

Meeting Date: July 20th 2009

Agenda Item: Approval to Enter into Contract with AT&T Datacom, (Los Angeles, CA), for Network Refresh and Telephone System Replacement, (Culver City RFP 1410); and Waiver of the Competitive Bidding Process for Approval of an Agreement with Celergy Networks Inc. (Carlsbad CA) for Single Mode Fiber Connection Between City Hall and Transportation, Public Works Senior Center, and Modifications in the City's Data Center.

Attachments:

- 1 - Mitel End of Sale Announcement *p.2*
- 2 - RFP Responders *p.9*
- 3 -Vendor evaluation scores *p.10*
- 4 - RFP #14010 and AT&T proposal *p.18*
- 5 - AT&T References *p.112*
- 6 - Network design *p.118*
- 7 - Photos of data center *p.159*
- 8 - Celergy Networks Fiber Replacement & Data Center Modifications Bid *p.160*
- 9 - ATT&T Final Bid *p.171*
- 10 - Merced County Agreement for Public-Private Joint Venture *p.227*



Product Bulletin

Product / Program Bulletin

Title: Mitel SX-2000 LIGHT Portfolio Migration and End of Sale Announcement - USA

Summary:

This product bulletin is a second release of PB20070201 detailing the retirement timeline for the SX-2000 LIGHT portfolio.

This product bulletin is confirming that the 3300 IP Communications Platform (ICP) portfolio will be formally replacing the remaining SX-2000 product portfolio for future new traditional telephony solution sales. The Mitel 3300 Controller offers Mitel customers a more cost-effective solution with more applications and features than the SX-2000 and this bulletin details the planned retirement timeline of the SX-2000 LIGHT portfolio.

Bulletin Number: PB20080056

Business Channels: authorizedPARTNER M US
authorizedPARTNER US
Branch Office US
Distributor US
Exclusive Business Partner M US
Exclusive Business Partner US
Government US

Effective Date: October 1, 2008

Target Market / Opportunity / Positioning

The Mitel® SX-2000® LIGHT was Mitel's core PBX offering for many years. Initially introduced in 1993 the SX-2000 LIGHT replaced the darkware variants of the SX-2000, the SX-2000 VS, S and SG. By introducing a fibre-distributed architecture Mitel led the approach in moving away from the traditional large centralised PBX solution towards the type of resilient distributed architecture that has been realised in today's IP telephony environment. The architectural evolution towards VoIP has inevitably meant that the majority of Mitel solution sales have migrated to the 3300 ICP.

Sales of the SX-2000 LIGHT have continually declined since the release of the 3300 ICP and this is shown below.

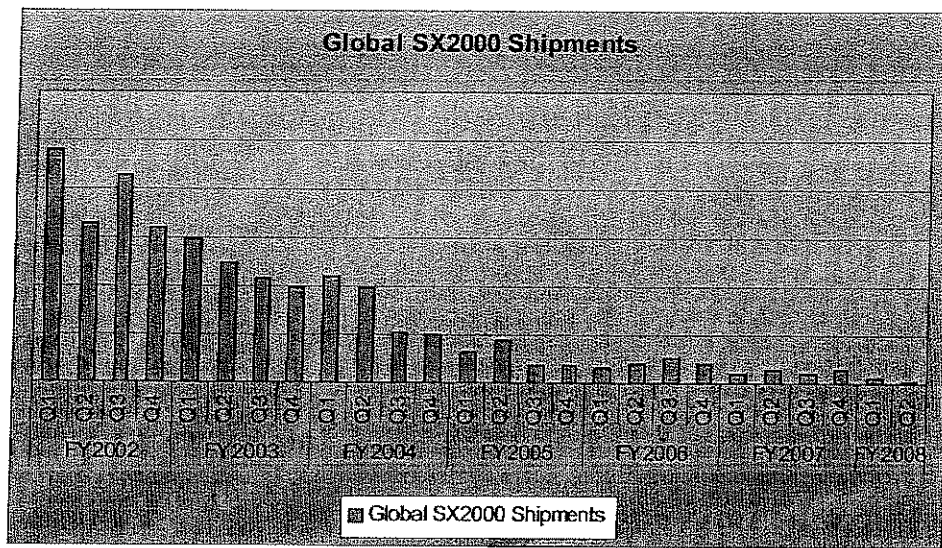


Figure 1

In contrast to the declining SX-2000 LIGHT sales the 3300 ICP has gone from strength to strength with sales of the 3300 ICP having increased between 5 and 7 fold since 2003.

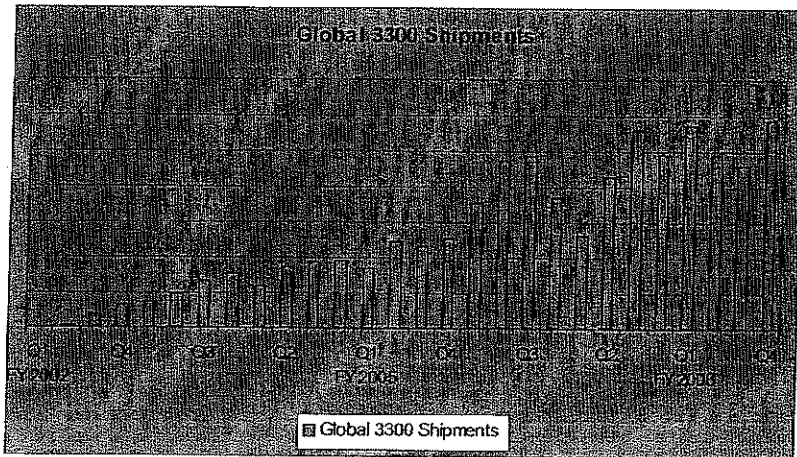


Figure 2

To help illustrate this point further the following chart shows the SX-2000 and 3300 ICP global sales mapped onto the same axis.



Figure 3a

In tandem with a general market shift to IP telephony the 3300 ICP has also seen major technology enhancements that have continually removed the unique selling points that the SX-2000 LIGHT may have held over the 3300 ICP. With the introduction of high-density 3300 Controllers (AX and MXe Server), the ability to cluster multiple controllers together delivering very large conjoined solutions and optional redundant hardware modules has meant that in practice the 3300 ICP has replaced the SX-2000 LIGHT as Mitel's core enterprise business platform.

With this migration option the entire SX-2000 investment is protected while also delivering new high value services across the IP network. By introducing the 3300 ICP as a gateway both systems can be administered from the Mitel Enterprise Manager application and users can be moved across to the new IP solution on a case by case basis. They can keep the same telephone number, speedcalls and key appearances etc. and all the information in the overall solution will remain the same.

SX-2000 End of Sale Timeline

Although this product bulletin is announcing the end of sale for the SX-2000, the timeline for this announcement is spread across many years. The specific part numbers and dates are detailed later in this bulletin; however, this section is designed to give the reader a top level understanding of the timeline.

Date
May 2009
May 2009
May 2010
October 2015

Table 1

Cross-sell / Upsell Opportunities

When offering the 3300 ICP instead of the SX-2000 LIGHT our authorized PARTNERS should remember all of the enhanced applications and services that are available on the 3300 ICP but not the SX-2000. These include:

- Microsoft® OCS 2007 integration
- Mitel Mobile Extension
- Mitel Your Assistant
- Hotdesk users
- Remote ACD users
- Mitel Teleworker Solution
- Quick conferencing
- SIP trunk connectivity
- SIP lineside connectivity
- IP networking
- And many more

These applications offer immensely powerful benefits to our customers and can be used to encourage business process improvement within the end customer business helping to justify the initial capital outlay.

Programs

All global SX-2000 marketing and product programs are affected by this product bulletin.

Demo Kits

All SX-2000 demo kits will be retired on May 1, 2008.

Manufacturer Discontinue / Supercession

Mitel intends to manufacture discontinue the below products, such that they will not be available for purchase as of the date shown.

Purchase orders for the part numbers listed below will not be accepted after midnight on the date shown.

Mitel, either directly or indirectly, will make reasonable efforts to provide spares, new or refurbished, and/or repairs to the hardware components in the field until the date shown. Spare parts will only be available until Mitel stock is depleted.

Part Number	Part Description	Last Order date
50004201	SX-2000 AC Redundant Control Cabinet	May 1st 2009
50004202	SX-2000 DC Redundant Control Cabinet	May 1st 2009
50004203	Peripheral Cabinet 120v AC	May 1st 2009
50004204	Peripheral Cabinet 240v AC	May 1st 2009
50004205	Peripheral Cabinet DC	May 1st 2009
9133-000-xxx-xx	SuperConsole 2000 Software and Telephony Keypad (Light) NA	May 1st 2009
50003375	5550 IP Console / SC2000 Key Label Stickers Intr'l FRU	May 1st 2009
50003370	5550 IP Console / SC2000 Keypad Foot (Set of 2) FRU	May 1st 2009
MC330xx	DNI Line Card	May 1st 2010
MC340xx	LS/GS Trunk Cards	May 1st 2010
MC320xx	ONS Line Cards	May 1st 2010
MC341xx	DID Card	May 1st 2009
MC342xx	E&M Trunk card	May 1st 2009
MC243xx	Circuit Switch Controller	May 1st 2010
MC312xx	Peripheral Switch Controller	May 1st 2010
MC215xx	Main Control Cards	May 1st 2010
MC606xx	Mass Storage Expander	May 1st 2010
MFRD-A-xx	Mitel Feature Software Options	May 1st 2010
MSA-A-xx	Mitel Software Options	May 1st 2010
MSB-A-xx	Mitel Software Options	May 1st 2010
MHCL-A-xx	Mitel Software Options	May 1st 2010
MLCL-A-xx	Mitel Software Options	May 1st 2010
MNRD-A-xx	Mitel Network Resource Dimensions	May 1st 2010
MCP-GB-xx-xx	Mitel Software Options	May 1st 2010
MACL-A-xx	SX-2000 ACD agent software	May 1st 2010
MTCL-A-xx	SX-2000 software connections	May 1st 2010
MAIACL-A-xx	ACD Agent group options	May 1st 2010
MTSP-A-xx	SX-2000 TAPI licences	May 1st 2010
MA225AA	PRI Interface	February 28th 2008
MK062AA	S/W Options Kit LIGHT	May 1st 2010
MK191AA	RSD Upgrade Kit	May 1st 2010
MK192AA	SX-2000 Hard Drive upgrade	May 1st 2010
MM101AA	SX-2000 Alarm Display Unit	May 1st 2010
MP912BB	FD Power Converter DC	May 1st 2010
MP914AA	AC Power Converter (NA)	May 1st 2010
MP914AD	AC Power Converter (UK)	May 1st 2010
9400-300-201-NA	Power Supply DC Control Node	May 1st 2010
9400-300-204-NA	Assembly Power Supply	May 1st 2010
9400-300-306-NA	Hard Disk Drive	May 1st 2010
9420-200-001-BA	DLM 4 cct card Europe	May 1st 2010
9400-300-312-NA	Control Resource Card	May 1st 2010
9400-200-304-BA	Superset Hub Unit	May 1st 2009
9400-200-303-NA	Peripheral Slot FIM Carrier	May 1st 2010
9400-200-400-NA	System ID Module	May 1st 2010
9150-500-395-NA	RSD Drive	May 1st 2010
9150-500-399-NA	Blank RSD Disks (5)	May 1st 2010
9150-500-398-NA	Blank RSD Disk	May 1st 2010
9125-533-060-NA	60 Digital links Max	May 1st 2010

9125-533-040-NA	40 Digital links Max	May 1st 2010
9125-533-020-NA	20 Digital links Max	May 1st 2010
9125-533-008-NA	8 Digital links Max	May 1st 2010
9125-533-007-NA	7 Digital links Max	May 1st 2010
9125-533-006-NA	6 Digital links Max	May 1st 2010
9125-533-005-NA	5 Digital links Max	May 1st 2010
9125-533-004-NA	4 Digital links Max	May 1st 2010
9125-533-003-NA	3 Digital links Max	May 1st 2010
9125-533-002-NA	2 Digital links Max	May 1st 2010
9125-501-005-NA	Remote LAN Access	May 1st 2010
9125-501-004-NA	D Channel Back-up	May 1st 2010
9125-501-003-NA	NFAS	May 1st 2010
9125-501-002-NA	Auto Min/Max	May 1st 2010
9125-501-001-NA	Min/Max	May 1st 2010
9125-100-100-NA	MC3e Ethernet upgrade kit	May 1st 2010
54001139	MSDN Software bundle	May 1st 2010
54001160	MSDN Networking Feature Pkg	May 1st 2010
54000510	Feature Level 3	May 1st 2010
54000450	Feature Level 2	May 1st 2010
54000323	ACD2000 6-350 Agents	May 1st 2010
54000322	ACD2000 6-100 Agents	May 1st 2010
54000321	ACD2000 6-50 Agents	May 1st 2010
54000320	ACD2000 6-25 Agents	May 1st 2010
54000280	Feature Level 1	May 1st 2010
54000094	Suite Services	May 1st 2010
53000990	SX-2000-3300 Network licence	May 1st 2010
53001000	SX-2000-3300 XNET licence	May 1st 2010
53001001	SX-2000-3300 ACD licence	May 1st 2010
52001820	SX-2000 DBase migration kit	May 1st 2010
52001761	SX-2000 IP Enablement Pkg	May 1st 2010
52001760	MicroLIGHT to 3300 Migration	May 1st 2010
52001400	Peripheral Node Expander kit	May 1st 2010
52000000	ACD AMG and SBR pkg	May 1st 2010
50004822	Lightware 34.1	May 1st 2010
50004821	LW34 Rls 1.0 for OPS Mgr	May 1st 2010
50002486	Lightware upgrade image for OPS Mgr to FVS	May 1st 2010
50002485	SX-2000 upg, LW30 2.0 to FVS	May 1st 2010
50005042	SX-2000 Lightware 34 S/W	May 1st 2010
50005121	Lightware 34.2 Operating System	May 1st 2010
50005122	Lightware 34.2 S/W for OPS Manager	May 1st 2010
9125-500-999-NA	SX-2000 Re-licensing fee	May 1st 2010
54000691	Feature Level 4	May 1st 2010
9400-300-308-NA	DSU Slot carrier card	May 1st 2010
9401-000-024-NA	Music on Hold Paging Unit (DNIC)	May 1st 2010
9125-100-106-NA	Peripheral Cabinet Interconnect cable	May 1st 2010
9400-300-312-NA	Control Resource Card	May 1st 2010
52000160	Network Redundant Package	May 1st 2010
52000320	Network Redundant medium package	May 1st 2010
52001141	Network Program LW31/32/33 to LW34 Upgrade	May 1st 2010
52001143	Network Program LW26/27/28 to LW34 Upgrade	May 1st 2010
52000150	Network Program LW29/30 to LW34	May 1st 2010

	Upgrade	
54000150	Network ACD Software Package	May 1st 2010
54000260	Network MNRD 30 Software Bundle	May 1st 2010
54000261	Network MNRD 10 software Bundle	May 1st 2010
54000262	Network MNRD 60 Software Bundle	May 1st 2010
52001142	LW31/32/33 Software Upgrade	May 1st 2010
MK082DA	LW29/30 to LW34 Software Upgrade	May 1st 2010
9148-000-520-NA	OPS NT Rel 6.0 to 6.1 Upgrade	March 1st 2008
9148-000-527-NA	OPS NT Rel 6.1 to 6.11 Upgrade	March 1st 2008
9125-500-000-NA	Kit S/W for upgrades Sx2000	May 1st 2010
MK082BD	SX-2000 H/W upgrade for S/W migration	May 1st 2010
50001856	Triple FIM card	May 1st 2010
9400-300-310-NA	FIM Carrier Card	May 1st 2010
9148-000-025-NA	Network Node Full Management Software package	May 1st 2010
9148-000-038-NA	Remote Node Management package	May 1st 2010

* All repair dates are subject to availability and on a best endeavours basis
Where XX is used this means all variants of that particular part number group

DISCLAIMER: Certain Mitel product within this document may not be available to all Solution Provider levels. To purchase available products, Mitel product certification is required.

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RFP 1410 Responders

Company Name	Proposal Price	Reason for Elimination
AT&T	\$1,200,343.38	Recommended
ATI	\$672,421.72	Eliminated in 2nd round - Score below 80
CDWG	\$1,300,905.01	Eliminated in 3rd round - Didn't make final tier
Encompass Technologies	\$727,077.44	Eliminated 1st round Non City standard manufacturer
Extreme Networks (Data Impressions)	\$41,250.00	Non-responsive bid
Forsythe - Cisco configuration	\$1,641,782.73	Eliminated in 3rd round - Didn't make final tier
Forsythe - Shortel configuration	\$1,275,425.70	Eliminated in 2nd round - Non City standard Manufacturer
Fusion Storm	\$1,089,040.18	Eliminated in 3rd round - Didn't make final tier
Global CTI	\$1,064,388.31	Eliminated 1st round Non City standard manufacturer
Integrated Technology	\$1,450,984.31	Hardware manufacturer bankrupt
Morse Communication - Option 1	\$1,223,894.04	Eliminated 1st round Non City standard manufacturer
Morse Communication - Option 2	\$951,866.34	Eliminated 1st round Non City standard manufacturer
Nexus	\$1,473,001.66	Finalist - Priced beyond budget
Qwest - Option 1	\$1,534,595.57	Finalist - Priced beyond budget
Qwest - Option 2	\$1,822,029.06	Eliminated in 3rd round - Didn't make final tier
Scottel	\$1,071,208.91	Hardware manufacturer bankrupt
SIGMANET w/1year maintenance	\$804,512.04	Eliminated in 3rd round - Didn't make final tier
SIGMANET w/5 years maintenance	\$1,036,800.47	Eliminated in 3rd round - Didn't make final tier
Standard Tel	\$1,019,128.98	Eliminated in 2nd round - Score below 80
Xtelesis	\$1,158,581.42	Eliminated 1st round Non City standard manufacturer

EVALUATION RESULTS - FINAL 4/27

Criteria	Value	AT&T	CDWG	Forsythe Cisco	Fusion Storm	Nexus	Qwest Opt1	Qwest Opt2	Sigmanet 1 Yr. Maint	Sigmanet 5 Yr. Maint.
Proposal Completeness	15%	14.12	14.12	12.35	14.12	15.00	15.00	13.24	14.12	14.12
Certifications	10%	10.00	10.00	10.00	10.00	10.00	10.00	10.00	8.00	8.00
Scopes of Work	20%	18.35	16.13	15.85	17.40	17.50	17.60	18.23	18.43	18.43
Design & Implementation Plan	20%	15.79	17.14	16.29	16.21	17.00	17.32	17.71	16.61	16.61
References	20%	19.00	16.40	9.60	11.80	19.00	16.40	16.40	16.20	16.20
Cost Proposal	15%	13.55	9.93	11.82	10.14	12.88	12.95	12.54	0.00	13.71
Total Score	1	90.80	83.71	75.91	79.67	91.38	89.27	88.11	73.35	87.05

Summary Table

Criteria	Value	AT&T	ATI	CDWG	Encompass	Data Impressions	Forsythe Cisco	Forsythe ShoreTel	Fusion Storm	Global CIT	Integrated Technology	Morse Comm	Morse Comm	Nexus	Qwest Opt1	Qwest Opt2	Scottel	Sigmanet 1 Yr. Maint.	Sigmanet 5 Yr. Maint.	Standard Tel	Xtelsis
Proposal Completeness	15%	14.12	8.82	14.12	12.35	0.00	12.35	10.59	14.12	13.15	0.00	10.59	0.00	15.00	15.00	13.24	0.00	14.12	14.12	8.82	10.59
Certifications	10%	10.00	0.00	10.00	0.00	0.00	10.00	0.00	10.00	0.00	0.00	0.00	0.00	10.00	10.00	10.00	0.00	8.00	8.00	0.00	0.00
Scopes of Work	20%	18.35	0.00	16.13	0.00	0.00	15.85	0.00	17.40	0.00	0.00	0.00	0.00	17.50	17.60	18.23	0.00	18.43	18.43	0.00	0.00
Design & Implementation Plan	20%	15.79	0.00	17.14	0.00	0.00	16.29	0.00	16.21	0.00	0.00	0.00	0.00	17.00	17.32	17.71	0.00	16.61	16.61	0.00	0.00
References	20%	19.00	0.00	16.40	0.00	0.00	9.60	0.00	11.80	0.00	0.00	0.00	0.00	19.00	16.40	16.40	0.00	16.20	16.20	0.00	0.00
Cost Proposal	15%	13.55	0.00	9.93	0.00	0.00	11.82	0.00	10.14	0.00	0.00	0.00	0.00	12.88	12.95	12.54	0.00	0.00	13.71	0.00	0.00
Total Score	100%	90.80	8.82	83.71	12.35	0.00	75.91	10.59	79.67	11.15	0.00	10.59	0.00	91.38	89.27	88.11	0.00	73.35	87.05	8.82	10.59

Eliminated in first round because of manufacturer (Nortel or Enterasys)

Eliminated in second round because Completeness score below 80

Non-standard manufacturer

Criteria	Value	AT&T	ATT	CDWG	Encompass	Data Impressions	Forsythe Cisco	Forsythe ShoreTel	Fusion Storm	Global CIT	Integrated Technology	Morse Comm Out1	Morse Comm Out2	Nexus	Quest Opt1	Quest Opt2	ScotTel	Sigmanet 1 Yr. Maint.	Sigmanet 5 Yr. Maint.	Standard Tel	Xtelsis
Letter of Transmittal		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Executive Summary		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Proposal - All items in RFP SOW		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Design Diagrams & Narrative		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Implementation Plan & Schedule		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Implementation Team Resumes		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Subcontractor Listing		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Vendor Certs Provided		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Engineering Certs Provided		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Sample Configurations VLAN		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Configurations References		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Manufacturer's Data Sheets		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Vendor Processes		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Proposed Maintenance Contract		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Bid Form		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
VLAN Configurations		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Total		16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16
Completeness Score		94%	94%	94%	82%	82%	82%	82%	94%	82%	82%	71%	82%	100%	100%	98%	0%	94%	94%	59%	71%

This table is simply to check proposal completeness. Verify if bidder has responded to each requested item. Do not use this table to grade the quality of the item. Enter a "1" if provided, "0" if not provided.

This table is to grade Vendor and Engineering certifications.

Award a Score of "100" for the maximum level of Vendor Partner Certification. Award a "0" for No Applicable Vendor Certification.

Award a Score of "100" to the vendor with the highest level and highest number of engineering certifications. Rank other vendors with lower scores

Criteria	Value	AT&T	ATT	CDWG	Encompass	Data Impressions	Forsythe Cisco	Forsythe ShoreTel	Fusion Storm	Global CIT	Integrated Technology	Morse Comm On1	Morse Comm On2	Nexus	Quest Opt1	Quest Opt2	Sprintel	Signonet 1 Yr. Maint	Signonet 5 Yr. Maint	Standard Tel	Xcelitas
Vendor Level Certification		100		100			100		100					100	100	100		100	100		
Eng. Internetworking Certification		50		50			50		50					50	50	50		50	50		
Eng. Voice Certification		50		50			50		50					50	50	50		0	0		
Eng. Voicemail & Call Processing Cert.		50		50			50		50					50	50	50		50	50		
Other As Applicable		0		0			0		0					0	0	0		0	0		
Total		250	0	250	0	0	250	0	250	0	0	0	0	250	250	250	0	200	200	0	0
Certifications Score		50%		50%	0%	0%	50%	0%	50%	0%	0%	0%	0%	50%	50%	50%	0%	40%	40%	0%	0%

1

Non-standard manufacturer

This table is to score Scopes of Work responses. Item 2.16.3 requires a proposal addressing each of these items. If proposal does not have a Scope for the category, award "0" points. Award a score of "100" to the most complete, accurate, and specific scopes of work. Penalize scopes of work that appear copied and pasted, or are boilerplate. Award a higher ranking score for obvious original and customized descriptions specific to Culver City project.

Criteria	Value	AT&T	ATI	CDWG	Encompass	Data Impressions	Forsythe Cisco	Forsythe Sharitel	Fusion Storm	Global CIT	Integrated Technology	Morse Comm Opt 1	Morse Comm Opt 2	Nexus	Quest Opt 1	Quest Opt 2	Scotell	Signature 1 Yr. Maint.	Signature 5 Yr. Maint.	Standard Tel	Xtelsis
Voice Communications System		92.5		86.25			93.75		88.75					92.5	96.25	96.25		96.25	96.25		
Voice Messaging System		93.75		90			93.75		93.75					93.75	96.25	96.25		96.25	96.25		
Unified Communications		92.5		88.75			92.5		92.5					93.75	95	95		95	95		
Network Infrastructure Electronics		87.5		88.75			92.5		70					88.75	76.25	93.75		86.25	86.25		
Structured Cabling		93.75		55			27.5		82.5					93.75	92.5	92.5		90	90		
Enhanced 911		96.75		92.5			98.75		98.75					98.75	96.75	98.75		98.75	96.75		
Training		85		56.25			32.5		67.5					38.75	45	58.75		80	80		
Maintenance Services		96.25		85			96.25		96.25					96.25	96.25	96.25		93.75	93.75		
Warranties		87.5		87.5			87.5		87.5					87.5	87.5	87.5		87.5	87.5		
Implementation Services		90		76.25			87.5		92.5					91.25	96.25	96.25		97.5	97.5		
Total		917.5	0	806.25	0	0	791.5	2	870	0	0	0	0	875	880	911.25	0	921.25	921.25	0	0
Scopes Score		91.8%	0%	80.6%	0.0%	0.0%	79.3%	11%	87.0%	0.0%	0.0%	0.0%	0.0%	87.5%	88.0%	91.1%	0.0%	92.1%	92.1%	0%	0.0%

This table is to score vendor's proposed Design & Plans. Section 2.16.4 of the RFP requires each vendor to include a diagram and narrative for each category. Review each design for inclusion and architecture of each category. Penalize "50" points if either a category is not represented in a diagram or narrative. Award "100" points to the best architectural design appropriate to the category. Award "0" points if category is not addressed in vendor design & plan.

Criteria	Value	AT&T	ATI	CDWG	Encompass	Data Impression	Forsythe Cisco	Forsythe ShoreTel	Fusion Storm	Global CIT	Integrated Technology	Morse Comm Out1	Morse Comm Out2	Reous	Qwest Opt1	Qwest Opt2	Scotell	Sigmanet 1 Yr. Maint.	Sigmanet 5 Yr. Maint.	Standard Tel	Xtelists
VoIP Equipment - PBX, Servers, Redundancy		87.5		92.5			81.25		87.5					90	93.75	93.75		87.5	87.5		
Voice Mail Equipment and Software		85		93.75			87.5		85					87.5	93.75	93.75		85	85		
Unified Messaging Equipment and Software		85		93.75			87.5		85					88.75	93.75	93.75		85	85		
Network Equipment, Network Management, WAN		95		90			86.25		76.75					90	82.5	97.5		90	90		
Routing Equipment PSN or Etc equipment		91.25		90			77.5		87.5					90	90	90		90	90		
Survivability Architecture		15		46.25			56.25		50					55	58.75	57.5		50	50		
Enhanced 911 Equipment/Architecture		93.75		93.75			93.75		93.75					93.75	93.75	93.75		93.75	93.75		
Total		552.5	9	800	0	0	570	0	567.5	0	0	0	0	595	606.25	620	0	581.25	581.25	0	0
Design & Plan Score		79%	0%	86%	0%	0%	81%	0%	81%	0%	0%	0%	0%	85%	87%	89%	0%	83%	83%	0%	0%

Non-standard manufacturer

This table is to score the quality and relevance of references. Section 2.16.13 of the RFP requires 5 references from other So. Cal. City Governments. Award a score of "100" for the most similar, relevant, and complete description of reference. Must include phone and email contact, and project start and completion dates to achieve "100" points

Criteria	Value	AT&T	All	CDWG	Encompass	Data Impression	Forsythe Circo	Forsythe ShoreTel	Fusion Storm	Global CIT	Integrated Technology	Morse Comm Opt1	Morse Comm Opt2	Nexus	Qwest Opt1	Qwest Opt2	Scottel	Signalnet 1 Yr. Maint.	Signalnet 5 Yr. Maint.	Standard Tel	Xtelusis
Reference 1		95		90			25		85					100	85	85		100	100		
Reference 2		95		90			25		85					100	85	85		70	70		
Reference 3		95		90			25		85					85	75	75		80	80		
Reference 4		95		60			0		40					100	90	90		75	75		
Reference 5		95		80			0		0					90	75	75		80	80		
Total		475	0	410	0	0	75	0	295	0	0	0	0	475	410	410	0	405	405	0	0
Reference Score		95%	0%	82%	0%	0%	15%	0%	59%	0%	0%	0%	0%	95%	82%	82%	0%	81%	81%	0%	0%

Non-standard manufacturer

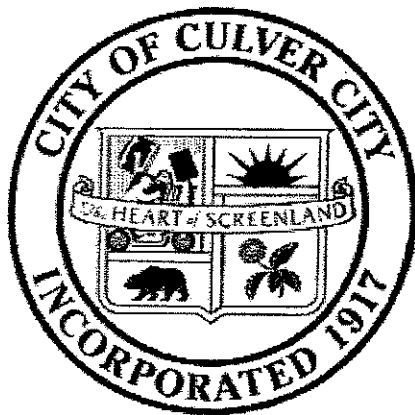
This table is to score the Cost Proposals.
Award "100" points to the lowest cost vendor in each category.

Criteria	V	Alt 1	Alt 2	Alt 3	Alt 4	Alt 5	Alt 6	Alt 7	Alt 8	Alt 9	Alt 10	Alt 11	Alt 12	Alt 13	Alt 14	Alt 15	Alt 16	Alt 17	Alt 18	Alt 19	Alt 20	Alt 21	Alt 22	Alt 23	Alt 24	Alt 25	Alt 26	Alt 27	Alt 28	Alt 29	Alt 30	Alt 31	Alt 32	Alt 33	Alt 34	Alt 35	Alt 36	Alt 37	Alt 38	Alt 39	Alt 40	Alt 41	Alt 42	Alt 43	Alt 44	Alt 45	Alt 46	Alt 47	Alt 48	Alt 49	Alt 50	Alt 51	Alt 52	Alt 53	Alt 54	Alt 55	Alt 56	Alt 57	Alt 58	Alt 59	Alt 60	Alt 61	Alt 62	Alt 63	Alt 64	Alt 65	Alt 66	Alt 67	Alt 68	Alt 69	Alt 70	Alt 71	Alt 72	Alt 73	Alt 74	Alt 75	Alt 76	Alt 77	Alt 78	Alt 79	Alt 80	Alt 81	Alt 82	Alt 83	Alt 84	Alt 85	Alt 86	Alt 87	Alt 88	Alt 89	Alt 90	Alt 91	Alt 92	Alt 93	Alt 94	Alt 95	Alt 96	Alt 97	Alt 98	Alt 99	Alt 100	Alt 101	Alt 102	Alt 103	Alt 104	Alt 105	Alt 106	Alt 107	Alt 108	Alt 109	Alt 110	Alt 111	Alt 112	Alt 113	Alt 114	Alt 115	Alt 116	Alt 117	Alt 118	Alt 119	Alt 120	Alt 121	Alt 122	Alt 123	Alt 124	Alt 125	Alt 126	Alt 127	Alt 128	Alt 129	Alt 130	Alt 131	Alt 132	Alt 133	Alt 134	Alt 135	Alt 136	Alt 137	Alt 138	Alt 139	Alt 140	Alt 141	Alt 142	Alt 143	Alt 144	Alt 145	Alt 146	Alt 147	Alt 148	Alt 149	Alt 150	Alt 151	Alt 152	Alt 153	Alt 154	Alt 155	Alt 156	Alt 157	Alt 158	Alt 159	Alt 160	Alt 161	Alt 162	Alt 163	Alt 164	Alt 165	Alt 166	Alt 167	Alt 168	Alt 169	Alt 170	Alt 171	Alt 172	Alt 173	Alt 174	Alt 175	Alt 176	Alt 177	Alt 178	Alt 179	Alt 180	Alt 181	Alt 182	Alt 183	Alt 184	Alt 185	Alt 186	Alt 187	Alt 188	Alt 189	Alt 190	Alt 191	Alt 192	Alt 193	Alt 194	Alt 195	Alt 196	Alt 197	Alt 198	Alt 199	Alt 200	Alt 201	Alt 202	Alt 203	Alt 204	Alt 205	Alt 206	Alt 207	Alt 208	Alt 209	Alt 210	Alt 211	Alt 212	Alt 213	Alt 214	Alt 215	Alt 216	Alt 217	Alt 218	Alt 219	Alt 220	Alt 221	Alt 222	Alt 223	Alt 224	Alt 225	Alt 226	Alt 227	Alt 228	Alt 229	Alt 230	Alt 231	Alt 232	Alt 233	Alt 234	Alt 235	Alt 236	Alt 237	Alt 238	Alt 239	Alt 240	Alt 241	Alt 242	Alt 243	Alt 244	Alt 245	Alt 246	Alt 247	Alt 248	Alt 249	Alt 250	Alt 251	Alt 252	Alt 253	Alt 254	Alt 255	Alt 256	Alt 257	Alt 258	Alt 259	Alt 260	Alt 261	Alt 262	Alt 263	Alt 264	Alt 265	Alt 266	Alt 267	Alt 268	Alt 269	Alt 270	Alt 271	Alt 272	Alt 273	Alt 274	Alt 275	Alt 276	Alt 277	Alt 278	Alt 279	Alt 280	Alt 281	Alt 282	Alt 283	Alt 284	Alt 285	Alt 286	Alt 287	Alt 288	Alt 289	Alt 290	Alt 291	Alt 292	Alt 293	Alt 294	Alt 295	Alt 296	Alt 297	Alt 298	Alt 299	Alt 300	Alt 301	Alt 302	Alt 303	Alt 304	Alt 305	Alt 306	Alt 307	Alt 308	Alt 309	Alt 310	Alt 311	Alt 312	Alt 313	Alt 314	Alt 315	Alt 316	Alt 317	Alt 318	Alt 319	Alt 320	Alt 321	Alt 322	Alt 323	Alt 324	Alt 325	Alt 326	Alt 327	Alt 328	Alt 329	Alt 330	Alt 331	Alt 332	Alt 333	Alt 334	Alt 335	Alt 336	Alt 337	Alt 338	Alt 339	Alt 340	Alt 341	Alt 342	Alt 343	Alt 344	Alt 345	Alt 346	Alt 347	Alt 348	Alt 349	Alt 350	Alt 351	Alt 352	Alt 353	Alt 354	Alt 355	Alt 356	Alt 357	Alt 358	Alt 359	Alt 360	Alt 361	Alt 362	Alt 363	Alt 364	Alt 365	Alt 366	Alt 367	Alt 368	Alt 369	Alt 370	Alt 371	Alt 372	Alt 373	Alt 374	Alt 375	Alt 376	Alt 377	Alt 378	Alt 379	Alt 380	Alt 381	Alt 382	Alt 383	Alt 384	Alt 385	Alt 386	Alt 387	Alt 388	Alt 389	Alt 390	Alt 391	Alt 392	Alt 393	Alt 394	Alt 395	Alt 396	Alt 397	Alt 398	Alt 399	Alt 400	Alt 401	Alt 402	Alt 403	Alt 404	Alt 405	Alt 406	Alt 407	Alt 408	Alt 409	Alt 410	Alt 411	Alt 412	Alt 413	Alt 414	Alt 415	Alt 416	Alt 417	Alt 418	Alt 419	Alt 420	Alt 421	Alt 422	Alt 423	Alt 424	Alt 425	Alt 426	Alt 427	Alt 428	Alt 429	Alt 430	Alt 431	Alt 432	Alt 433	Alt 434	Alt 435	Alt 436	Alt 437	Alt 438	Alt 439	Alt 440	Alt 441	Alt 442	Alt 443	Alt 444	Alt 445	Alt 446	Alt 447	Alt 448	Alt 449	Alt 450	Alt 451	Alt 452	Alt 453	Alt 454	Alt 455	Alt 456	Alt 457	Alt 458	Alt 459	Alt 460	Alt 461	Alt 462	Alt 463	Alt 464	Alt 465	Alt 466	Alt 467	Alt 468	Alt 469	Alt 470	Alt 471	Alt 472	Alt 473	Alt 474	Alt 475	Alt 476	Alt 477	Alt 478	Alt 479	Alt 480	Alt 481	Alt 482	Alt 483	Alt 484	Alt 485	Alt 486	Alt 487	Alt 488	Alt 489	Alt 490	Alt 491	Alt 492	Alt 493	Alt 494	Alt 495	Alt 496	Alt 497	Alt 498	Alt 499	Alt 500	Alt 501	Alt 502	Alt 503	Alt 504	Alt 505	Alt 506	Alt 507	Alt 508	Alt 509	Alt 510	Alt 511	Alt 512	Alt 513	Alt 514	Alt 515	Alt 516	Alt 517	Alt 518	Alt 519	Alt 520	Alt 521	Alt 522	Alt 523	Alt 524	Alt 525	Alt 526	Alt 527	Alt 528	Alt 529	Alt 530	Alt 531	Alt 532	Alt 533	Alt 534	Alt 535	Alt 536	Alt 537	Alt 538	Alt 539	Alt 540	Alt 541	Alt 542	Alt 543	Alt 544	Alt 545	Alt 546	Alt 547	Alt 548	Alt 549	Alt 550	Alt 551	Alt 552	Alt 553	Alt 554	Alt 555	Alt 556	Alt 557	Alt 558	Alt 559	Alt 560	Alt 561	Alt 562	Alt 563	Alt 564	Alt 565	Alt 566	Alt 567	Alt 568	Alt 569	Alt 570	Alt 571	Alt 572	Alt 573	Alt 574	Alt 575	Alt 576	Alt 577	Alt 578	Alt 579	Alt 580	Alt 581	Alt 582	Alt 583	Alt 584	Alt 585	Alt 586	Alt 587	Alt 588	Alt 589	Alt 590	Alt 591	Alt 592	Alt 593	Alt 594	Alt 595	Alt 596	Alt 597	Alt 598	Alt 599	Alt 600	Alt 601	Alt 602	Alt 603	Alt 604	Alt 605	Alt 606	Alt 607	Alt 608	Alt 609	Alt 610	Alt 611	Alt 612	Alt 613	Alt 614	Alt 615	Alt 616	Alt 617	Alt 618	Alt 619	Alt 620	Alt 621	Alt 622	Alt 623	Alt 624	Alt 625	Alt 626	Alt 627	Alt 628	Alt 629	Alt 630	Alt 631	Alt 632	Alt 633	Alt 634	Alt 635	Alt 636	Alt 637	Alt 638	Alt 639	Alt 640	Alt 641	Alt 642	Alt 643	Alt 644	Alt 645	Alt 646	Alt 647	Alt 648	Alt 649	Alt 650	Alt 651	Alt 652	Alt 653	Alt 654	Alt 655	Alt 656	Alt 657	Alt 658	Alt 659	Alt 660	Alt 661	Alt 662	Alt 663	Alt 664	Alt 665	Alt 666	Alt 667	Alt 668	Alt 669	Alt 670	Alt 671	Alt 672	Alt 673	Alt 674	Alt 675	Alt 676	Alt 677	Alt 678	Alt 679	Alt 680	Alt 681	Alt 682	Alt 683	Alt 684	Alt 685	Alt 686	Alt 687	Alt 688	Alt 689	Alt 690	Alt 691	Alt 692	Alt 693	Alt 694	Alt 695	Alt 696	Alt 697	Alt 698	Alt 699	Alt 700	Alt 701	Alt 702	Alt 703	Alt 704	Alt 705	Alt 706	Alt 707	Alt 708	Alt 709	Alt 710	Alt 711	Alt 712	Alt 713	Alt 714	Alt 715	Alt 716	Alt 717	Alt 718	Alt 719	Alt 720	Alt 721	Alt 722	Alt 723	Alt 724	Alt 725	Alt 726	Alt 727	Alt 728	Alt 729	Alt 730	Alt 731	Alt 732	Alt 733	Alt 734	Alt 735	Alt 736	Alt 737	Alt 738	Alt 739	Alt 740	Alt 741	Alt 742	Alt 743	Alt 744	Alt 745	Alt 746	Alt 747	Alt 748	Alt 749	Alt 750	Alt 751	Alt 752	Alt 753	Alt 754	Alt 755	Alt 756	Alt 757	Alt 758	Alt 759	Alt 760	Alt 761	Alt 762	Alt 763	Alt 764	Alt 765	Alt 766	Alt 767	Alt 768	Alt 769	Alt 770	Alt 771	Alt 772	Alt 773	Alt 774	Alt 775	Alt 776	Alt 777	Alt 778	Alt 779	Alt 780	Alt 781	Alt 782	Alt 783	Alt 784	Alt 785	Alt 786	Alt 787	Alt 788	Alt 789	Alt 790	Alt 791	Alt 792	Alt 793	Alt 794	Alt 795	Alt 796	Alt 797	Alt 798	Alt 799	Alt 800	Alt 801	Alt 802	Alt 803	Alt 804	Alt 805	Alt 806	Alt 807	Alt 808	Alt 809	Alt 810	Alt 811	Alt 812	Alt 813	Alt 814	Alt 815	Alt 816	Alt 817	Alt 818	Alt 819	Alt 820	Alt 821	Alt 822	Alt 823	Alt 824	Alt 825	Alt 826	Alt 827	Alt 828	Alt 829	Alt 830	Alt 831	Alt 832	Alt 833	Alt 834	Alt 835	Alt 836	Alt 837	Alt 838	Alt 839	Alt 840	Alt 841	Alt 842	Alt 843	Alt 844	Alt 845	Alt 846	Alt 847	Alt 848	Alt 849	Alt 850	Alt 851	Alt 852	Alt 853	Alt 854	Alt 855	Alt 856	Alt 857	Alt 858	Alt 859	Alt 860	Alt 861	Alt 862	Alt 863	Alt 864	Alt 865	Alt 866	Alt 867	Alt 868	Alt 869	Alt 870	Alt 871	Alt 872	Alt 873	Alt 874	Alt 875	Alt 876	Alt 877	Alt 878	Alt 879	Alt 880	Alt 881	Alt 882	Alt 883	Alt 884	Alt 885	Alt 886	Alt 887	Alt 888	Alt 889	Alt 890	Alt 891	Alt 892	Alt 893	Alt 894	Alt 895	Alt 896	Alt 897	Alt 898	Alt 899	Alt 900	Alt 901	Alt 902	Alt 903	Alt 904	Alt 905	Alt 906	Alt 907	Alt 908	Alt 909	Alt 910	Alt 911	Alt 912	Alt 913	Alt 914	Alt 915	Alt 916	Alt 917	Alt 918	Alt 919	Alt 920	Alt 921	Alt 922	Alt 923	Alt 924	Alt 925	Alt 926	Alt 927	Alt 928	Alt 929	Alt 930	Alt 931	Alt 932	Alt 933	Alt 934	Alt 935	Alt 936	Alt 937	Alt 938	Alt 939	Alt 940	Alt 941	Alt 942	Alt 943	Alt 944	Alt 945	Alt 946	Alt 947	Alt 948	Alt 949	Alt 950	Alt 951	Alt 952	Alt 953	Alt 954	Alt 955	Alt 956	Alt 957	Alt 958	Alt 959	Alt 960	Alt 961	Alt 962	Alt 963	Alt 964	Alt 965	Alt 966	Alt 967	Alt 968	Alt 969	Alt 970	Alt 971	Alt 972	Alt 973	Alt 974	Alt 975	Alt 976	Alt 977	Alt 978	Alt 979	Alt 980	Alt 981	Alt 982	Alt 983	Alt 984	Alt 985	Alt 986	Alt 987	Alt 988	Alt 989	Alt 990	Alt 991	Alt 992	Alt 993	Alt 994	Alt 995	Alt 996	Alt 997	Alt 998	Alt 999	Alt 1000	Alt 1001	Alt 1002	Alt 1003	Alt 1004	Alt 1005	Alt 1006	Alt 1007	Alt 1008	Alt 1009	Alt 1010	Alt 1011	Alt 1012	Alt 1013	Alt 1014	Alt 1015	Alt 1016	Alt 1017	Alt 1018	Alt 1019	Alt 1020	Alt 1021	Alt 1022	Alt 1023	Alt 1024	Alt 1025	Alt 1026	Alt 1027	Alt 1028	Alt 1029	Alt 1030	Alt 1031	Alt 1032	Alt 1033	Alt 1034	Alt 1035	Alt 1036	Alt 1037	Alt 1038	Alt 1039	Alt 1040	Alt 1041	Alt 1042	Alt 1043	Alt 1044	Alt 1045	Alt 1046	Alt 1047	Alt 1048	Alt 1049	Alt 1050	Alt 1051	Alt 1052	Alt 1053	Alt 1054	Alt 1055	Alt 1056	Alt 1057	Alt 1058	Alt 1059	Alt 1060	Alt 1061	Alt 1062	Alt 1063	Alt 1064	Alt 1065	Alt 1066	Alt 1067	Alt 1068	Alt 1069	Alt 1070	Alt 1071	Alt 1072	Alt 1073	Alt 1074	Alt 1075	Alt 1076	Alt 1077	Alt 1078	Alt 1079	Alt 1080	Alt 1081	Alt 1082	Alt 1083	Alt 1084	Alt 1085	Alt 1086	Alt 1087	Alt 1088	Alt 1089	Alt 1090	Alt 1091	Alt 1092	Alt 1093	Alt 1094	Alt 1095	Alt 1096	Alt 1097	Alt 1098	Alt 1099	Alt 1100	Alt 1101	Alt 1102	Alt 1103	Alt 1104	Alt 1105	Alt 1106	Alt 1107	Alt 1108	Alt 1109	Alt 1110	Alt 1111	Alt 1112	Alt 1113	Alt 1114	Alt 1115	Alt 1116	Alt 1117	Alt 1118	Alt 1119	Alt 1120	Alt 1121	Alt 1122	Alt 1123	Alt 1124	Alt 1125	Alt 1126	Alt 1127	Alt 1128	Alt 1129	Alt 1130	Alt 1131	Alt 1132	Alt 1133	Alt 1134	Alt 1135	Alt 1136	Alt 1137	Alt 1138	Alt 1139	Alt 1140	Alt 1141	Alt 1142	Alt 1143	Alt 1144	Alt 1145	Alt 1146	Alt 1147	Alt 1148	Alt 1149	Alt 1150	Alt 1151	Alt 1152	Alt 1153	Alt 1154	Alt 1155	Alt 1156	Alt 1157	Alt 1158	Alt 1159	Alt 1160	Alt 1161	Alt 1162	Alt 1163	Alt 1164	Alt 1165	Alt 1166	Alt 1167	Alt 1168	Alt 1169	Alt 1170	Alt 1171	Alt 1172	Alt 1173	Alt 1174	Alt 1175	Alt 1176	Alt 1177	Alt 1178	Alt 1179	Alt 1180	Alt 1181	Alt 1182	Alt 1183	Alt 1184	Alt 1185	Alt 1186	Alt 1187	Alt 1188	Alt 1189	Alt 1190	Alt 1191	Alt 1192	Alt 1193	Alt 1194	Alt 1195	Alt 1196	Alt 1197	Alt 1198	Alt 1199	Alt 1200	Alt 1201	Alt 1202	Alt 1203	Alt 1204	Alt 1205	Alt 1206	Alt 1207	Alt 1208	Alt 1209	Alt 1210	Alt 1211	Alt 1212	Alt 1213	Alt 1214	Alt 1215	Alt 1216	Alt 1217	Alt 1218	Alt 1219	Alt 1220	Alt 1221	Alt 1222	Alt 1223	Alt 1224	Alt 1225
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City Of Culver City RFP-1410

REQUEST FOR PROPOSAL FOR THE

**City of Culver City
CALIFORNIA**



**For a
Voice over Internet Protocol
Phone System
Culver City Bid # 1410
January 27, 2009**

RFP Release – January 27, 2009

Mandatory Pre-Proposal Conference & Site Survey – February 17, 2009, 8:30 a.m. Proposal due by
March 19, 2009 at 5:00 p.m.

1. General

1.1. Background

The City of Culver City is located on the west side of Los Angeles near the intersection of the 10 and 405 freeways. It is a Charter City with a City Manager form of government and a 5 member elected City Council. Culver City has an estimated daytime peak population of 250,000. Culver City covers an area of 4.987 square miles. The City is home to Sony Picture Studios and has a mix of film related, light industrial, and corporate businesses in addition to being a bedroom community of West Los Angeles. The Kirk Douglas Theater and Town Plaza downtown area are the centerpieces of the City's continuing redevelopment efforts. Culver City is a full service city with Police, Fire, Public Works, and Transportation departments.

1.2. Objective

The City is looking for a Voice-over Internet Protocol (VoIP) Private Branch Exchange (PBX) Phone System and voice mail system, incorporating full featured Unified Messaging. The selected system will consist of a voice and data network with connections to all the required City sites, VLANs, Quality of Service (QoS) options, connections to the Internet, and connection to the independent Police network. The City wishes to migrate from voice T-1s to PRI and/or SIP trunks as part of this transition and gain the functionality available in areas such as e911 and caller ID. The voice/data network will be built as a secure and easy to administer network with flexibility to grow and be monitored with tools supplied as part of the package.

AT&T Response: As we've done with many other City Government customers in Southern California, we have proposed an end-to-end Cisco Unified Communications system to meet the above-mentioned requests.

Cisco Unified Communications creates a unified workspace by integrating IP communications and collaboration products and applications into a single, unified system. Without unified communications, disparate voice, video, data, and mobility applications cannot live up to their potential and are far less effective than they could be. The result is communications complexity, inefficiency, information overload, and misdirected communications. All of these challenges delay decisions, slow down processes, and reduce productivity across the enterprise.

Cisco Unified Communications helps City Governments contend with communications complexity. It also addresses the growing needs of increasingly mobile workers who now conduct business from their desks and in conference rooms, airports, warehouses, and vehicles. Cisco Unified Communications clears communications roadblocks by:

- Unifying voice, video, data, and mobility applications on both fixed and mobile networks: With rich call control, unified messaging, and unified client software, workers can take their workspace (and all its advanced capabilities) with them wherever they go.
- Enabling more effective communications: With presence and instant messaging, people can check the availability of colleagues, know how and where co-workers wish to be reached, and click-to-communicate in real time.
- Delivering media-rich collaboration: When voice, video, and web conferencing solutions use the power of the integrated network, people can collaborate instantly. They can also easily escalate sessions by adding video to an audio conversation or by adding web conferencing or whiteboarding to an existing audio or video conversation.
- Enabling the creation of business applications: With Cisco service creation platforms,

City Of Culver City RFP-1410

customers and partners can develop innovative rich-media and web applications, making it possible to embed unified communications capabilities into existing business process systems.

1.3. Scope of Work

1.3.1. Voice Communications System (VoIP PBX)

The City seeks a vendor to provide and install a Voice-over Internet Protocol (VoIP) Private Branch Exchange (PBX) Phone System to replace the City's existing telephone system. The implementation will include all necessary equipment and services required to migrate the City, its departments, and remote sites, from the current mixture of PBXs, to a centralized VoIP PBX system based at the City Hall data center.

AT&T Response: As mentioned above, we are recommending an end-to-end Cisco VOIP platform to respond to this RFP. Cisco's Unified Communications Manager is an enterprise-class IP telephony call-processing system that provides traditional telephony features as well as advanced capabilities, such as mobility, presence, preference, and rich conferencing services. This powerful call processing solution can help:

- Simplify your voice systems by replacing old PBX (private branch exchange) and key systems with unified communications, you can cut costs and dramatically streamline provisioning and maintenance.
- Build productivity with feature-rich unified communications that help workers spend less time chasing people, and more time being productive.
- Enable mobility with software that has embedded unified mobility capabilities so mobile workers can remain productive wherever they are.
- Improve collaboration with a click; start an IM session, initiate a phone call, and establish a videoconferencing call more easily.

Cisco Unified Communications Manager creates a unified workspace that supports a full range of communications features and applications with a solution that is highly:

- Scalable: Each Cisco Unified Communications Manager cluster can support up to 30,000 users.
- Distributable: For scalability, redundancy, and load balancing.
- Available: Support business continuity and improve collaboration with high availability that provides a foundation for multiple levels of server redundancy and survivability.

1.3.2. Voice Messaging System (Voice Mail)

The VoIP Phone system will include an integrated Voice Messaging System (VoiceMail) component. The vendor will provide and install the voicemail system as an integral part of the overall VoIP Phone System. The voicemail system shall provide Automated Call Director functionality and other call management and navigation services.

AT&T Response: As part of the Cisco Unified Communications platform mentioned above, we're also recommending Cisco's Unity Connection platform as part of this Proposal. Cisco Unity Connection is a feature-rich voice messaging platform based on the same Linux operating system as Cisco Unified Communications Manager. Cisco Unity Connection users can access voice messages using Cisco Unified Personal Communicator and view, search, sort, and play messages on a Cisco Unified IP Phone display. Cisco Unity Connection also provides comprehensive automated-attendant functions, including intelligent call routing and

City Of Culver City RFP-1410

easily customizable call screen and message notification options.

1.3.3. Unified Communications

The VoIP Phone system will provide Unified Communications functionality. The vendor shall provide and implement the servers and software to provide integration with the City's current Microsoft Exchange/Outlook messaging platform.

AT&T Response: AT&T understands and shall comply with the above-mentioned request. Not only is AT&T Datacomm Cisco's #1 partner in Southern California and the US, but we've implemented Cisco Unified Communications systems in more local City Government settings than any other Cisco Partner. Furthermore, we have more **local** CCIE-level engineers ready to assist with this project, which means the City can rest assured that the system will be installed correctly, on-time, and under budget!

1.3.4. Network Infrastructure Electronics

The VoIP Phone system will likely require the upgrade and/or installation of new/additional network switching and routing equipment. The vendor will be responsible to survey the City's current inventory on Network Infrastructure Electronics including: switches, routers, and related UPS devices.

AT&T Response: AT&T will execute an IPT assessment for additional discovery as required. The following outlines AT&T's methodology for execution of the readiness assessment. Please note that AT&T will not "assess" the implementation of new equipment and focus more on transport or any legacy components that will not be replaced that will carry IPT traffic. Four main phases occur as part of the IPT assessment:

- Pre-Assessment Questionnaire
- Information Discovery
- Analysis of Discovered Information
- Gap Analysis and Recommendations

Pre-Assessment Questionnaire

The City will receive a pre-assessment questionnaire requesting the information necessary to begin the analysis prior to beginning of work. The questionnaire outlines the information required at the beginning of the engagement to ensure timely project success. The information includes network devices and facilities to be assessed as well as access information (e.g. SNMP strings).

Information Discovery

The discovery phase of the study includes gathering information about the network itself, current and future requirements, operational organizations, methods and tools, and the customer's vendor and carrier partners. Discovery is enabled through interaction with knowledgeable IT staff along with automated and manual interrogation of network elements. Specific functional, performance, and related economic issues are identified.

Data Targeted for Collection

A network assessment is based upon both manual information collection and employing multiple tools to automate the capturing of data. The following information is captured for elements not being replaced:

- Current data and voice network topology maps for the locations, and physical diagrams for cabling and power:

City Of Culver City RFP-1410

- Addressing schemes
 - Logical and physical connectivity
- Hardware resiliency and redundancy capability
 - Network links and link diversity
 - Network services resiliency
- System configuration (memory, CPU processes, buffers, interface queues, OS version, firmware versions).
- Protocol configuration (protocols bridged and routed, routing protocols in use and configuration parameters, tunnels, network address translations).
- Voice network traffic information. Utilization information from PBXs and carriers, where applicable. Performance statistics typically include CPU usage and busy hour traffic loads. In some instances, call accounting data may be collected.
- PBX, key system and voicemail information. Quantity, composition and location of voice customer premise equipment (CPE) and software features are collected.
- Voicemail configuration, as applicable.
- End user application characteristics, if applicable.
- Access arrangements with local exchange carriers and inter-exchange carriers.
- Existing data network performance, capacity, scalability, quality of service (QoS) capability and reliability:
 - IP addressing scheme
 - Device average and peak
 - CPU average and peak memory
 - Peak back-plane utilization
 - Average link utilization
 - Peak link utilization
 - Peak queue depth
 - Buffer failures
- Voice infrastructure requirements
- Geographical needs in terms of access and core infrastructure capability
- Traffic loads
- Growth patterns
- Network performance, capacity, and reliability requirements
 - Service level requirements and access mechanisms

Deploy Analysis Tools

The AT&T Consulting consultant, at a time agreed upon with The City, arrives at the site with several network analysis tools. These tools will be connected to Ethernet ports designated by The City, and configured with the IP address assigned by The City. The analysis tools will be left for the duration of the data-gathering phase. While automated tools for voice data gathering are limited, configuration and performance data will be collected with best available means.

Enable SNMP

Where there is equipment in the device set which are capable of supporting simple network management protocol (SNMP) management but not currently enabled for SNMP management, AT&T will attempt to enable SNMP management. Where Telnet access to such devices is supported, AT&T enables SNMP remotely. Where no remote access to these devices is possible, AT&T requires the guided assistance of an on-site technical resource

City Of Culver City RFP-1410

from the client. If we are unable to implement SNMP on a specific device, this can reduce the level of analysis that can be given on this device.

Initial Topology Discovery via SNMP

Once SNMP is enabled on as many devices in the device set as possible, a topology discovery process is initiated, which uses Ping and SNMP querying of devices, including router address resolution protocol (ARP) tables and route information, to determine the existence and connectedness of the network devices. The device set is used to seed this process.

Device Configuration

The members of the device set are then individually queried for their specific configuration details. This may be by SNMP and/or telnet, depending on the capability of each device.

Performance Statistics Gathering

The SNMP polling agent is then used to gather basic performance statistics from the members of the device set. The agent polls at intervals of fifteen minutes over a period of up to five (5) business days. This information is used for capacity planning and to identify any issues that may affect voice quality.

Removal of Tools

At the conclusion of data collection, the AT&T consultant removes the analysis tools, and ensures that any modifications made to the network during the analysis are reversed.

Review Client Supplied Technical Requirements Documentation

Not all important information, such as relevant business metrics, can be obtained automatically. The documentation supplied by The City should include much of the above information. No facilities are included for the automatic discovery of legacy voice network topology. Client provided documentation is used for analysis and to validate the information provided in the Site Pre-Assessment form. A traditional voice topology map with call pattern / trunking analysis is created when sufficient information is made available to AT&T.

Analyze Information

Information obtained during discovery from various sources and formats is organized into a cohesive statement of network requirements, current gaps and future needs. This activity consolidates each area into a single document. The activity includes identifying risks, prioritizing action items, and summarizing the assessment results. AT&T interacts with staff to understand the layout for LAN/WAN voice and data services and to qualify IPT requirements. The results of the assessment are studied. Some of the topics reviewed include:

- Access lists (data packet filters, routing packet filters, system access filters).
- Delay characteristics and total "delay budget" implications for real-time network applications.
- WAN-based voice over IP design issues and appropriateness for real-time voice traffic.
- Hardware quality-of-service readiness to support multi-media traffic and real-time quality policies.
- Network scalability and resiliency and whether it will support growth and availability expectations.

City Of Culver City RFP-1410

- Project-specific parameters (where specific performance or configuration issues have been highlighted to AT&T).

Gap Analysis and Recommendations

A gap analysis that specifically identifies areas of remediation is developed by comparing the current state to the desirable target architecture articulated in the RFP reply. The network readiness assessment and gap analysis details the following:

- Physical inventory of devices included in the audit, and any additional devices found during the topology discovery phase of the audit, along with sub-networks and trunks interconnecting them. The audit will include the following information, for each site:
 - Identification of each site and network configuration
 - Voice and data station counts and capabilities/features
 - Voice application descriptions
 - LAN environment: Device inventory, software levels, interfaces and logical addressing
- Documentation of the logical data network environment including addressing, routing, gateways, and performance data collected during the data collection phase of this project. Logical IP Topology maps based on AT&T topology generation tool is included. These document the logical connectivity between devices.
- Documentation of the current telephony and voicemail environments.
- An analysis of call patterns, trunking requirements, and voice and data integration issues associated with the campus if such information is made available to AT&T.
- Performance data – SNMP-derived data on data network performance. Detailed assessment of delay, interfaces, and WAN circuits as it relates to acceptable quality of service support for CUCS technologies. Where network hardware or transport will not support voice satisfactorily, alternatives will be identified.
- Identification of integration issues for implementing QoS. In particular, many voice-specific issues may represent new data network requirements, which may require modifications in equipment and design of the existing data network.
- The impact of these requirements on the current network and predictive analysis of their future effects are the principal objectives of this assessment.
- Routing Protocol and scalability/reliability: choice of routing protocol, static routes, connectedness, route summarization, protocol parameters.
- An overview of hardware requirements, if any.

1.3.5. Structured Cabling

To support additional phone locations and/or to support cabling performance requirements, additional structured cabling, and telecommunications infrastructure equipment may be required. The vendor will be responsible for surveying City facilities and recommending and/or providing facilities modifications and structured cabling systems.

AT&T Response: AT&T understands and shall comply with the above-mentioned requirement. Based on the information we've been provided through this RFP process, we have included a small amount of horizontal cabling upgrades for both the Fire Stations and the Police Department facilities. However, should additional necessary cabling work be discovered as a result of our initial assessments, these services will be provided at an additional charge.

1.3.6. Enhanced 911

The vendor shall include the planning, coordination, equipment and software to fully implement e911 services between the City and the LEC.

AT&T Response: AT&T understands and shall comply with the above-mentioned requirement. AT&T is the world's largest telecommunications provider, and we have more experience than anyone in the area of implementing customized E911 services for City Government customers.

1.3.7. Training

The vendor shall include a comprehensive training program for two (2) City staff members. The training shall include all fundamental training modules for PBX and voicemail MACs, system maintenance, and operations.

AT&T Response: There are multiple types of training AT&T will provide. Each training vehicle has a target audience and a very specific goal.

End-user Training- The goal of end-user training is to prepare attendees for phone and voicemail replacement. For most users, this is not a major change. It is a simple matter of learning how to do basic telephony tasks such as transferring, conferencing, parking and placing calls. Computer based training for TS and UMS will also be made available to all end-users. The classes will average approximately 1 hour in length and 30 people in each class and provide the user a good understanding on how to use his or her phone.

Computer based training- AT&T can provide end-user computer-based training from VoIP Trainer upon request.

Cisco Certified Training – The goal of Cisco certified training is to thoroughly train various members of the data and telecom support staff on CUCM and Unity. It is assumed that appropriate City staff will take Cisco certified training. This instructor-led training will provide the foundation of City-specific training. AT&T will gladly provide a list of training that should be considered by The City.

Knowledge Transfers – The goal of knowledge transfers is to make data and telecom staff more aware of the components that comprise the Unified Communications solution. These components include:

- Equipment Setup
- Installation of O/S and Applications
- Baseline Configurations
- Installation and Maintenance
- Security Implementation
- Call Manager Database Configurations
- Unity Configurations
- Emergency Responder Configurations

This training will be done throughout all phases in an ad-hoc fashion allowing the staff to observe the AT&T engineers. AT&T engineers are aware and cognizant that it is the goal of the City to learn as much about the deployment as possible while the system is being implemented. A total of no more than 4 people will be trained in this manner.

City Of Culver City RFP-1410

Administrator Training – The goal of administrator training is for City support staff to learn the day to day operational and management components of the Unified Communications solution. This includes training on CUCM, gateways, Unity, wireless, data networking as it relates to the administration, installation and maintenance and security implementation.

This type of data networking training will be conducted in a workshop format by utilizing the as-built documentation and other documentation that was created for this project so that City system administrators will have a firm grasp of the intricacies of its' final network topology. Classes will be onsite and be no more than 4 people.

1.3.8. Maintenance Services

In addition, the vendor shall include a maintenance services plan that will provide the City with maintenance troubleshooting and escalation support on an on-going basis.

AT&T Response: AT&T has included both Cisco SMARTnet and Unified Communications Software Subscription (UCSS) services, which are intended to address the maintenance troubleshooting and escalations support described above. Summaries of these services have been provided below, and please refer to the *Maintenance Options* section of this Proposal for additional information.

Cisco SMARTnet Service is an award-winning technical support service that offers direct, anytime access to Cisco engineers and an extensive range of technical resources. SMARTnet delivers rapid issue resolution, flexible device-by-device coverage, and premium service options to help maximize operational efficiency:

- Around-the-clock, global access to the Cisco Technical Assistance Center (TAC)
- Access to the extensive Cisco.com knowledgebase and tools
- Next-business-day advance hardware replacement (premium options available for business-critical devices, such as 2-hour replacement and onsite parts replacement and installation)
- Ongoing operating system software updates and upgrades
- Cisco OS software support to extend the life of Cisco devices with improved security, increased performance, bandwidth management, new protocol support, and greater interoperability
- Proactive diagnostics and real-time alerts on select devices with Smart Call Home

Cisco Unified Communications Software Subscription (UCSS) can help you increase your Cisco Unified Communications business value and return on investment through an economical approach to upgrading to new Cisco technology, offering the following benefits:

- Keeps pace with new software product features and capabilities with major upgrades
- Improves ability to predict and plan IP communications budgets over multiple years
- Complements Cisco Unified Communications Operate Services

1.3.9. Warranties

The vendor shall include all necessary manufacturer's warranties and recurring maintenance contracts.

AT&T Response: All products and services provided in this Proposal include a minimum of a 90-day warranty, and many components actually include a lifetime warranty. In addition, AT&T has supplemented these warranties with the combination of Cisco SMARTnet and UCSS services described in section 1.3.8, above. Additional information may be found in

City Of Culver City RFP-1410

the *Maintenance Options* section of this Proposal.

1.3.10. Implementation Services

The vendor is responsible to provide a "turn-key" solution for the VoIP Phone system. The vendor is responsible to understand the City's technical and business environment and make all necessary recommendations, and modifications as necessary to insure the successful implementation and handover of the VoIP Phone system.

The vendor is responsible to provide a Project Manager, whom will work directly with City designated staff for as primary liaison for technical requirements. It is the City's intent to take-over moves, adds, and changes, and operations of the VoIP Phone system, while contracting for maintenance and escalation support with the vendor.

Implementation tasks may include, but are not limited to:

- System analysis and Site Surveys of current networking equipment and power availability
- System architecture design
- Network Upgrade planning and communications
- Dial-plan development
- Structured Cabling and supporting Telecommunications Infrastructures
- System Survivability plan (Business Continuity and Disaster Recovery)
- Telecommunications Services requirements and coordination (PSTN)
- Automated Call Director (ACD) analysis, planning and implementation
- Unified Messaging planning and implementation
- Enhanced 911 coordination, planning and implementation
- Systems Implementation Plan and Resource Plan
- Weekly Status Reporting and Risk Plan
- Systems Documentation
- Knowledge Transfer & Training
- Maintenance and Escalation Support.

AT&T Response: AT&T has read and understands 1.3.10 and all components of the above will be included as part of implementation services. The following is the standard set of AT&T documentation:

- **Project Plan:** AT&T and The City of Culver City will jointly develop and agree to a project plan that will, at a minimum, identify milestones, deliverable dates, responsible party(ies) and any predecessor activities. This plan will be maintained throughout the engagement.
- **Engagement Definition Agreement:** An EDA will be developed early on in the engagement to establish a mutually agreeable working arrangement. This agreement will also document all procedures required by The City (e.g., status report submission, security practices and standard working hours).
- **Status Reports:** A status report will be provided weekly and reviewed in the status review meeting.
- **Budget Tracking Report:** This report will be provided weekly to the City SPOC showing the AT&T expenditures to date and the amount of budget remaining.
- **Status Meetings:** The initial expectation is that they will be held weekly although the timing may be adjusted based on the needs of the engagement
- **Project Notebook:** A Project Notebook will be maintained throughout this engagement and will be available for review by named individuals of the City. The Project Notebook will contain: a signed copy of this SOW and all Change Orders; the

City Of Culver City RFP-1410

Project Plan, all Status Reports; research; deliverables; and engagement documentation. The Project Notebook will be reviewed periodically at Status Meetings and delivered to the City SPOC at the conclusion of this engagement.

- Project management and technical oversight.: Coordination and oversight of all technical elements of the project with an engagement manager, project manager and technical lead.
- Final Design and As-built documentation.
- Documentation of project parameters
- Functional requirements
- Feature set specification
- Site readiness checklist
- Dial Plan Design and Configuration that conforms to The City's current dial plan
- Network Design Diagrams illustrating the logical layout of the IPT infrastructure, including physical components and logical connectivity
- As-Built documentation of the CUCM/Unity Integrated Architecture
- Addressing
- Network design diagrams
- Configuration captures
- List of registered users and devices
- Extensions list
- Troubleshooting resources
- Dial Plan Report
- Migration plan
- Integration of migration planning into the project plan; outline of steps required to convert or upgrade each site type.
- IPT environment implementation and migration.
 - IP Telephony Preparation
 - Receive and inventory product at the client site
 - Assemble devices per the implementation plan
 - Load software configuration and test products per the implementation plan
 - IP Telephony Implementation. Installation of components including:
 - Coordinate change control requests
 - QoS configuration on Cisco Routing and Switching infrastructure
 - CUCM Publisher and Subscriber systems
 - Cisco Unity Voicemail system
 - Digital and Analog gateways
 - Firmware and IOS upgrades on all applicable devices
 - PSTN Connectivity
 - Configuration of components including:
 - User and device registration
 - Lines, extensions, and IP Phone configuration
 - Creation of Partitions, Calling Search Spaces, and Class of Service
 - Route patterns
 - Interface and dial-peers configuration on Cisco IOS devices
 - Test plan and certification check-off.
- A report generated by ClarusIPC showing that the actual environment matches the intended design. A final certification checklist document for use by the City. Testing

City Of Culver City RFP-1410

includes the following:

- Testing of Class of Service
- Internal calls using 4 digit dialing
- Conform to the City's 7 digit dial plan
- Local Area Code dialing
- 1+ and International dialing
- Emergency 911 dialing
- Voice mail functionality
- Call quality including latency, jitter, and echo
- Call forwarding, call park, busy roll-over, etc.
- Speed dialing, ad-hoc and meet-me conferencing
- Failover testing of redundant components
- Document post-implementation testing results
- Executive presentation: A two-hour presentation that will be conducted at the end of the project and will outline the project milestones, evolution and completion criteria to the appropriate executive leadership.

1.4. Current Environment

- 1.4.1. The City of Culver City (City/ the City) is currently utilizing voice originally installed in 1995 and data systems installed from 1998 through 2003. Due to the age of the systems and the advent of Voice over Internet Protocol (VoIP/VOIP) technology the City has determined it will move forward with a replacement of the existing systems. The City seeks a complete phone and voice mail system and the data network solution to support it.
- 1.4.2. The City currently uses 4 Mitel PBX's based on TDM technology interconnected to 2 VoIP based PBX's. An Octel voicemail system supports all City sites. The City currently uses voice T-1s and dual data T-1s for the Internet. The City is a Microsoft based network with Windows 2003/2008 server, Exchange 2003/2007, and Office 2003/2007
- 1.4.3. Reference Appendix A – Voice and Data Systems by Site.
- 1.4.4. The City Hall Data Center is the primary point of connection to all City sites. The City's telecommunications infrastructure is built around a fiber optic network extending to all major City sites. Internal building risers are typically fiber optic. Copper connections extend from the data feed closets to the desktop computers or telephone locations in the office areas. Communications wiring is mixed consisting of:
 - Single mode fiber to City Fire Stations 2 & 3 converted to multi-mode to connect to the Data Center.
 - Multi-mode fiber to all other major locations and internal data feed (IDF) closets within buildings at those locations.
 - Category 5 or 5E copper cabling from the IDF closets to the desktops. Category 3 (majority) or 5 copper to telephone locations.
 - Off Premise Exchange (OPX) lines extend to a few locations which are not serviced by the City's fiber optic network.

2. Instructions to Vendor

City Of Culver City RFP-1410

- 2.1. The proposal must be submitted in accordance with the instructions contained herein.

AT&T Response: AT&T understands and has complied.

- 2.2. Proposers are cautioned that proposals, which do not follow the form required by this RFP, will be subject to rejection without review. However, Bidders may include any additional material they wish. Additional material pertinent to a response item should reference the item.

AT&T Response: AT&T understands and has complied.

- 2.3. The Bidder shall submit their response to the RFP in sealed package. Response will include one original and 3 complete copies (four sets) plus one electronic copy (CD's with MS Excel and Word files. No PDF's except for technical manuals or brochures). The package shall be clearly marked stating the Bidder's Name, THE CITY OF CULVER CITY, VoIP System RFP-1410.

AT&T Response: AT&T understands and has complied.

- 2.4. Bidder shall not modify the RFP or change the terms of the RFP.

AT&T Response: AT&T understands and has complied.

- 2.5. The proposal must address all items detailed in the section Performance Requirements. If the vendor's solution does not comply with the performance requirements, an explanation of compatibility must be provided.

AT&T Response: AT&T understands and has complied.

- 2.6. A Mandatory Pre-proposal conference will be held at 8:30 a.m. PST on February 17, 2009 in the City Hall Council Chambers. Following the Mandatory Pre-Proposal conference a site walk will be conducted. All Bidders intending to submit a proposal must attend. Failure to attend the conference and site survey will disqualify a Bidder from further consideration. The City will begin the pre-proposal conference promptly at 8:30 a.m. PST. Traffic in the area is extremely variable and attendees should therefore allow sufficient time. Sign in will be available once the conference has begun.

AT&T Response: AT&T understands and has complied.

- 2.7. Before 5:00 p.m. PST, March 19, 2009, the proposal must be submitted to the Office of the City Clerk of the City of Culver City:

City of Culver City
Attn: City Clerk's Office
RFP 1410 VOIP System
9770 Culver Boulevard
Culver City, CA 90232

Note – Postmarks are NOT sufficient. The proposal must be received by the City Clerk's Office by 5:00 p.m. PST on March 19, 2009.

AT&T Response: AT&T understands and has complied.

- 2.8. Schedule

The following dates and events will be used for this RFP process. In the event that the City

City Of Culver City RFP-1410

determines that more than one proposal appears qualifying a Best and Final Offer (BAFO) process of refinement and clarification will be used to determine which proposer will be selected.

EVENT	DATES
Release RFP	January 27, 2009
Mandatory Vendor Meeting and Site Walk	8:30 AM February 17, 2009
Interim Questions Cutoff Date	5:00 PM; February 24, 2009
Response to Interim Questions	By March 4, 2009
Proposal Closing Date	At 5:00 PM; March 19, 2009

Select BAFO Finalists (If necessary)	TBD based on # of responses
Start BAFO Meetings (If necessary)	TBD
End BAFO Meetings (If necessary)	TBD
BAFO Proposal Closing Date (If necessary)	TBD
Contract Awarded	TBD
Start Implementation Meetings	TBD
Begin Hardware Delivery and Installation	TBD
Begin Acceptance Testing and Punch List	TBD
Conclude Acceptance and Punch List	TBD
First Day in Service	TBD

2.9. Questions must be submitted by email and be directed to:

David Leuck – Technical Services Manager
david.leuck@culvercity.org

The City will provide a complete listing of all questions and answers to by March 4, 2009.

2.10. Vendor shall certify that it is a Manufacturer Authorized Channel Partner as of the date of the

City Of Culver City RFP-1410

submission of their offer, and that it has the certification/specialization level required by Manufacturer to support the product sale, product pricing, and installation, in accordance with the applicable Manufacturer certification/specialization requirements.

AT&T Response: AT&T is a Gold Certified Partner of Cisco's, and has procured and implemented more Cisco Unified Communications solutions in Southern California and throughout the United States than any other Cisco Value Added Reseller (VAR). In fact, **AT&T has transacted approximately 40% of Cisco's business in Southern California**, thus proving Our status as Cisco's most valued and leveraged partner in the area.

Many of Our certifications and specializations are listed below:

- Advanced Data Center Networking Infrastructure
- Advanced Data Center Storage Networking
- Advanced Routing & Switching
- Advanced Security
- Advanced Unified Communications
- Advanced Wireless LAN
- Master UC Specialization
- Advanced Cisco TelePresence
- Customer Voice Portal
- Network Hosted Storage
- Outdoor Wireless Mesh
- Unified Contact Center Enterprise
- Managed Services Partner

In addition, AT&T has more local and State Government reference customers than anyone else. Please find Our comprehensive list of City Government, and Education Customer Reference List, in the "Why AT&T-Cisco?" section of this Proposal.

- 2.11. Unless otherwise specified, Vendor shall warrant that the products are new, in their original box. The Vendor confirms to have sourced all Manufacturer products submitted in this offer from Manufacturer or through Authorized Channels only in accordance with all applicable laws and policies at the time of purchase.

AT&T Response: AT&T understands and has complied.

- 2.12. Vendor shall provide City with a copy of the End User license agreement, and shall warrant that all Manufacturer software is licensed originally to City as the original licensee authorized to use the Manufacturer Software.

AT&T Response: AT&T understands and has complied. Please find a copy of Cisco's End User Licensing Agreement, located in the "Why AT&T-Cisco?" section of this Proposal.

- 2.13. In the event there are questions pertaining to the validity of the Manufacturer products. City reserves the right to verify the origin of the Manufacturer products with the manufacturer. In the event the Manufacturer Products have been acquired from un-authorized channels, City further reserves the right to reject the Vendor bid and/or return the products for a full refund.

AT&T Response: AT&T understands and has complied.

- 2.14. By submitting a proposal the Bidder affirms that the Bidder is familiar with all the terms and conditions of this RFP and is sufficiently informed in all matters affecting the performance of

City Of Culver City RFP-1410

the work and provisions of labor, supplies, material, equipment and facilities called for in this RFP. Additionally, the Bidder affirms that the Proposal has been checked for errors and omissions and that all information provided is correct and complete.

AT&T Response: AT&T Datacomm understands and has complied. Pacific Bell Telephone Company dba AT&T Datacomm will provide the products and services proposed hereunder pursuant to the terms and conditions contained in the Fast Open Contracts Utilization Services ("FOCUS") Contract between AT&T Datacomm and the County of Merced, a political subdivision of the State of California. A copy of the FOCUS terms and conditions is available from the County of Merced, or will be provided upon request by AT&T Datacomm. The FOCUS Contract is incorporated herein by reference as part of this proposal and as though set forth in full herein. The products and services proposed hereunder shall be provided solely pursuant to the rates, charges, terms and conditions contained in the FOCUS Agreement.

Lastly, for the prices bid AT&T will provide the equipment and services listed in its response. Any additional equipment or services desired by the City, or equipment and services needed as a result of a pre-implementation assessment, will be provided by mutual agreement at additional charge.

- 2.15. No oral, telephonic or telegraphic Proposal or modification of Proposal will be considered.
AT&T Response: AT&T understands and has complied.

- 2.16. Submittals
Proposers are required to submit the following with their proposal:

- 2.16.1. A letter of transmittal.
AT&T Response: AT&T understands and has complied.

- 2.16.2. An executive summary.
AT&T Response: AT&T understands and has complied.

- 2.16.3. Proposal addressing all items in Scope of Work - All proposals shall be signed in ink by the President, Chief Executive Officer, or individual authorized to act on behalf of the Company, with current Power of Attorney if applicable.
AT&T Response: AT&T understands and has complied.

- 2.16.4. Systems Architecture Design Diagrams and Narrative
The vendor shall include a complete system architecture design. Diagrams shall be no larger than 11"x17". Diagrams shall depict logical system architecture including VoIP PBX equipment, voicemail equipment, unified messaging equipment, network equipment, network management, WAN and routing equipment, connectivity to PSTN or LEC equipment, survivability architecture, and e911 equipment. System Architecture Designs shall be accompanied by design narratives detailing the type and relationship of equipment and systems.

AT&T Response: AT&T understands and has complied. Please find out Architecture Design Diagrams and Narratives, located in the *Extended Pricing* section of this Proposal.

- 2.16.5. Implementation Plan and Schedule

City Of Culver City RFP-1410

The vendor shall include a detailed implementation plan that addresses all items in the scope of work. The implementation plan shall include a Gantt Chart detailing proposed tasks, estimated start/end dates, and city and vendor resources as required. The vendor will not be responsible to adhere to proposed dates for events or conditions outside the vendor's control, such as; procurement times, equipment availability and/or budget availability.

AT&T Response: Please find samples of all standard AT&T project planning documentation, which may be found in the *Implementation Documentation Samples* section of this Proposal.

- 2.16.6. Implementation team resumes – including Project Manager, and lead technical in each area as required.

AT&T Response: Please find sample Implementation Team Resumes, which may be found in the *Implementation Documentation Samples* section of this Proposal. Although AT&T cannot commit any specific personnel prior to award of the project, these sample resumes are representative of staff skills and capabilities that will be assigned.

Two categories of biographies have been provided: Telephony Project Managers and "Technology Lead" Technical Consultants. The Technology Leads specialize in various areas of the project, such as voice and network security.

- 2.16.7. If Bidder is using sub-contractors, supply the names, addresses, and telephone numbers along with a brief description of work to be performed.

AT&T Response: As with nearly all of Our other local City Government implementations, all professional services described in this Proposal will be provided using AT&T's internal engineering staff. Furthermore, all engineers, trainers, project managers, etc...are local to Southern California, which helps keep our costs down.

The only instance where we will have to employ the use of a subcontractor is for the minor cabling work that is associated with this Proposal. The subcontractor is A, B, C-7, and C-10 certified, and will be managed completely by the AT&T Project Manager assigned to this project. Subcontractor information is provided below:

West Coast Cable
PO Box 2198
Chino Hills, CA 91709
John Haygood, Owner: 909-364-9906

- 2.16.8. A copy of manufacturer's partner level certifications

AT&T Response: AT&T understands and has complied. Please see Section 2.10 above for this information.

- 2.16.9. A copy of applicable certifications for each technology system:

- Cisco Certified Internetworking Engineer (CCIE) certification for engineer in charge of LAN Equipment installation
- CCIE Voice certification for engineer in charge of IP Telephony installation
- Or equivalent-level certifications for other manufacturers' VoIP PBX, VoiceMail and Unified Messaging systems as applicable.

AT&T Response: Incorporated into this Proposal are sample resume's, profiles, and associated certification documentation, which help articulate the level of expertise that Our implementation team will bring to the City for this Project. This documentation may be

City Of Culver City RFP-1410

found in the *Implementation Documentation Samples* section of this Proposal. In addition, we hope to introduce you to the lead engineers and the project manager we'll be assigning to this project, pending our acceptance by the City to the "interview portion" of this RFP process.

- 2.16.10. Sample configurations of actual installations at a City or other organization of similar size and configuration (the samples may have their specific site names removed from the samples and replaced with "SAMPLE City.")
AT&T Response: AT&T understands and has fulfilled this request. Please find this sample documentation in the *Implementation Documentation Samples* section of this Proposal.
- 2.16.11. VLAN configurations for the Sample installation
AT&T Response: AT&T understands and has fulfilled this request. Please find this sample documentation in the *Implementation Documentation Samples* section of this Proposal.
- 2.16.12. Sample configurations of voice Quality of Service (QoS) settings for WAN routers
AT&T Response: AT&T understands and has fulfilled this request. Please find this sample documentation in the *Implementation Documentation Samples* section of this Proposal.
- 2.16.13. References from five (5) other Southern California City Governments or organizations of similar size and configuration including a detailed description of the project and how it is similar, as well as a qualified reference contact, along with phone and email contact information, include project start and completion dates
AT&T Response: AT&T understands and has complied. Please find a comprehensive list of qualified City Government Reference Customers in Southern California, located in the "*Why AT&T-Cisco?*" section of this Proposal. Please contact Chris Mangiapane (213-446-2984) to arrange to arrange communications and/or site visits with these references.
- 2.16.14. Manufacturer's data sheets for equipment and software licenses
AT&T Response: AT&T understands and has complied. Please find all product data sheets, located in the *Data Sheets* section of this Proposal.
- 2.16.15. Vendor's processes for acquisition, delivery, asset tagging, staging, configuration, implementation and commissioning
AT&T Response: AT&T is uniquely positioned to provide a holistic and comprehensive approach to address all aspects of the City's needs. Unlike all of Our competitors, AT&T will provide a true end-to-end solution that addresses everything from initial planning and roadmap development, to telecomm provisioning (PRI, WAN, etc...), to day-2 support, and everything in between. Please find our AT&T Consulting Solutions document and a formal Implementation Plan (customized for the City of Culver City), located in the *Implementation Documentation Samples* section of this Proposal.
- 2.16.16. Optional – Brochures, technical manuals, installation guides and user's guides giving technical and operational information about the Proposed system(s) and all

City Of Culver City RFP-1410

instruments. These may be supplied on CD only.

AT&T Response: AT&T has provided all equipment and software data sheets in the *Data Sheets* section of this Proposal. In addition, it is standard AT&T practice to provide our customers copies of all end-user manuals, as part of our post-installation documentation.

- 2.16.17. A copy of the proposed maintenance contract, including: service level agreements (SLAs), multi-year incentives, and payment options.

AT&T Response: AT&T understands and has complied. Please see section 1.3.8 above, and find all details pertaining to the maintenance contracts provided, located in the *Maintenance Options* section of this Proposal.

- 2.16.18. Bid Form

The vendor shall use the attached bid form as a **SAMPLE**. The vendor shall provide detailed manufacturer's part numbers, description, list price, discount level, and proposed quantity.

The vendor shall include options for equipment maintenance contracts.

The vendor shall include a separate sheet for all installation, project management, planning, design and integration services so as to provide a total implementation cost that can easily be separated from the equipment and maintenance costs.

AT&T Response: AT&T understands and has complied. Using the provided bid form sample as a guide, we have compiled a comprehensive list of all products and services, along with unit and extended pricing, which may be found in the *Extended Pricing* section of this Proposal. All equipment pricing has been broken down by technology and by City facility, and all one-time implementation services and ongoing maintenance services have been separated onto individual spreadsheets for your review.

- 2.17. Disclosure of Contents of Proposal

All proposals accepted by the City shall become the exclusive property of the City. Upon opening, all proposals accepted by the City shall become a matter of public record and shall be regarded as public.

AT&T Response: AT&T understands and has complied.

- 2.18. Right to Reject Any or All Proposals

The City reserves the right to reject any or all proposals, to waive technicalities or formalities, and to accept any proposal deemed to be in the best interest of the City. Where two or more Bidders are deemed equal, the City reserves the right to make the award to one of the two Bidders.

AT&T Response: AT&T understands and has complied.

- 2.19. Rights to Submitted Materials

All proposals, inquiries, responses, or correspondence related to or in reference to this request for proposals, and all reports, charts, displays, schedules, exhibits, and other documentation submitted by the Bidders will become the property of the City when received.

AT&T Response: AT&T understands and has complied.

- 2.20. The response to this RFP will be included as an exhibit of the contract.

City Of Culver City RFP-1410

AT&T Response: Pacific Bell Telephone Company dba AT&T Datacomm will provide the products and services proposed hereunder pursuant to the terms and conditions contained in the Fast Open Contracts Utilization Services ("FOCUS") Contract between AT&T Datacomm and the County of Merced, a political subdivision of the State of California and AT&T's response. A copy of the FOCUS terms and conditions is available from the County of Merced, or will be provided upon request by AT&T Datacomm. The FOCUS Contract is incorporated herein by reference as part of this proposal and as though set forth in full herein. The products and services proposed hereunder shall be provided solely pursuant to the rates, charges, terms and conditions contained in the FOCUS Agreement.

2.21. Proposal Preparation Cost

Costs for developing proposals in response to this RFP are entirely the responsibility of the Bidders and shall not be chargeable to the City.

AT&T Response: AT&T understands and has complied.

2.22. Evaluation Criteria

The following table provides the criteria for evaluating the proposals received:

Criteria	Value
Proposal Completeness	15%
Certifications – Individual and Partner level	10%
Scopes of Work	20%
Design & Implementation Plan	20%
References	20%
Cost Proposal	15%

3. Performance Requirements

3.1. Voice Communications System (VoIP PBX)

- 3.1.1. The proposed **Voice Communications System (VCS)** is expected to be a state-of-the-art platform offering digital technology and a basis on which to build future applications. The systems will feature Centralized Auto-Attendant, centralized Voice Mail (VM), Unified Communications (UC) and POTS/PRI/SIP trunk connectivity to LEC and LD carriers.

AT&T Response: AT&T is committed to providing a Voice Communications System that not only meets the City's current needs, but also provides the scalability it needs to support future applications and additional features in the future. As we've affirmed with many other City Government entities in the area, Cisco's Unified Communications platform is the ONLY single-manufacturer solution that provides the functionality Cities need today, and the seamless integration of the state-of-the-art applications of tomorrow. Below is a brief summary of the entire Cisco Unified Communications suite of technologies, and a detailed listing of the specific feature sets provided in this Proposal may be found in the *Data Sheets* section.

A complete listing of Cisco's Unified Communications platforms includes network-powered solutions for:

City Of Culver City RFP-1410

- **IP telephony:** Cisco IP Telephony allows companies to realize the benefits of Voice over IP (VoIP) technology with a suite of media control and IP phone solutions.
- **Rich media conferencing:** Cisco Unified MeetingPlace provides a complete multimedia conferencing solution for meetings, training sessions, and presentations.
- **Unified messaging:** Cisco Unified Messaging integrates all types of messages so they can be easily accessed from a single user interface regardless of location or device.
- **Unified communications clients:** Cisco Unified Personal Communicator offers voice, video, instant messaging, conferencing, and presence information through a single application on a PC or Mac.
- **Mobility solutions:** Cisco Mobile Solutions for Unified Communications combine the convenience, flexibility, and reach of mobile communications with the benefits of Cisco Unified Communications, making it possible for people to communicate the way they want, whether at home, at work, or on the road.
- **Collaborative work spaces:** WebEx and Cisco TelePresence bring people together in a way that's never been done before while reducing travel expenses and carbon footprint.
- **Contact center:** Cisco Unified Contact Center solutions integrate databases and workflow applications with advanced contact center applications, making it possible to create a virtual contact center where customers can be matched to the most appropriate agents.

These are just a few things the City has the ability to implement over time, all on one converged Cisco infrastructure!

3.1.2. All major system components must be from the same manufacturer (switches, routers, IP PBX, VM, UC, e911).

AT&T Response: AT&T's experience in deploying telephone systems over the last 100+ years has led to its steadfast belief in the resiliency and reliability of a single-manufacturer solution. This is why we've elected to design an end-to-end solution that incorporates Cisco data (routing and switching), voice (unified communications), and various security and network management components. There are many reasons why We elected to lead with Cisco in all areas of this design:

- **Market Share** – although many manufacturers will say the same, Cisco is the industry leader in both VOIP and LAN/WAN infrastructure. This is proven not only in the many independent studies conducted annually, but is quite evident in the number Cisco VOIP deployments among City Government agencies in the State of California. Over 60% of these deployments involve Cisco VOIP, supported on a Cisco infrastructure.
- **Complexity of the City's Requirements** – This RFP is full of sophisticated requirements that only Cisco can provide. In addition, the combination of voice, data, and security components provides added incentive to provide a single-manufacturer solution in order to eliminate integration issues and "finger-pointing." Our solution allows the City "one throat to choke," thus minimizing troubleshooting efforts, and improving problem resolution.
- **Reliability and Proven Support** – Feedback from our customers over the years has proven that a single-manufacturer solution is far more reliable, and easier to manage and maintain, than a multiple-manufacturer solution. Furthermore, Cisco's SMARTnet maintenance is award-winning, and known throughout the industry as

City Of Culver City RFP-1410

superior in its class. Our Customer References will speak for themselves on these topics!

In short, Cisco's Unified Communications platform is the ONLY single-manufacturer solution that can provide the features, reliability, and scalability that the City of Culver City has requested in Its RFP.

- 3.1.3. Each site will require connectivity to a centralized Voice Mail system located at the City Data Center to deliver functionality for Call Coverage, Messaging, Auto Attendant, Menus, Guest and Information Mailboxes and Call Processing.

AT&T Response: AT&T has chosen to propose Cisco's Unity Connection platform to address the above-mentioned voicemail system requirements.

Cisco Unity Connection is a feature-rich voice messaging platform based on the same Linux operating system as Cisco Unified Communications Manager. Unity Connection users can access voice messages using Unified Personal Communicator and view, search, sort, and play messages on an IP Phone display. Unity Connection also provides comprehensive automated-attendant functions, including intelligent call routing and easily customizable call screen and message notification options. Additional information may be found in the *Data Sheets* section of this Proposal.

- 3.1.4. The proposed system must be electronic, computer-based, software-controlled, and employ IP switching techniques/technology.

AT&T Response: As mentioned above, AT&T has elected to propose a Cisco VOIP solution that is electronic, and IP-based. The system shall provide a way for the City to extend consistent communications services to all Its staff in their workspaces, whether they are in City Hall, at other City facilities, working remotely, or are mobile. In general, the system will transmit voice communications over the network using open-standards-based Internet Protocol, all while leveraging the City's existing LAN/WAN infrastructure.

- 3.1.5. The proposed Voice Communications Systems must be fully survivable (all features operational) in case of a down LAN connection (PRI, fiber link, etc.) at a site.

AT&T Response: The VCS design provided in this Proposal was founded on the survivability and resiliency requirements listed within this RFP. Our approach to these requirements was two-fold:

- Building hardware redundancy into critical system components, in the event of a hardware failure. Redundant Call Processors (Unified Communications Managers), supervisor engines and power supplies, in key areas of the network, have been strategically located to eliminate any single-point-of-failure.
- Leveraging the survivability functionality inherent within Cisco's hardware and software, which provides a cost-effective way to improve survivability in the case of a WAN failure. Cisco SRST (Survivable Remote Site Telephony), which is embedded in the Cisco IOS Software, helps provide high-availability IP telephony to remote locations. When access to the centralized call processor from a remote location is impeded, for example, as a result of a WAN link failure, SRST software (found in the WAN routers provided) provides telephony backup services to help ensure that the remote location has continuous telephony service over the Cisco network infrastructure deployed in the remote location.

- 3.1.6. The system must be all of the same type (model) at each site and backup each other with the central location being the primary.

AT&T Response: AT&T understands and has complied. Please see Section 3.1.5 above, and find additional information on Our approach to survivability and resiliency in the *Supplemental Information* section of this Proposal.

- 3.1.7. The system must be able to support analog phone connections at all sites.

AT&T Response: AT&T understands and has complied. Our design has facilitated analog device integration through the use of WAN routers located at each site, and Cisco 200-Series Voice Gateways. The Cisco 200-series of Analog Voice Gateways combines a high-density RJ21 analog interface with Cisco IOS Software manageability to deliver a cost-effective platform that maximizes the functionality of existing analog phone equipment in a Cisco Unified Communications system deployment.

- 3.1.8. In the case of a massive fiber link failure isolating an individual site or sites, that site must continue to operate on its own and process calls.

AT&T Response: AT&T understands and has complied. Please see Section 3.1.5 above, and find additional information on SRST functionality, which may be located in the *Data Sheets* section of this Proposal.

- 3.1.9. The site will have PRI and/or SIP trunks to the PSTN.

AT&T Response: AT&T understands, and has taken this into design consideration. Our Integrated Services Routers are capable of terminating almost any type of circuit, and we've built in to our design to assumption that the City would implement PRI and utilize AT&T's professional services to assist with this conversion.

- 3.1.10. The VCS shall be able to take calls and voice mail messages if a site is isolated during a disaster.

AT&T Response: AT&T understands and has complied. Please see Section 3.1.5 above, and find additional information on SRST functionality, which may be located in the *Data Sheets* section of this Proposal.

- 3.1.11. The VCS shall upload voice mail messages to the centralized Voice Messaging System when links are re-established.

AT&T Response: AT&T understands and has complied. Please see Section 3.1.5 above, and find additional information on SRST functionality, which may be located in the *Supplemental Information* section of this Proposal.

- 3.1.12. The VCS must provide intercept answer points for a prerecorded message for callers who dial DID numbers that are not in use. See Appendix F for the range of City DID numbers and their respective answer points.

AT&T Response: AT&T understands and has complied. The VCS proposed is capable of intercepting and redirecting calls sent to a DID that is not in use. However, a MAJOR value add of AT&T is our ability to completely customize your new and existing DID ranges, in order to minimize these inefficiencies. These services will be part of the project planning and design, and will incorporate your AT&T Telco team, and specifically John Rosen.

- 3.1.13. Remote and LAN access capability is required so on and off-site System Administrators (Telecom Manager and Telecom Analyst) may access the systems from their remote office or residence. A minimum of two (2) users must be able to access the VCS simultaneously.

AT&T Response: The VCS system proposed completely addresses the above-mentioned requirements. With the Cisco Unified Communications Manager Assistant Configuration Wizard, a web-based tool that may be accessed anywhere an Internet connection is available, Cisco Unified Communications system configuration takes less time and eliminates errors. The partitions, calling search spaces, route point, and translation pattern automatically get created when the administrator(s) successfully run and complete the configuration wizard.

The wizard also creates Bulk Administration Tool (BAT) templates for the Cisco Unified Communications Manager, Unity Connection, and all other platforms incorporated into this solution. Furthermore, the Configuration Wizard provides windows for each configuration parameter. The windows provide the administrator(s) with preconfigured information. If the administrator prefers to use other configuration information (for example, partition names), the administrator can change the preconfigured information to the appropriate information.

- 3.1.14. The VCS must have the capability of being accessed remotely by the awarded Bidder's Maintenance Center to perform diagnostic and maintenance routines.

AT&T Response: As referenced in Section 1.3.8 above, AT&T has provided Cisco SMARTnet maintenance services, which will completely address the requirement listed above.

Cisco SMARTnet Service is an award-winning technical support service that offers direct, anytime access to Cisco engineers and an extensive range of technical resources. SMARTnet delivers rapid issue resolution, flexible device-by-device coverage, and premium service options to help maximize operational efficiency:

- Around-the-clock, global access to the Cisco Technical Assistance Center (TAC)
- Access to the extensive Cisco.com knowledgebase and tools
- Next-business-day advance hardware replacement (premium options available for business-critical devices, such as 2-hour replacement and onsite parts replacement and installation)
- Ongoing operating system software updates and upgrades
- Cisco OS software support to extend the life of Cisco devices with improved security, increased performance, bandwidth management, new protocol support, and greater interoperability
- Proactive diagnostics and real-time alerts on select devices with Smart Call Home

- 3.1.15. The VCS must have the ability to proactively dial out to signal an alarm for major system failures. Such calls will be made to the awarded Bidder's Maintenance Center. The modem provided by the awarded bidder must be a callback modem.

AT&T Response: Smart Call Home is a powerful component of Cisco SMARTnet Service that offers proactive diagnostics, real-time alerts, and personalized web-based reports on select Cisco devices. Spend less time monitoring your network and experience a speedier resolution to network issues.

City Of Culver City RFP-1410

Your network will be continuously monitored 24 hours a day, 365 days a year, to provide proactive network diagnostics for select Cisco devices. Problems can be identified before they affect your business. Cisco Smart Call Home offers:

- Visibility into your network through diagnostic reports
- Real-time trouble shooting, alerts, and remediation steps
- Automatic generation of Cisco service requests to Cisco technical engineers
- Secure, reliable data transport
- Personalized Web-based portal to review Call Home messages, detailed diagnostics, recommendations, and inventory.

3.1.16. The VCS must have the ability to send SNMP alerts to City personnel to notify of minor/major system events.

AT&T Response: AT&T has responded to this requirement with the CiscoWorks LAN Management Solution, which utilizes the Device Fault Manager application. One of many functions available through this appliance, the Device Fault Manager conducts real-time fault detection, analysis, and reporting using device knowledge and fault rules based on Cisco best practices for each device. It also has the ability to send SNMP alerts to notify City personnel in the case of an emergency.

3.1.17. The Bidder's system supports a true transparent private network (VLAN) for applications including Coordinated Dialing Plan, Centralized Attendant Service, Centralized Voice Mail, call forwarding, etc.

AT&T Response: Cisco's Unified Communications Manager platform completely fulfills the requirement highlighted above. In addition, AT&T has explained in-depth, how It intends to implement the VCS in this manner, using the customized Implementation Plan, located in the *Implementation SCoW* section of this Proposal. We hope to conduct a "deep dive" on this portion of the design and implementation, in the "Interview" portion of this RFP process.

3.1.18. The City wishes to leverage the flexibility of VoIP to enhance Disaster Recovery and Mitigation in the new design of the voice and data network. Presently services are centralized at the City Hall and Police sites. The desired system will be managed centrally but allow "self-healing" or independent operation of the phone systems in the event that secondary sites are cut off from the City Hall site.

AT&T Response: AT&T understands and has complied with this request in a number of ways. Our system will be managed centrally and offers "self-healing" or independent operation in the event that secondary sites are cut off from the City Hall site. This information shall be provided if/when we're invited in to meet the City team, to conduct a "deep-dive" on our design.

3.1.19. The new data infrastructure must be secure. Network Access Control (NAC) tools should be in place to ensure rogue connections are identified, blocked, or brought up to standard before they are allowed to operate on the network.

AT&T Response: As mentioned above, AT&T focused mainly on network resiliency and security during the creation of this VCS design. In addition to the security features that are inherent to ALL components of this design, We have also built Cisco's NAC appliance into Our Proposal.

Cisco NAC Appliance (formerly Cisco Clean Access) is an easily deployed Network

City Of Culver City RFP-1410

Admission Control (NAC) product that uses the network infrastructure to enforce security policy compliance on all devices seeking to access network computing resources. With NAC Appliance, network administrators can authenticate, authorize, evaluate, and remediate wired, wireless, and remote users and their machines prior to network access. It identifies whether networked devices such as laptops, IP phones, or game consoles are compliant with your network's security policies and repairs any vulnerabilities before permitting access to the network.

3.2. Voice Messaging System (Voice Mail)

- 3.2.1. The proposed system must support a unified messaging solution that interfaces with the City's SMTP Microsoft Exchange 2003/2007 server so that email users can check their emails and voicemails from their Outlook email clients. The system will **not** store the voice mail messages on the Exchange server.

AT&T Response: As mentioned in Section 3.1.3 above, AT&T has chosen to propose Cisco's Unity Connection platform to address the above-mentioned voicemail system requirements.

Cisco Unity Connection is a feature-rich voice messaging platform that operates as a standalone appliance. All Microsoft Exchange integration is seamless, yet 100% of its storage occurs in the appliance itself. Unity Connection also provides comprehensive automated-attendant functions, including intelligent call routing and easily customizable call screen and message notification options, all of which are inherent and self-contained in the appliance itself. Additional information may be found in the *Data Sheets* section of this Proposal.

- 3.2.2. Calls encountering a ring-no-answer or busy condition would be automatically routed to the proposed system.

AT&T Response: AT&T understands and has complied with the above-mentioned requirement. Please find the detailed list of features and functions provided by the City Unified Communications Manager, located in the *Data Sheets* section of this Proposal.

- 3.2.3. The proposed system must also provide callers with the option of transferring out of the system to a manned call coverage position.

AT&T Response: AT&T understands and has complied with the above-mentioned requirement. Please find the detailed list of features and functions provided by the Unified Communications Manager platform, located in the *Data Sheets* section of this Proposal.

- 3.2.4. The system should also have the capability of answering calls with an announcement that is specific to the employee being called.

AT&T Response: AT&T understands and has complied with the above-mentioned requirement. Please find the detailed list of features and functions provided by the Unified Communications Manager platform, located in the *Data Sheets* section of this Proposal.

- 3.2.5. Internal callers encountering a busy or ring-no-answer condition should be transferred automatically to the voice messaging system.

AT&T Response: AT&T understands and has complied with the above-mentioned requirement. Please find the detailed list of features and functions provided by the Unified

City Of Culver City RFP-1410

Communications Manager platform, located in the *Data Sheets* section of this Proposal.

- 3.2.6. City personnel will be on the same centralized Voice Messaging System and will need to be able to access their messages, leave messages, create distribution lists, receive notification of message delivery, and use the system's features from internal telephones.

AT&T Response: AT&T understands and has complied with the above-mentioned requirement. Please find the detailed list of features and functions provided by the Cisco Unity Connection platform, located in the *Data Sheets* section of this Proposal.

- 3.2.7. City personnel will be on the same centralized Voice Messaging System and will need to be able to access their messages, leave messages, create distribution lists, receive notification of message delivery, and use the system's features from remote/offsite telephones.

AT&T Response: AT&T understands and has complied with the above-mentioned requirement. Please find the detailed list of features and functions provided by the Cisco Unity Connection platform, located in the *Data Sheets* section of this Proposal.

- 3.2.8. The VCS shall support Windows PC based soft phones.

AT&T Response: AT&T understands and has fully complied with the above-mentioned requirement. Cisco's IP Communicator is INCLUDED for all system users, as an application of the CUWL licensing provided for each City user in this Proposal. IP Communicator—a software-based application that delivers enhanced telephony support through the PC—is designed to meet diverse customer needs by serving as a supplemental telephone when traveling, a telecommuting device, or as a primary desktop telephone. With IP Communicator, remote users don't just take their office extension with them; they also enjoy access to the same familiar phone services that they have in the office.

- 3.2.9. The VCS shall support remote internet users over VPN.

AT&T Response: AT&T understands and has fully complied with the above-mentioned requirement. The VCS is fully capable of supporting remote users over the Internet, using VPN capabilities inherent in the City's existing Adaptive Security Appliance (ASA). All of the same phone features enjoyed within a City facility shall be provided to remote facilities, without any degradation of service.

- 3.2.10. The VCS shall support at least 20 telephones at each remote site.

AT&T Response: AT&T understands and has complied. Cisco's Unified Communications Manager is capable of supporting thousands of users, regardless of their location on the network. AT&T has also take precautions to ensure SRST backup at each remote facility is at an adequate capacity to meet the City's phone count at each remote site.

- 3.2.11. The VCS shall include a system failure and alarm messaging system.

AT&T Response: AT&T has responded to this request in multiple ways. Through the CiscoWorks LAN Management System described in Section 3.1.16 above, as well as the Smart CallHome functionality inherent within SMARTnet maintenance, City officials will be adequately notified of a system failure, in the case of an emergency.

- 3.2.12. The VCS shall provide Enhanced 911 support.

City Of Culver City RFP-1410

AT&T Response: AT&T understands the critical nature of E911 in a local City Government environment, which is why we've gone far beyond standard E911 functionality in this Proposal.

Cisco Emergency Responder enhances the existing E911 functionality offered by Cisco Unified Communications Manager. First off, it assures that Cisco Unified Communications Manager will send emergency calls to the appropriate Public Safety Answering Point (PSAP) for the caller's location, and that the PSAP can identify the caller's location and return the call if necessary. In addition, the system automatically tracks and updates equipment moves and changes. Deploying this capability helps ensure more effective compliance with legal or regulatory obligations, reducing the risk of liability related to emergency calls as a result. It includes the following features:

- Real-time location-tracking database and enhanced routing capabilities, down to the room level (not just by building or wing)
- Supports automatic notification of customer security personnel when an emergency call is in progress and provides the caller's location
- Requires no administrative support for moving phones or staff from one location to another

Furthermore, it provides the ability to notify up to 3 City Officials, making them aware that a 911 phone call was placed, and the location where the call transacted. Needless to say, this solution goes far beyond typical E911 functionality!

3.2.13. The proposed system must be capable of automatically switching a caller to the called party's voice mailbox under the circumstances described above.

AT&T Response: AT&T understands and has complied with the above-mentioned requirement. Please find the detailed list of features and functions provided by the Unified Communications Manager platform, located in the *Data Sheets* section of this Proposal.

3.2.14. The proposed system must be capable of automatically notifying a user, via a message waiting indication on the user's set and/or a stutter dial tone (on analog sets) that a message is waiting.

AT&T Response: AT&T understands and has complied with the above-mentioned requirement. Please find the detailed list of features and functions provided by the Unified Communications Manager platform, located in the *Data Sheets* section of this Proposal.

3.2.15. The lamp must automatically extinguish after the message has been delivered.

AT&T Response: AT&T understands and has complied with the above-mentioned requirement. Please find the detailed list of features and functions provided by the Unified Communications Manager platform, located in the *Data Sheets* section of this Proposal.

3.3. PBX Features

3.3.1. Call Forward - Busy Line Calls directed to a busy line are routed to an alternate station, voice mail or to the attendant. The systems must be able to forward internal calls only, external

calls only or both, depending on system programming.

AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution can provide this call forwarding and extended call routing functionality, and we will implement to the extent capable with the provided Cisco equipment.

- 3.3.2. Call Coverage – The Proposed system must provide a minimum of three (3) call coverage points for the primary extension with the last coverage point having the option of being the Voice Processing System. The ability to determine call coverage paths by Time of Day / Day of Week is also required

AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution does provide 3 call coverage points for the primary extension, and is capable of determining call coverage paths by date and time. This functionality will be provided to the extent capable with the provided Cisco equipment.

3.3.3. Call Forward – No Answer

- 3.3.3.1. This allows the systems to direct calls to another destination (including off-site destinations), if the original station does not answer within a programmable period of time. The systems must be able to forward internal calls only, external calls only or both, depending on system programming.

AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution can provide this call forwarding functionality, and we will implement to the extent capable with the provided Cisco equipment.

- 3.3.3.2. It is desirable to have the timing parameters for Forwarding - No Answer control by an individual station or a group of stations, not simply as a system parameter, which applies to all stations.

AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution can provides the ability to set the timing parameters for this call forwarding functionality, on a station level and a user group level. This functionality we will implemented to the extent capable with the provided Cisco equipment.

- 3.3.3.3. Call Forward - Variable Allows station users to program any internal number as a forward destination, so that calls to the user's number and calls forwarded to the user's number will immediately forward to the programmed number without adding an additional ring cycle.

AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution can provide this customized call forwarding functionality, or it can be locked down and controlled by City Administrators. We will implement based on the City's direction.

3.3.4. Direct Inward Dial (DID)

- 3.3.4.1. Incoming calls from the exchange network can be completed to specific stations without attendant assistance.

AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution can provide this functionality, and we will implement

to the extent capable with the provided Cisco equipment.

- 3.3.4.2. The systems must have the ability to forward DID calls to the consoles, voice messaging or another station, if the DID station dialed is busy or does not answer.
AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution can provide this functionality even if the DID station dialed is busy or does not answer. We will implement to the extent capable with the provided Cisco equipment.

- 3.3.4.3. Calls received on DID extensions must be able to hunt to and from another DID extension and/or non-DID extensions.
AT&T Response: AT&T has read and understands the functionality requirement described above. The system provides the capability of hunting to and from another DID extension and/or non-DID extensions.

- 3.3.4.4. Calls made to DID numbers that do not exist or are not assigned, must be routed to the attendant console or to a DID intercept device or to voice mailbox for an appropriate recording.
AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution will re-route calls into nonexistent DIDs, to an attendant or other DID. This feature will be implemented to the extent capable with the provided Cisco equipment.

- 3.3.5. Direct Outward Dialing To permit outgoing calling without attendant assistance.
AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution can provide this functionality, and we will implement to the extent capable with the provided Cisco equipment.

3.3.6. Distinctive Ringing

- 3.3.6.1. The systems must produce separate ringing tones for internal calls or external calls.
AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution allows for multiple ring tones to be programmed, based on the origination of the incoming call. This feature will be configured upon the request of the City.

- 3.3.6.2. The systems must be capable of out pulsing DTMF tones from a telephone set keypad during a call.
AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution is capable of out pulsing DTMF tones from a telephone set keypad during a call.

3.3.7. Forced Authorization Codes

- 3.3.7.1. Forced authorization codes may be dialed for all long distance calls.
AT&T Response: AT&T has read and understands the functionality requirement described above. The system does have the capability of enforcing authorization codes, which must be entered before a long distance call is made.

City Of Culver City RFP-1410

- 3.3.7.2. The systems must have the capability of excluding some prefixes from the forced authorization requirement.

AT&T Response: AT&T has read and understands the functionality requirement described above. Similar to the request above, the system is capable of excluding certain prefixes from this forced authorization requirement.

- 3.3.7.3. The code will be dialed from the keypad of the telephone set or via a one-button dialing key.

AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution can provide this functionality, and we will implement to the extent capable with the provided Cisco equipment.

- 3.3.7.4. Forced authorization codes must be up to 9-digits. The systems must be programmable to require as many as 12-digits in the future.

AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution allows for authorization codes to range from 9 to 12 digits.

- 3.3.7.5. The forced authorization code required for any long distance call must be reported as a field with that call's SMDR record.

AT&T Response: AT&T has read and understands the functionality requirement described above. The system has the capability of logging authorization codes processed, and long distance calls made, into a SMDR record.

3.3.8. Hunting

- 3.3.8.1. Circular - an arrangement that allows the hunting to start with a called line and then proceed in a pre-arranged order to eventually utilize all lines in the group (sequential and non-sequential numbers) and complete the call to the first idle line.

AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution can provide this functionality, and we will implement to the extent capable with the provided Cisco equipment.

- 3.3.8.2. Terminal - an arrangement which will proceed in a pre-arranged order through sequential or non-sequential numbers completing the call to the first idle station line but stopping if the last line in the hunt group is busy.

AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution can provide this functionality, and we will implement to the extent capable with the provided Cisco equipment.

- 3.3.8.3. Secretarial - an arrangement that permits several different lines to hunt to the same common line.

AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution can provide this functionality, and we will implement to the extent capable with the provided Cisco equipment.

3.3.9. Remote Maintenance Capability

City Of Culver City RFP-1410

- 3.3.9.1. The systems must allow a remotely located service person to be connected through modem or the Internet to the central processors to test or modify the program after first entering an authorization code.
AT&T Response: AT&T has read and understands the functionality requirement described above. All administrative services described above can be provided by the system Proposed.

3.3.10. Attendant Console

- 3.3.10.1. The display must show the original extension that was called (if the call was DID or an internal station caller) and the original extension to which the console extended a call, regardless of subsequent extensions or of other stations to which the call may have forwarded or hunted.
AT&T Response: AT&T has read and understands the functionality requirement described above. The call attendant feature in our solution is capable of showing the original extension that was called, and the original extension to which the console extended a call, regardless of subsequent extensions or of other stations to which the call may have forwarded or hunted.
- 3.3.10.2. Attendant must have the capability of conferencing at least five external and three internal lines simultaneously and then releasing the attendant from the call.
AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution will allow an attendant to conference five external and three internal lines simultaneously and then release from the call.
- 3.3.10.3. All Calls Attendant console must have the capability of transferring all calls. A station user participating in a 2-party call may call the attendant for transferring the call or any other assistance.
AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution can provide this functionality, and we will implement to the extent capable with the provided Cisco equipment.
- 3.3.10.4. The attendant should be able to set the volume of console signals, such as tones and bells.
AT&T Response: AT&T has read and understands the functionality requirement described above. Attendants may set the volume of console signals, as described above.
- 3.3.10.5. To allow the attendant to confirm that a line is actually in use by establishing a "monitoring" connection to an apparently busy line.
AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution can provide this functionality, and we will implement to the extent capable with the provided Cisco equipment.
- 3.3.10.6. The attendant must be able to place a call on hold at the console while conducting other call answering and routing activities. The console must have the capability of holding at least six calls while processing additional incoming calls.
AT&T Response: AT&T has read and understands the functionality requirement

City Of Culver City RFP-1410

described above. The attendant may hold at least six calls simultaneously, while tending to another caller.

- 3.3.10.7. Calls must be able to be "parked" and "unparked" from any extension within the VCS.

AT&T Response: AT&T has read and understands the functionality requirement described above. The system does allow for any extension's calls to be "parked" and "unparked."

- 3.3.10.8. The attendant must have the ability to search individuals by last name, department or extension number and then to extend the call to that location with a single keystroke.

AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution can provide this search functionality, and we will implement to the extent capable with the provided Cisco equipment.

- 3.3.10.9. A talk path will be opened to allow duplex conversation with the originating station.

AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution can provide this functionality, and we will implement to the extent capable with the provided Cisco equipment.

- 3.3.10.10. The system must have the capability of switching to night mode, regardless of traffic in progress, without disconnecting incoming, but yet, unanswered calls.

AT&T Response: AT&T has read and understands the functionality requirement described above. Our system will convert to "night mode" without disconnecting any current or incoming calls.

- 3.3.10.11. Individual departments (tenants) should be able to put their respective phones into "night mode" without affecting other department(s) extensions.

AT&T Response: AT&T has read and understands the functionality requirement described above. Similar to above, Our solution can provide this functionality, and we will implement to the extent capable with the provided Cisco equipment.

- 3.3.10.12. The Proposed system must provide the ability to terminate individual DID extension numbers on the attendant console terminal.

AT&T Response: AT&T has read and understands the functionality requirement described above. Our system does have the ability to terminate individual DID extension numbers on the attendant console terminal.

- 3.3.10.13. The system must allow the attendant to consult privately with one party on a call without the other party hearing the conversation.

AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution can provide this functionality, and we will implement to the extent capable with the provided Cisco equipment.

- 3.3.10.14. Any station must be capable of being connected to a trunk by the console attendant. The station must then be able to dial any desired number.

AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution can provide this functionality, and we will implement

to the extent capable with the provided Cisco equipment.

3.4. Voice Mail

3.4.1. Voice Messaging Feature Requirements

- 3.4.1.1. Forwarding - A voice message stored in the system for one user should be able to be directed to another system user.

AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution can provide for a voice message stored in the system for one user to be directed to another system user

- 3.4.1.2. Forwarding with Annotation - A user should be able to add explanatory comments to a message to be forwarded.

AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution can provide this functionality, and we will implement to the extent capable with the provided Cisco equipment.

- 3.4.1.3. Message Delivery Notification - A user should be able to request the system to provide notification when a message is delivered to the recipient.

AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution can provide this functionality, and we will implement to the extent capable with the provided Cisco equipment.

- 3.4.1.4. System Prompts By-Pass - An experienced user should be able to by-pass voice prompts when interacting with the system.

AT&T Response: AT&T has read and understands the functionality requirement described above. An experienced user will be able to by-pass voice prompts when interacting with the system.

- 3.4.1.5. Multiple Greetings - the system must permit the user to pre-record a minimum of three (3) personal greetings that may be stored and used at the discretion of the user.

AT&T Response: AT&T has read and understands the functionality requirement described above. the system allows for the user to pre-record three personal greetings that may be stored and used at the discretion of the user.

- 3.4.1.6. Forward to voice mail immediate - Forward a caller to a user's Voice Mail without having to wait for the caller to hear ringing until the call forward times out.

AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution can provide this functionality, and we will implement to the extent capable with the provided Cisco equipment.

3.4.2. Message Delivery

- 3.4.2.1. Distribution Lists - The system must allow a single subscriber to broadcast message to a distribution list of other system subscribers.

AT&T Response: AT&T has read and understands the functionality requirement described above. The system allows for a single subscriber to broadcast message to a distribution list of other system subscribers.

- 3.4.2.2. Forward/Reverse - Users should be able to skip forward and backward through their messages.

AT&T Response: AT&T has read and understands the functionality requirement described above. Similar to above, our solution allows a user to skip forward and backward through their messages.

- 3.4.2.3. Messages Waiting Count - The system should automatically report the number of messages waiting for delivery.

AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution can provide this functionality, and we will implement to the extent capable with the provided Cisco equipment.

- 3.4.2.4. Replay - Users should be able to replay messages stored in their mailboxes.

AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution can provide this functionality, and we will implement to the extent capable with the provided Cisco equipment.

- 3.4.2.5. Save/Delete - Users should be able to save or delete specific messages in their mailboxes.

AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution can provide this functionality, and we will implement to the extent capable with the provided Cisco equipment.

- 3.4.2.6. Time/Date Stamp - The system should automatically record and report the time and date each message was received.

AT&T Response: AT&T has read and understands the functionality requirement described above. Our system will automatically record and report the time and date each message received.

- 3.4.2.7. Out Dial Notification - The system should inform subscribers of new messages by ringing a telephone or notifying a pager when the user is off-site.

AT&T Response: AT&T has read and understands the functionality requirement described above. Our system will inform subscribers of new messages by ringing a telephone or notifying a pager when the user is off-site.

- 3.4.2.8. Urgent Message Delivery - The system should allow callers and subscribers to mark a message urgent.

AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution can provide this functionality, and we will implement to the extent capable with the provided Cisco equipment.

- 3.4.2.9. Transfer/Address by Name - Allows a user to redirect a Voice Mail message to another subscriber by spelling user's name.

AT&T Response: AT&T has read and understands the functionality requirement

described above. Our solution will allow a message to be forwarded to another user, simply by spelling the other user's name in the directory.

- 3.4.2.10. Automatic Reply - User should be able to respond to a party that has sent a voice message without having to dial the sender's message box number.
AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution can provide this functionality, and we will implement to the extent capable with the provided Cisco equipment.

- 3.4.2.11. Volume Control - Allows a user to control the volume at which the messages are played back.
AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution can provide this functionality, and we will implement to the extent capable with the provided Cisco equipment.

- 3.4.2.12. Return Receipt Request/Notification - The system must present the subscriber/sender with the option of requesting a return receipt for message delivery. The system must create and deliver a message that notifies the sender of the time and date on which the recipient took delivery of the return receipt request message.
AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution will present a user with the option of requesting a return receipt for message delivery. The solution will create and deliver a message that notifies the sender of the time and date on which the recipient took delivery of the return receipt request message.

- 3.4.2.13. Append and Forward - The system must allow the recipient to record a new message to the beginning of a received message and to forward the aggregate message to another subscriber. (This excludes messages marked private).
AT&T Response: AT&T has read and understands the functionality requirement described above. Our system will allow the recipient to record a new message to the beginning of a received message and to forward the aggregate message to another subscriber.

3.4.3. System

- 3.4.3.1. Access Devices Supported - The proposed system should accept voice messages from any telephone. Only users with DTMF telephones can operate and control the full range of system features.
AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution can provide this functionality, and we will implement to the extent capable with the provided Cisco equipment.

- 3.4.3.2. Calling Party Transfer - The proposed system must provide a calling party with the option to exit the system and reach a telephone system attendant console, user referral extension and any other telephone extension.
AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution can provide this functionality, and we

will implement to the extent capable with the provided Cisco equipment.

- 3.4.3.3. Message Waiting Indicators - The system must be able to light the message waiting indicator on the user's telephone instrument, provide stutter dial tone, and out dial notification to off-site personnel.
AT&T Response: AT&T has read and understands the functionality requirement described above. Our system is able to light the message waiting indicator on the user's telephone instrument, provide stutter dial tone, and out dial notification to off-site personnel.
- 3.4.3.4. System Administration - All system parameters and user profile information should be under the control of the system administrator.
AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution can provide this functionality, and we will implement to the extent capable with the provided Cisco equipment.
- 3.4.3.5. The system should collect and report on the message activity of individual users and the system as a whole (e.g., messages sent and received, message length and retention period).
AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution can provide this functionality, and we will implement to the extent capable with the provided Cisco equipment.
- 3.4.3.6. The system should identify those users with no activity
AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution can provide this functionality, and we will implement to the extent capable with the provided Cisco equipment.
- 3.4.3.7. The system should create random passwords upon creating a new voice mail box.
AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution can provide this functionality, and we will implement to the extent capable with the provided Cisco equipment.
- 3.4.3.8. The system should require users to change their password upon login to their new voice mail box.
AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution can provide this functionality, and we will implement to the extent capable with the provided Cisco equipment.
- 3.4.3.9. TDD Support and TDD Prompts - The Proposed system must be able to provide TDD (telecommunications devices for the deaf) support, including prompts in TDD tones.
AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution does provide all the TDD functionality described above.
- 3.4.3.10. Customized System Greeting - The system must offer the ability to record a customized system greeting, such as, "Hello, welcome to ABC Company," in place of, "Hello, this is the Voice Mail System."

AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution can provide this customized system greeting, and we will implement to the extent capable with the provided Cisco equipment.

- 3.4.3.11. Audio Messaging Interchange Specification (AMIS) or VPIM Compliant- The Proposed system must be AMIS/VPIM compliant as an option, allowing subscribers to exchange voice messages with users of any other AMIS/VPIM compatible voice messaging system, including the ability to dial international sites if required in the future.

AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution can provide this functionality, and we will implement to the extent capable with the provided Cisco equipment.

- 3.4.3.12. Office System Integration - The Proposed system must allow for a two-way message notification protocol, allowing the system to exchange message header information with a customer-provided electronic mail application.

AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution can provide this functionality, and we will implement to the extent capable with the provided Cisco equipment.

- 3.4.3.13. The system must support standards (such as TAPI) for interfacing with LAN based electronic mail and fax server systems.

AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution can provide this functionality, and we will implement to the extent capable with the provided Cisco equipment.

3.4.4. Automated Attendant System Requirements

- 3.4.4.1. Automated Attendant System (AAS) must be able to answer incoming calls automatically on the first ring, and permit the caller to reach a department or individual station without operator assistance, by prompting the caller to dial up to a four or five digit code, the appropriate extension number or the called party's name. In the event of a misdialled number or if the caller dials an extension w/o an associated voice mail box the system must transfer the caller to the appropriate answering point for that telephone. This may or may not be the central/main attendant.

AT&T Response: AT&T has read and understands the functionality requirement described above. Our Automated Attendant System (AAS) is able to answer incoming calls automatically on the first ring, and permit the caller to reach a department or individual station without operator assistance, by prompting the caller to dial a four or five digit code, the appropriate extension number or the called party's name. In the event of a misdialled number or if the caller dials an extension w/o an associated voice mail box the system will transfer the caller to the appropriate answering point for that telephone.

- 3.4.4.2. On-site customer administration of all system parameters.

AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution can provide this functionality.

3.4.4.3. Multiple menus and associated decision trees through the single-digit prompting.
AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution can provide this functionality.

3.4.4.4. Restrict the transfer of calls to specific extensions or groups of extensions by Time of Day and Day of Week.
AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution can provide this functionality.

3.4.4.5. The automated attendant should have the ability to run different scripts based on Time of Day, Day of Week, and Holiday schedules.
AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution can provide this functionality, and we will implement to the extent capable with the provided Cisco equipment.

3.4.4.6. The AAS, in conjunction with the voice mail requirements, AAS must be configured to support the call processing applications. The system must also be able to prioritize channels between voice messaging and the automated attendant.
AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution can provide this functionality, and we will implement to the extent capable with the provided Cisco equipment.

3.4.5. Security

3.4.5.1. Password-Protected Subscriber Mailboxes - Each system user must use a password to gain access to the system.
AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution can provide this functionality, and we will implement to the extent capable with the provided Cisco equipment.

3.4.5.2. Password-Protected Call Processing Mailbox - the system must provide the means of allowing selected groups of users access to sensitive information through special password protected mailboxes.
AT&T Response: AT&T has read and understands the functionality requirement described above. Our system allows selected groups of users access to sensitive information through special password protected mailboxes.

3.4.5.3. Default Password Check - The system must have the capability to prompt new subscribers to change from the system default password to a unique personal password.
AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution can provide this functionality, and we will implement to the extent capable with the provided Cisco equipment.

3.4.5.4. Mailbox Lock-Up Protection - The system must lock a voice mailbox after a preset number of invalid access attempts. The locked mailbox must still accept messages, but entry into the mailbox to retrieve messages is denied until it is reset by the system

administrator or until an amount of time prescribed by the system administrator has elapsed.

AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution can provide this functionality, and we will implement to the extent capable with the provided Cisco equipment.

- 3.4.5.5. Automatic Number Identification (ANI) Tracking - The system must have the ability to capture and record the telephone number of an incoming call in the message header, in order to help trace the source of anyone attempting unauthorized system access.

AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution has the ability to capture and record the telephone number of an incoming call in the message header, in order to help trace the source of anyone attempting unauthorized system access.

- 3.4.5.6. System-Level Passwords - Access to service utilities and to the system administration database must be controlled by separate system-level passwords.

AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution can provide this functionality, and we will implement to the extent capable with the provided Cisco equipment.

- 3.4.5.7. System Security Reports - The system must provide the ability to monitor and audit password usage and unauthorized access attempts.

AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution can provide this auditing and monitoring functionality, and we will implement to the extent capable with the provided Cisco equipment.

- 3.4.5.8. Password and Message Scrambling - The system must automatically encrypt passwords and messages before storing them on disk.

AT&T Response: AT&T has read and understands the functionality requirement described above. Our solution can provide this functionality, and we will implement to the extent capable with the provided Cisco equipment.

3.5. UPS

- 3.5.1. The selected Bidder will provide a UPS/battery system or rectifier/battery system that will provide system back-up electrical power for a period of two hours at each IDF and MDF location that will support both voice and supplied data communications devices.

AT&T Response: AT&T has responded to the above-mentioned UPS requirement with an end-to-end Tripplite solution. Please find equipment data sheets on all the components provided, in the *Data Sheets* section of this Proposal.

- 3.5.2. The Voice Communication System and Voice Messaging system must have Advanced Power Company (APC) style agents capable of gracefully shutting down the system in the event of a mass power outage and depletion of UPS batteries.

AT&T Response: The Tripplite solution referenced above provides all the capabilities of gracefully shutting down network components, as referenced in the above-mentioned requirement. Furthermore, Tripplite's new ECO Series UPS Systems are the ideal "green"

solution for safeguarding equipment, budgets and the environment. Lower your energy bill by up to \$50 per year with energy-saving "ECO" surge outlets and 99% power efficiency!

3.6. Network Equipment

- 3.6.1. The City requires enterprise network equipment to implement an L3 and L4 (Layer 3 & 4) IP network service over an Ethernet switching fabric, which will encompass the core, distribution, and local access components of the City's network architecture. The following high-level points characterize the network architectural direction of the City:

3.6.1.1. To the maximum extent that market offerings make it feasible, the City shall acquire network products adhering to industry supported standards and pre-standard specifications from recognized standards-making bodies, such as the IEEE Project 802 and the IETF. Verify that all components conform to well recognized standards.
AT&T Response: AT&T has read and understands the requirements described above. Our solution does adhere to industry supported standards and pre-standard specifications from recognized standards-making bodies, such as the IEEE Project 802 and the IETF, and we will implement to the extent capable with the provided Cisco equipment.

3.6.1.2. 1 Gb/s segments will be deployed, as the City requirements dictate, which will constitute the entire backbone, core network, and some special user distribution and local access segments. Switched segments to network end-stations, switches, and routers will be full duplex.
AT&T Response: AT&T has read and understands the requirements described above. Our solution does support 10/100/1000 port speeds, as well as auto-full and manual duplex.

3.6.1.3. The City will run various L4 Internet transport protocols, including TCP, User Data Gram Protocol (UDP), and others as robust implementations become available and requirements warrant. Verify that this solution will support this.
AT&T Response: AT&T has read and understands the requirements described above. Our solution does support all Layer 4 protocols, under inside IP.

3.6.1.4. Although the City expects to continue to run IPv4 for the near to intermediate future, it is expected that a transition to IPv6 will be implemented at an appropriate point, perhaps motivated by such features as authentication, Quality of Service (QoS) priorities, and L3 address space expansion. This solution will support easy transition to IPv6.
AT&T Response: AT&T has read and understands the requirements described above. All hardware components provided in our solution support IPv6, to support such features as Quality of Service (QoS) priorities, and L3 address space expansion.

3.6.1.5. End-stations will be organized logically into VLANs.
AT&T Response: AT&T has read and understands the requirements described above. All hardware components provided in our solution support 802.1q to provide this VLAN segmentation functionality.

- 3.6.1.6. It is the City's objective to provide an Integrated Services IP packet network to support both traditional loss-sensitive/delay-tolerant flows (e.g. ftp transfers) and loss-tolerant/delay-sensitive real-time flows (e.g. playback video streaming applications). This solution supports these types of traffic giving high quality response.
- AT&T Response:** AT&T has read and understands the requirements described above. Our solution supports these applications through a very rich set of quality features that can be applied to switch interfaces. QoS functions that have been provided include "queuing" and "congested avoidance."

3.6.2. Switched Architecture

- 3.6.2.1. The City requires a network with an Ethernet MAC-frame-switched architecture, with the exception of L3 packet switching for inter-VLAN operations and routing to external destinations.
- AT&T Response:** AT&T has read, understands, and shall fulfill the requirements described above. All equipment provided in our solution supports layers 2 and 3 configuration services for user configuration settings.
- 3.6.2.2. Provide conceptual drawings of the configurations called for. Attach referencing this item number.
- AT&T Response:** AT&T has read, understands, and has fulfilled the requirements described above. Please find the conceptual drawings requested, in the *Network Diagrams* section of this Proposal.
- 3.6.2.3. Provide a description of how end-to-end connectivity is provided for all required protocols, and include all switches and router protocols used to provide connectivity (i.e. Spanning Tree, RIP, OSPF, P-NNI, etc.).
- AT&T Response:** The routing and switching platforms recommended in this proposal support all industry standards, and are compatible with any protocols that enable end-to-end connectivity of a "converged" network (voice, video, and data). Here is a brief glimpse of what our solution will support:

Features and benefits

- Ethernet support -- New features in this release include support for the 10-Gigabit Ethernet interface and Ethernet features including IEEE 802.1Q VLAN encapsulation and Layer 2 MAC accounting.
- IP and routing -- Cisco IOS XR Software supports a wide range of IPv4 and IPv6 services and routing protocols, including Border Gateway Protocol (BGP), Intermediate System-to-Intermediate System (IS-IS), Open Shortest Path First (OSPF), static, IPv4 Multicast, Routing Policy Language (RPL), RIP, Spanning Tree, and Hot Standby Router Protocol (HSRP)/Virtual Router Redundancy Protocol (VRRP) features. New features in this release include support for BGP attributes-based policy accounting.
- Multiprotocol Label Switching (MPLS) -- Cisco IOS XR Software supports MPLS protocols such as Traffic Engineering/Fast Reroute (TE-FRR), Resource Reservation Protocol (RSVP), and Label Distribution Protocol (LDP). These features interoperate with Cisco IOS Software. In Release 3.0, the FRR

City Of Culver City RFP-1410

performance is independent of the number of tunnels or prefixes that are rerouted.

- Multicast -- Cisco IOS XR Software provides comprehensive IP Multicast software, including Source Specific Multicast (SSM) and Bidirectional Protocol Independent Multicast-Protocol Independent Multicast (BIDIR-PIM) support. The multicast protocols interoperate with Cisco IOS Software.
- Quality of service (QoS) -- Cisco IOS XR Software supports a rich variety of QoS mechanisms, including policing, marking, queuing, dropping, and shaping. Additionally, the operating systems support Modular QoS CLI (MQC). Modular CLI is used to configure various QoS features on various Cisco Systems® platforms.
- Manageability -- Cisco IOS XR Software manageability provides industry-standard management interfaces, including modular command-line interface (CLI), Simple Network Management Protocol (SNMP), and native Extensible Markup Language (XML) interfaces.
- Security -- Cisco IOS XR Software provides comprehensive network security features, including access control lists (ACLs), routing authentications, authentication, authorization, and accounting (AAA)/TACACS+, IP Security (IPSec), Secure Shell (SSH) Protocol, SNMPv3, and leading Routing Policy Language (RPL) support. Control-plane protection continues to be distributed into line-card ASICs such as the generalized TTL security mechanism (GTSM), RFC 3682, and dynamic control-plane protection.
- Availability -- Cisco IOS XR Software supports rich availability features such as fault containment, fault tolerance, fast switchover, and nonstop forwarding (NSF).
- Scalability -- Cisco IOS XR Software provides complete distributed processing of routing protocols, data forwarding plane, management plane, and infrastructure services to support 90-Tbps multishelf carrier-class router systems.

3.6.2.4. Describe what differentiates your product from your competition. Attach referencing this item number.

AT&T Response: AT&T understands this request, and has provided additional summary documents in the Supplemental Documentation section of this Proposal. To offer a brief overview, the AT&T-Cisco Solution provides the following advantages over any other solution provided:

- AT&T is Cisco's #1 UC partner in Southern California and the US. Furthermore, local City Governments like the City of Culver City, have deployed more Cisco IP Telephony systems than any other manufacturer's solution. In fact, **the ratio of Cisco to non-Cisco IP Telephony solutions in Southern California is nearly 10-to-1!** Please find our list of reference customers attached to this Proposal.
- AT&T named 2008 North America Company of the Year by Frost & Sullivan. As the #1 telecommunications provider in the US, we know telephone systems, and have been implementing more IP-based systems for Government Customers than any other Vendor over the last 10 years!
- *Fortune* magazine named AT&T the Most Admired Telecom Co for the 9th year in a row. AT&T isn't going anywhere, and the City should have confidence in knowing that **we'll be able to successfully implement this solution, and be around for the next 10+ years to support it.**
- AT&T is the ONLY Service Provider in the US that hold's Cisco's Master UC Specialization. More than that, we have more CCIE's local to Southern California