing unified firmness.

Plus, our polyethylene construction provides outstanding modularity, buoyancy, functionality and safety.

- NEOS outdoor electronic playgrounds were the first of its kind introduced in the marketplace. Our fun electronic games inspire kids of all ages to go out and play.
- PlayPod. This innovative service employs Microsoft Tag to provide 24/7 mobile access to useful information for both maintenance professionals and anyone using the equipment. PlayPod delivers a playground ownership experience unmatched in the industry. It provides instant access to individualized installation and maintenance data and customer service links as well as fun play tips. PlayPod is a value-added service that works when users download the free Tag mobile app to a smartphone.
- BIBA Play, our fun-inspired mobile smartphone play application, while fun for kids and caretakers, is a data-capture system which allows NJPA members to capture data about their playgrounds for such things as playground usage habits, like time of day, gender usage, component usage, demographics and really endless other data. This yields big insight for NJPA members regarding information about their playgrounds. No other manufacturers offers this.
- 23) Describe any serviceability attributes that your offered solutions contain. Please indicate which of these attributes are considered "industry-expected attributes" and which you believe are "vendor differentiators."

In coordination with our vast array of local representatives, distributors and dealers, we offer a solution for NJPA members from the design phase of their project all the way through the installation. We always design for no cost to the NJPA member which differentiates us from some other competitors. PlayCreator, our proprietary software that no other manufacturer has, allows us to design for safety and standards. Our representatives manage projects through the construction phase, whether we are coordinating that work or whether it is being coordinated by the NJPA member. Some other manufacturers work on a "supply only" basis and do not offer this. And once the project is complete, our representatives can offer maintenance. In addition, all of our outdoor play representatives and installers are Certified Playground Safety Inspectors (CPSI) and can provide safety inspections for NJPA members for all of their playgrounds, whether they were manufactured by PlayPower or not. We know what NJPA members expect and we have them covered from top to bottom.

Sionature:

Date:

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