

City Of Culver City RFP-1410

to assist with this project than anybody else!

- AT&T is a Gold partner with Advanced Communications Specialization, as well as a Managed Services Channel Partner. This means that the City could completely outsource its telephony system to AT&T, should the need arise. This service and support is ONLY available through a telecommunications provider, and a Master-level Cisco Partner like AT&T.

3.6.3. Gigabit Technical Specifications

- 3.6.3.1. All Gigabit Ethernet switches must support Layer 3 switching for IP.

AT&T Response: AT&T has read, understands, and shall fulfill the requirements described above. All Gigabit Ethernet switches provided in this Proposal support Layer 3 switching for IP.

- 3.6.3.2. All Gigabit Ethernet switches must have at least a 50G switching fabric.

AT&T Response: AT&T has read, understands, and shall fulfill the requirements described above. Cisco does offer many solutions that meet this 50G switching fabric requirement.

- 3.6.3.3. All switches must support Policy and Port based VLANs.

AT&T Response: AT&T has read, understands, and shall fulfill the requirements described above. All recommended switches are capable of either dynamic or static VLANs, with the user authentication password & policy stored on a management system.

- 3.6.3.4. All Layer 3 implementations should be standards-based. No proprietary protocols or pre-standard protocols should be used to implement routing.

AT&T Response: AT&T has read, understands, and shall fulfill the requirements described above.

- 3.6.3.5. All Copper Switch ports must be 10/100/1000 auto-sensing, and be able to support full duplex communications.

AT&T Response: AT&T has read, understands, and shall fulfill the requirements described above. All copper switch ports are 10/100/1000 auto-sensing, and be able to support full duplex communications.

- 3.6.3.6. All Gigabit Ethernet switches must have wire-speed forwarding for Layer 2 and Layer 3 on 10/100 and Gigabit ports.

AT&T Response: AT&T has read, understands, and shall fulfill the requirements described above. All Gigabit Ethernet switches have wire-speed forwarding for Layer 2 and Layer 3 on 10/100 and Gigabit ports.

- 3.6.3.7. Preferred deterministic latency is under 10 microseconds for both Layer 2 and Layer 3. If the proposed solution does not achieve this latency, state the latency specifically for Layer 3.

AT&T Response: AT&T has read, understands, and shall fulfill the requirements described above. The solution provided will perform under 10 microseconds for both Layer 2 and Layer 3.

- 3.6.3.8. Gigabit Ethernet switches must be able to use and understand OSPF, RIP II for routing purposes.
AT&T Response: AT&T has read, understands, and shall fulfill the requirements described above. All Gigabit Ethernet switches are be able to use and understand OSPF, RIP II for routing purposes.
- 3.6.3.9. Gigabit Ethernet switches should support at least 10,000 MAC and 2,000 routing table entries.
AT&T Response: AT&T has read, understands, and shall fulfill the requirements described above. All Gigabit Ethernet switches support 10,000 MAC and 2,000 routing table entries.
- 3.6.3.10. Gigabit Ethernet switches must support 802.1d Spanning Tree as well as multiple spanning tree groups.
AT&T Response: AT&T has read, understands, and shall fulfill the requirements described above. All Gigabit Ethernet switches support 802.1d Spanning Tree as well as rapid spanning tree.
- 3.6.3.11. Gigabit Ethernet switches must support 802.1Q VLAN trunking.
AT&T Response: AT&T has read, understands, and shall fulfill the requirements described above. All Gigabit Ethernet switches support 802.1Q VLAN trunking.
- 3.6.3.12. Gigabit Ethernet switches must support conversation steering/port mirroring to allow packet monitoring.
AT&T Response: AT&T has read, understands, and shall fulfill the requirements described above. The solution provided will support SPAN session and RSPAN session.
- 3.6.3.13. Ethernet switches must support at least 2,000 VLANs.
AT&T Response: AT&T has read, understands, and shall fulfill the requirements described above. The Ethernet switches provided will meet this 2,000VLAN requirement.
- 3.6.3.14. Redundant power supplies in the core MDF switch.
AT&T Response: AT&T has read, understands, and shall fulfill the requirements described above. All chassis-based switches provided are completely capable of supporting redundant supervisor engines and power supplies.
- 3.6.3.15. Redundant CPU's in the core MDF switch.
AT&T Response: AT&T has read, understands, and shall fulfill the requirements described above. Our core MDF switch provided has a redundant supervisor engine and a redundant power supply.
- 3.6.3.16. Describe switch operating system in the core MDF switch.
AT&T Response: AT&T has read and understands the requirement described above. Below is a brief description of the core MDF switch's operating system:
All Cisco Catalyst 6500 Series supervisor engines, including the new Supervisor

City Of Culver City RFP-1410

Engine 720, take advantage of the industry-leading software and management capabilities of the Cisco Catalyst 6500 Series. Customers can apply their knowledge of Cisco Catalyst Operating System Software, Cisco IOS Software, CiscoWorks, and other graphical and Web-based network management tools without the need to learn a new command-line interface (CLI) or management system.

Cisco Catalyst 6500 Series offers two software operating modes-the Cisco Catalyst Operating System Software with optional Cisco IOS Software on the MSFC, and Cisco IOS Software for the supervisor engines. Each operating mode can be deployed at different hierarchies of the network, depending on the network's requirements. These software solutions for Cisco Catalyst 6500 Series provide full, high-performance Layer 2 through 4 switching and routing functions.

Today, either of these operating modes can be deployed in an entire network environment, or the operating modes can vary within an environment to meet different requirements. One operating mode is not a replacement for another, but is recommended for varying feature requirements.

Cisco IOS Software for the Cisco Catalyst 6500 Series requires the MSFC on the supervisor engine. Cisco IOS Software provides integrated multilayer functions in a single image and is optimized for deployment in core and distribution networks, for Internet access, and in data centers. Combined with the performance of the Cisco Catalyst 6500 Series, Cisco IOS Software offers the necessary features for a high-performance, Layer 3-enabled deployment, including support for a distributed architecture with the capability to scale the Cisco Catalyst 6500 Series to 400 mpps throughput. Additionally, Cisco IOS Software provides operational ease of use by offering a single image and configuration file to be deployed in many different scenarios.

The Cisco Catalyst 6500 Series with Cisco IOS Software Modularity boosts operational efficiency and minimizes downtime through evolutionary software infrastructure advancements. By enabling modular Cisco IOS subsystems to run in independent processes, this innovation minimizes unplanned downtime through self-healing processes, simplifies software changes through subsystem In-Service Software Upgrades (ISSU), and enables process-level, automated policy control by integrating Embedded Event Manager (EEM).

3.6.4. Hardware Architecture and Operations

- 3.6.4.1. The City requires high-speed, highly efficient L2/L3 switches in all locations to implement an enterprise-wide configuration of Ethernet switching fabrics and an L3 switching hierarchy.

AT&T Response: AT&T has read, understands, and shall fulfill the requirements described above.

- 3.6.4.2. L3 protocols at all locations must include RIP v1, RIP v2 and Layer 3 ACLs.

AT&T Response: AT&T has read, understands, and shall fulfill the requirements

City Of Culver City RFP-1410

described above. The feature set included on all hardware provided includes compatibility with RIP v1, RIP v2 and Layer 3 ACLs.

3.6.5. Media Applications

- 3.6.5.1. The City requires an IP network service that will support real-time flow (e.g. video-streaming) applications in both unicast and multicast configurations.

AT&T Response: AT&T has read, understands, and shall fulfill the requirements described above. Our solution supports real-time applications in both unicast and multicast configurations.

3.6.6. Quality of Service

- 3.6.6.1. The City requires an IP network service providing QoS assurances for both traditional data and multimedia network service applications. This requirement has two distinct parts: Classes of Service (CoS) and end-to-end Quality of Service (QoS) provision by resource reservation.

AT&T Response: AT&T has read, understands, and shall fulfill the requirements described above. Our solution provides QoS assurances for both traditional data and multimedia network service applications, including both Class of Service (CoS) and end-to-end Quality of Service (QoS) provision by resource reservation.

3.6.7. Network Security

- 3.6.7.1. The City requires one integrated scheme of network service user authentication and authorization for access to specific applications and data resources. This scheme should be based upon appropriate (see below) standards, as initial product implementations become available.

AT&T Response: AT&T has read, understands, and shall fulfill the requirements described above. Our Secure Access Control Server (ACS) provides a comprehensive, identity-based access policy system for Cisco intelligent information networks. It is the integration and control platform for managing access policy for network resources.

Cisco Secure ACS provides central management of access policies for both network access and device administration and supports a wide range of access scenarios including wireless LAN, 802.1x wired, and remote access. Cisco Secure ACS is the leading authentication, authorization, and accounting (AAA) platform in the market and is deployed by 90 percent of the top 500 Cisco customers. Cisco Secure ACS is available as a rack-mountable, dedicated appliance - Cisco Secure ACS Solution Engine - or as software that runs on Windows platforms, Cisco Secure ACS for Windows.

Additional information may be found in the *Data Sheets* section of this Proposal.

3.6.8. Network Management

City Of Culver City RFP-1410

3.6.8.1. The City desires an efficient SNMP-based network-management system.
AT&T Response: AT&T has read, understands, and shall fulfill the requirements described above. Our CiscoWorks LAN Management Solution (LMS) is an integrated suite of management tools that simplify the configuration, administration, monitoring, and troubleshooting of the City's network. One of many features corresponding to CWLMS includes the topology maps that indicate the discovery and Simple Network Management Protocol (SNMP) status of network devices.
Additional information may be found in the *Data Sheets* section of this Proposal.

3.6.8.2. The City requires the implementation of SNMPv3.
AT&T Response: AT&T has read, understands, and shall fulfill the requirements described above. CWLMS will support SNMPv3, and please consult the *Data Sheets* section of this Proposal for more details.

3.6.8.3. Provide summary information on the features and functionality of your management application software package and its user interfaces. The City requires tools to isolate network elements that cause network service failures and/or performance degradation.

AT&T Response: CiscoWorks LAN Management Solution (LMS) is a suite of powerful management tools that simplify the configuration, administration, monitoring, and troubleshooting of Cisco networks. It integrates these capabilities into a best-in-class solution for:

- Improving the accuracy and efficiency of the network operations staff
- Increasing the overall availability of the network by simplifying configuration and quickly identifying and fixing network problem
- Maximizing network security through integration with access control services and audit of network-level changes

CiscoWorks LMS provides:

- A centralized system for sharing device information across all LAN management applications, improving manageability, and increasing systemwide awareness of network changes
- Network discovery, topology views, end-station tracking, and VLAN management
- Real-time network fault analysis with easy-to-deploy, device-specific, best-practice templates
- Hardware and software inventory management, centralized configuration tools, and syslog monitoring
- Monitoring and tracking of network response time and availability
- Real-time device and link management, as well as port traffic management, analysis, and reporting
- A flexible Web portal for launching and navigating network management functionality
- A workflow engine that provides step-by-step wizards for system setup and device troubleshooting

3.6.8.4. The City requires a system that provides for moves-and-changes and inventory control. The system should allow:

City Of Culver City RFP-1410

3.6.8.4.1. Firmware upgrade on switches and devices.

AT&T Response: AT&T has read, understands, and shall fulfill the requirements described above.

3.6.8.4.2. Graphical map and system status notification of network trouble spots.

AT&T Response: AT&T has read, understands, and shall fulfill the requirements described above.

3.6.8.4.3. Allow you to manage IP telephones.

AT&T Response: AT&T has read, understands, and shall fulfill the requirements described above.

3.6.8.4.4. Allow control of VLAN registration and policy

AT&T Response: AT&T has read, understands, and shall fulfill the requirements described above.

3.6.8.4.5. Management of policy as well as access control lists.

AT&T Response: AT&T has read, understands, and shall fulfill the requirements described above.

3.7. Structured Cabling

3.7.1. Copper Horizontal Cabling – The vendor is responsible to identify locations where new or additional structured cabling is required.

AT&T Response: AT&T understands and has complied with this requirement. Based on the information we were provided through this RFP process, we've determined the following structure cabling work must be completed:

Task 1: Provide labor and material to install (120) Network Station outlets to customer specified locations.

- (24) locations configured as (1) Network cable only (Fire Station)
- (48) locations configured as (1) Network cable only (Police Station)
- (48) locations configured as (1) Network cable only (Fire Department 3)

Cable Plant

- All Data cable is 4-pair, 23awg, Category 6, Plenum jacketed.
- Data cable will be terminated onto a new 48-port, Category 6 patch panels in the closet, RJ45 jacks at the station wired to EIA/TIA 568-B standards.
- Test all data cables to be in compliance with EIA/TIA TSB67 specifications for Category 6 cable. Customer is to receive hard copy documentation of all test results.

Cable Plant – General

- Support all cable in ceiling area using existing hangers at 4' intervals according to local codes and EIA/TIA specifications.
 - (100) J-hooks

City Of Culver City RFP-1410

- Label all station outlets with machine generated labels.
- Customer is to receive as-built documentation on new cable plant.
- Customer is to receive an AMP NDI 25-year warranty on all labor and material.

Task 2: Provide labor and material to Build-out customers equipment room (MC) for Network Cable termination.

- Utilize customers existing Network Frames for termination.
 - Install (1) 24-port, Category 6 patch panel (Fire Station)
 - Install (1) 48-port, Category 6 patch panel (Police Station)
- Install (1) 2ftx2ftx2ft enclosed cabinet at Fire Department 3 for a new IDF.
 - Install (1) 48-port, Category 6 patch panel (Fire Department 3)
 - Install (2) 2U horizontal wire managers.

Task 3: Provide labor and material to complete the following work to support customers VG224 installation.

- Install (1 ea) 25-pair singled ended amphenol cable from each of the customers VG224's to voice termination frame at each closet. (10 total)
 - Install (1 ea) 66M150 block at voice termination frame for termination.
 - Terminate and label each block.
- Cross connect approximately (138) VG ports to existing analog locations to heat up customers analog devices.

3.7.1.1. Copper horizontal cabling shall comply with the following Category 6 industry standards:

3.7.1.1.1. ANSI/TIA/EIA 568B.2

3.7.1.1.2. ANSI/ICEA S-90-661

3.7.1.1.3. NEMA WC66

3.7.1.1.4. ISO 11801.

AT&T Response: AT&T understands and has complied with this requirement.

3.7.1.2. Category 6 copper horizontal cabling shall be used for the network connectivity between the workstation endpoint, to the intermediate distribution frame (IDF), or to the MDF if the workstation endpoint is in the same vicinity of the MDF.

AT&T Response: AT&T understands and has complied with this requirement.

3.7.1.3. Category 6 copper horizontal cabling shall not exceed 100 meters in total length.

AT&T Response: AT&T understands and has complied with this requirement.

3.7.1.4. The vendor shall provide and install a complete end-to-end network drop from workstation wall plates, to the IDF or MDF termination point.

AT&T Response: AT&T understands and has complied with this requirement.

3.7.1.5. There cable shall not be exposed within any interior location except within the IDF/MDF location

AT&T Response: AT&T understands and has complied with this requirement.

City Of Culver City RFP-1410

- 3.7.1.6. The vendor shall provide surface-mounted wall-plates, and raceway to fully encase all cabling
AT&T Response: AT&T understands and has complied with this requirement.
- 3.7.1.7. Any new drop location shall include at least two (2) Category 6 connections.
AT&T Response: AT&T understands and has complied with this requirement.
- 3.7.1.8. Where not available, the vendor shall install an appropriately sized wall- or rack-mounted termination patch panel, and associated wire management.
AT&T Response: AT&T understands and has complied with this requirement.

ADDENDUM #1

RFP # 1410

Request for Proposals for Voice Over Internet Protocol Phone System

This Addendum # 1 is to change the proposal due date from Thursday, March 19, 2009 to **Tuesday, March 31, 2009 at 3:00 pm.**

All other terms and conditions remain unchanged.

1.1 Appendix A – Voice and Data by Site

SITE	PBX	Phones	Data Port Count Used/Available	Computers
City Hall	Mitel PBX	329	406/484	278
Fire Station 1		77	28/36	15
Senior Center	P-node	50	36/48	24
Police Dept	Mitel PBX	191	242/264	140
Transportation	Mitel PBX	83	89/96	64
Public Works	P-node	67	36/48	38
Fire Drill Yard		9	1/12	4
Transfer Station		11	17/32	11
VMC	Mitel PBX	48	34/36	11
Teen Center	P-node	10	6/12	4
Plunge		7	2/12	3
Fire Station 2	VoIP PBX	21	18/24	16
Fire Station 3 (existing)	VoIP PBX	13	8/ 24	6
Fire Station 3 (new)	Proposed VoIP PBX	23	32/48	10
Ivy Substation	POTS Lines	4	0	0
Various Parks	POTS Lines	10	0	0

Appendix D -- Data Port and Phone Count by Location

Model Name	CAT5e Used/Avail.	Fiber Used/Avail.	IP Address (opt.)	Location	Mitel Digital Phones	Analog Lines	CO Circuits
Cisco Catalyst 2950 Series	37/48	1/2	N/A	City Hall, Acct IDF, 1st Flr (1a)	50	9	
Cisco Catalyst 2950 Series	47/48	1/2	N/A	City Hall, Acct IDF, 1st Flr (1a)			
CH-WIFI	2/16	0/0	N/A	City Hall, Acct IDF, 1st Flr (1a)			
Bay Stck 350-24T	24/24	0/2	X	City Hall, Graphics IDF, 1st Flr (1b)	34	14	
Cisco Catalyst 2950 Series	47/48	1/2	N/A	City Hall, Graphics IDF, 1st Flr (1b)			
Bay Stack 350-24T	21/24	0/2	X	City Hall, Engr IDF, 2nd Flr (2a)	50	6	
Bay Stack 350-24T	21/24	0/2	X	City Hall, Engr IDF, 2nd Flr (2a)			
Bay Stack 350F	12/12	1/2	N/A	City Hall, Engr IDF, 2nd Flr (2a)			
Bay Stack 350-24T	24/24	1/2	X	City Hall, Engr IDF, 2nd Flr (2a)			
Bay Stack 350F	1/12	1/2	N/A	City Hall, Housing IDF, 2nd Flr (2b)	47	8	
Bay Stack 350-24T	24/24	0/0	X	City Hall, Housing IDF, 2nd Flr (2b)			
Catalyst 2950 Series	41/48	1/2	N/A	City Hall, Housing IDF, 2nd Flr (2b)			

Appendix D – Data Port and Phone Count by Location

Cisco Catalyst 2950 Series	48/48	1/2	N/A	City Hall, CMO IDF, 3rd Flr (3b)	40	18	
Bay Stack 350-24T	0/24	1/2	X	City Hall, CMO IDF, 3rd Flr (3b)			
Cisco Catalyst 2900 LX Series	9/12	0/0	N/A	City Hall, Redev IDF, 3rd Flr (3a)	33	7	
Bay Stack 350-24T	24/24	1/2	X	City Hall, Redev IDF, 3rd Flr (3a)			
Bay Stack 350-24T	17/24	0/2	X	City Hall, Redev IDF, 3rd Flr (3a)			
Bay Stack 350	7/12	1/2		City Hall, P1-18 Comm Rm	2	11	
				City Hall T1 DID Inbound			36
				City Hall T1 Outbound			36
				City Hall LS/GS			21
3COM Super Stack	0/12	0/0	N/A	PD, 2nd Flr IDF	49	9	
Bay Stack 350-24T	24/24	1/2	X	PD, 2nd Flr IDF			
Bay Stack 350-24T	24/24	1/2	X	PD, 2nd Flr IDF			
Bay Stack 350-24T	21/24	0/2	X	PD, 2nd Flr IDF			
Bay Stack 350-24T	23/24	0/2	X	PD, 2nd Flr IDF			

Appendix D – Data Port and Phone Count by Location

Model Name	CAT5e Used/Avail.	Fiber Used/Avail.	IP Address (opt.)	Location	Mitel Digital Phones	Analog Lines
Bay Stack 350-24T	22/24	0/2	X	PD Basement IDF	69	64
Bay Stack 350-24T	21/24	0/2	X	PD Basement IDF		
Bay Stack 350-24T	24/24	0/2	X	PD Basement IDF		
Bay Stack 350-24T	24/24	1/2	X	PD Basement IDF		
Bay Stack 350-24T	24/24	0/2	X	PD Basement IDF		
Bay Stack 350-24T	23/24	1/2	X	PD Basement IDF		
Bay Stack 350F	12/12	0/2	N/A	PD Basement IDF		
				PD DID/Loop Tie		12
				PD T1 DID Inbound		18
				PD T1 Outbound		6
				PD LS/GS		20
Bay Stack 350F	24/24	0/2	N/A	Transportation IDF, 1st Flr	35	21
Bay Stack 350-24T	24/24	0/2	N/A	Transportation IDF, 1st Flr		
Cisco Catalyst 2950 Series	23/24	0/2	N/A	Transportation IDF, 1st Flr		
				Transportation IDF, 1st Flr LS/GS		4
Bay Stack 350-24T	17/24	1/2	N/A	Transportation IDF, 2nd Flr	18	9

Appendix D – Data Port and Phone Count by Location

Bay Stack 350-24T	13/24	1/2	X	Transfer Station, IDF	8	3	
NetGear DS108	4/8	0/0	N/A	Transfer Station, Trailer			
Bay Stack 350-12T	1/12	1/2	X	Drill Yard IDF	4	2	
Bay Stack 350-24T	18/24	1/2	N/A	Public Service IDF	47	20	
Bay Stack 350-24T	18/24	0/2	X	Public Service IDF			
				Public Services IDF LS/GS			4
Cisco Catalyst 2950 Series	17/24	2/2	N/A	Senior Center IDF Main	23	6	
				Senior Center IDF Main LS/GS			4
Cisco Catalyst 2950 Series	19/24	1/2	N/A	Senior Center IDF Lunch Rm	12	9	
Bay Stack 350F	12/12	0/2	X	VMC Tower IDF	25	23	
Bay Stack 350-24T	22/24	2/2	X	VMC Tower IDF			
				VMC Tower IDF LS/GS			4
Bay Stack 350-24T	6/24	2/2	N/A	Teen Center IDF	7	3	
Bay Stack 350F	2/12	1/2	X	Plunge IDF	4	3	

Appendix D – Data Port and Phone Count by Location

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City of Culver City RFP #1410
Responses to RFP Questions Submitted at Pre-Bid Meeting and to Date
Through February 23, 2009

Following are the questions asked by potential bidders. The first section consists of those questions forwarded prior to the conference with the answers that were given in the conference introduction. The second section contains questions asked or e-mailed in by potential bidders during or after the conference to February 23, 2009.

Following are the pre-conference questions and answers presented :

- 3.1.2 "All Major system components must be from the same manufacturer (switches, routers, IP PBX, VM, UC (unified communications), e911)": This requirement is to minimize the number of manufacturers in the response and avoid mix & match solutions. For example if you bid hardware the solution doesn't have a mix of Nortel, HP, Cisco, Dlink, and LinkSys components. Choose a platform (i.e. Nortel) and consistently use their hardware for the solution. The same preference for the soft components. We're looking for the best solution. Submit your best solution.
- 2.16.13 References: We are interested in solutions that have been tested in peer organizations. If you have implemented in southern California governments they are the preferred references. If you have not; preference is given to Southern California businesses of similar complexity, CA statewide governments and then businesses, then national governments and finally national businesses. References should be applicable to the scope and complexity of Culver City's project.
- Sample Bid Form: The sample bid form is an example to show form and level of detail. No conclusions should be drawn from it. It is an example only.
- Is there a budget identified in the '08-09 Fiscal year for a new telephone system? Yes, the budget is being assembled from several internal funds and budgets across the City.
- What are the requirements to become a Culver City vendor for the project? The RFP covers the majority of the project requirements. City policy requires a valid City business license to complete the contract and issue a Purchase Order to the chosen vendor. During the negotiation process the chosen vendor will be required to supply verifications of insurance and worker's compensation coverage.

Following are questions asked at the pre-bid conference or e-mailed in to date:

- Will you be doing a wiring level walkthrough of all your sites?
 - This isn't a practical request. To obtain the level of detail of each outlet at all sites would be prohibitively time consuming and impractical for high security locations such

City of Culver City RFP #1410
Responses to RFP Questions Submitted at Pre-Bid Meeting and to Date
Through February 23, 2009

as the Police Department. Instead the City will be identifying the analog/wall phones by location with numbers of phones in this category to assist in identifying the number of locations that are Cat3 only outlets.

- What option cards/services are installed the current Cisco 4506 Concentrator?
 - WS-X4515 – Fiber module (Multi-mode)
 - WS-X4124 FX-M1 – Fiber module (Multi-mode)
 - WS-X4418-GB – Copper GB Ethernet
 - WS-X4448-GB-RJ45 – Copper ½ = GB, ½ 10/100 Ethernet
 - WS-X4148-RJ – Copper 10/100 Ethernet
- Is analog phone support required?
 - Analog line support is required for standard analog phone sets, fax machines, modems and to interface into backup key phone system located at Fire Station 1 and to interface to the E-911 system located at the Police Department.
- Will we keep our current conference phones and standard phone sets?
 - The City has an investment in Polycom analog conference phones. The City will be retaining those phones. If you have an offering that we may be interested in, you may propose it as an option.
- Are conference phones included in the analog phone count?
 - The conference phones are currently included in the analog phone count, but may be broken out into their own line item in updated phone counts.
- What is the distance to the parks?
 - The provided maps of Culver City list parks and park addresses along with the addresses of City facilities. The potential bidder can investigate any/all distances between sites and parks as needed.
- Are the OPX circuits (dry pair) to the parks amplified by the CO?
 - Yes
- Where will the VoIP PBX/Voice Mail/Voice Communications System be located? In the Server Room or P1-18?
 - The potential bidder will have to determine how to layout the configuration of the systems. The most efficient layout may require services of some type in all locations.
- Are we looking to trade in any equipment?
 - If your organization has the option to trade in the existing equipment so note it and propose the amount of credit and terms in the RFP response.

City of Culver City RFP #1410
Responses to RFP Questions Submitted at Pre-Bid Meeting and to Date
Through February 23, 2009

- 2.16.17 – What are we looking for in the response concerning maintenance service agreement?
 - The City is looking for enough detail to ensure that all normal and usual arrangements are covered. Items such as response times, escalation path, hours for service, services/parts covered, 800 number support, onsite and remote maintenance/management services, etc.
- Current SAN vendor and Disaster Recovery site?
 - SAN vendor is Hewlett Packard.
 - The City has disaster recovery services at several sites. The specific details do not appear to be relevant to the RFP process.
- Where is the Disaster Recovery site located?
 - Discussions of specific security and disaster recovery are confidential and do not appear to be relevant to the RFP process.
- Does the City want to stock spare parts on site?
 - The potential bidder may propose it as part of the RFP. The issue is amount and location of storage, security of storage, etc. for the parts.
- Can we provide furniture level drawings?
 - Furniture level drawings are not available.
- What is the estimate of anticipated percentage of data/phone growth for the City?
 - Anticipated growth is low. The exception is the New Fire Station 3 Existing services and phone instruments will transfer from old to new station #3. Enhancements to the number of phones will be paid for out of the Fire Station #3 project budget.
- Explain PD concerns.
 - Refer to Appendix C. At the Police Department there are 2 non-City networks. The complexity of the network must include the ability for the City, Police1, Police2, and VOIP Phone networks to utilize the same physical network in a secure, flexible, and efficient manner. Phone service to offices, cubicles, and wall phones at all the appropriate sites which also may be on any of the City/PD networks.
 - Note – Chosen bidder's staff will be required to complete standard background checks before they can work on the Police site.
- 3.1.2 – consistency and interoperability
 - "All Major system components must be from the same manufacturer (switches, routers, IP PBX, VM, UC (unified communications), e911)": This requirement is to minimize the number of manufacturers in the response and avoid mix & match

City of Culver City RFP #1410
Responses to RFP Questions Submitted at Pre-Bid Meeting and to Date
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solutions. For example if you bid hardware the solution doesn't have a mix of Nortel, HP, Cisco, D-Link and Linksys components. Choose a platform (i.e. Nortel) and consistently use their hardware for the solution. Submit your best solution.

- Scope of work – how is it scored?
 - RFP is broken into sections – Data, Voice, Unified Messaging, and Security for example. We will look at whether each major category is answered and the quality of response to determine ratings for each of the components. They will be added together and a score determined. The scope of work is 20% of the bid evaluation. So if the combined score for the scope sections is 60 out of 100 possible points it is worth 12% $[(60/100) * 20\%]$ out of 100% in the total RFP rating response.
- Who is the committee for the final decision?
 - The Technical Services Division staff in consultation with the Police Computer Support Group will review the RFP responses. They will be ranked after elimination rounds produce RFP responses which appear to conform to all the needs of the City.
 - The Chief Information Officer will review the final candidates and the recommended vendor coming from Technical Services. He will make the final determination on which vendor to take to the City Council for approval to contract. He may also choose to pursue a BAFO (best and final offer) process or choose to reject all bids.
 - The recommended vendor will require the approval of the City Council in order to proceed. This will be the final step before beginning the contracting process.
- What are the metrics for the final decision?
 - As noted above there will be several elimination rounds before proposals will be receive rankings through detailed evaluation. The process is as follows:

Review Process:

First Elimination Pass:

Eliminate all proposals that aren't complete.

Eliminate all proposals from vendors who don't have either vendor partnership certifications or who don't demonstrate depth in individual support people with training and certification in the products contained in the proposal (2.10, page 6).

Second Elimination Pass:

Eliminate all proposals which do not adequately cover the scope of work. The Police/City and 911 Dispatch/City integration components are of particular importance. (for police concerns see Appendix C, page 25).

City of Culver City RFP #1410
Responses to RFP Questions Submitted at Pre-Bid Meeting and to Date
Through February 23, 2009

Eliminate all proposals which have bad or insufficient designs or with deficient implementation plans. (The security, VLAN setup, traffic/intrusion monitoring, convergent messaging, and disaster mitigation/recovery components of the designs are of particular importance.)

Third Elimination Pass:

Review references for surviving bids. Determine relevance and if the referenced jobs are applicable to this implementation. Eliminate vendors with no/low applicability to the solution required by the City, or with low marks from references on past implementations.

Review financial stability of the proposing company, proposed solution manufacturer(s), and investigate any past work done for the City of Culver City. Determine satisfaction level with that work.

Final Review and rankings:

Examine costs of proposed solutions:

- Upfront purchase costs
- Completeness of warranty and support costs initial year
- Ongoing support and maintenance costs
- 3.1.19 – Did we want a proposal for a NAC solution for all sites, centralized monitoring?
 - Yes – Security and monitoring will be important considerations. The Bidder will have to propose tools to manage traffic, identify errors, prevent/log/identify intrusion attempts and traffic problems, and maintain security that will allow the system to work for years after installation.
 - The chosen solution should be able to monitor *all* segments of the network for problems/issues and be able to see the VLANs individually and collectively.
 - The proposed system should be simple to operate, maintain, and use.
- Will 10/100 suffice as minimum requirements to the end user? Are we open to 10GB?
 - The speed will be determined by the proposed system. However, Culver City will be using this system for 10-15 years and it must be positioned to allow the organization to grow during this time. 10/100 would be the minimum expected to the desktop/phone. 10/100/1GB is industry standard currently with 10GB backbones as the emerging standard.
 - A bidder may wish to propose to current standards and list optional enhancements (clearly set off from the proposal) to enhance to a faster infrastructure.
- Is the City looking to mandatorily upgrade the data network?

City of Culver City RFP #1410
Responses to RFP Questions Submitted at Pre-Bid Meeting and to Date
Through February 23, 2009

- The City is looking for an integrated voice and data solution. In our opinion it is not feasible to achieve our goal of an integrated voice and data solution without an upgrade of the existing data network.
- You require that voicemail message not be stored on the Exchange 2007 server.
 - **This is a change authorized by the CIO to the RFP requirements -**
 - An e-mail should be sent to the recipient so he/she has the option to pick it up through the computer.
 - Messages must be able to be picked up by a computer user of any of the following:
 - Onsite PC
 - Offsite PC using Outlook Web Access
 - Through a mail message received by a mobile device. Examples would include an iPhone, Treo, or Blackberry.
 - Messages are to be stored on the voicemail system as the first choice. To achieve the goals above the message may be stored/copied on the Exchange server.
 - The recipient must be able to forward a voicemail message to another mail user either internal to Culver City or externally at other agencies.
 - If messages are stored on the VM system **the VM system must be able to effectively backup and recover messages without having to impact the e-mail system.**
 - The voicemail backup system should be capable of selective restoration of individual VM boxes or messages.
- VCS uploads messages to main storage server upon reconnection.
 - When the central site is reconnected the messages should be uploaded to the central VM system.
- 3.1.10 - The VCS shall be able to take calls and voice mail messages if a site is isolated during a disaster.
 - The design of the phone and data system should allow local services to run in a disaster recovery mode when access to the primary Data Center (City Hall) is cut.
 - Each major and its associated minor sites should be able to make telephone calls, accept messages (on some level), and utilize any data services still on the site.
 - When the sites are reconnected some type of auto-discovery should re-integrate the networks and VLANs so that services return to normal.
- 3.1.11 - The VCS shall upload voice mail messages to the centralized Voice Messaging System when links are re-established.
 - In the event of a connection problem between a major site and the central City Hall systems and central management the VCS should be able to take and hold messages until a connection can be re-established with the central system.

City of Culver City RFP #1410
Responses to RFP Questions Submitted at Pre-Bid Meeting and to Date
Through February 23, 2009

- The level of functionality and number of messages that can be taken should be noted if it is less than the central system.
- 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.) Do you have currently a traffic sample of your current central voice mail system on auto-attendant function?
 - This report will be generated and sent to Bidders.
- 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.
 - **- This is a change authorized by the CIO to the RFP requirements -**
 - An e-mail should be sent to the recipient so he/she has the option to pick it up through the computer.
 - Messages must be able to be picked up by a computer user of any of the following:
 - Onsite PC
 - Offsite PC using Outlook Web Access
 - Through a mail message received by a mobile device. Examples would include an iPhone, Treo, or Blackberry.
 - Messages are to be stored on the voicemail system as the first choice. To achieve the goals above the message may be stored/copied on the Exchange server.
 - The recipient must be able to forward a voicemail message to another mail user either internal to Culver City or externally at other agencies.
 - If messages are stored on the VM system the VM system must be able to effectively backup and recover messages without having to impact the e-mail system.
 - The voicemail backup system should be capable of selective restoration of individual VM boxes or messages.
 - The product supporting unified messaging must remain compatible with Exchange 2007 as service packs and security updates are released for the Exchange product and must remain compatible with the underlying Windows Server 2008.
 - The City utilizes VMWare virtual servers for many of its servers. The chosen product should be compatible with a virtual server and run under VMWare or on a physical server.
 - Note – Presently the City has an Exchange 2003 server. It is planned that by implementation this will be shut down.
- 3.2.2 – On Appendix A or B, can you have a separate line for analog phones per site?
 - Refer to updated phone counts to Appendix A and D provided on the CD handed out at the Pre-Bid conference.

City of Culver City RFP #1410
Responses to RFP Questions Submitted at Pre-Bid Meeting and to Date
Through February 23, 2009

- Which vendor has been chosen to provide the SIP trunking and how many SIP trunks per site?
 - No vendor is currently selected. Bidders should specify a SIP and/or PRI vendor for their solution.
 - The City currently uses AT&T under the CALNET 2 program for its T1 trunks. Any SIP trunk or PRI trunk solution must have competitive pricing.
- ACD functionality; There were no specific's identified in the RFP as far as numbers of positions, locations(s) or detailed functionality(to include recording requirements).
 - The City would like ACD as an option for future implementation although it is not in use at this time. We will provide a best guess of how many agent groups and number of agents per group for pricing purposes.
- At a number of the locations the existing cable plant (and connectivity) is via copper infrastructure other than CAT6, would the city entertain digital handsets at those locations which provide the full feature functionality of the VoIP handset. This would reduce cost and disruption to the city.
 - The bidder should design the best system based on the requirements. The bidder should keep in mind that the City intends to utilize this system for 10-15 years and the design should reflect the long term nature of the investment in technology desired by the City.
- In reviewing the RFP the city utilized CISCO identifiers in the VoIP phone bid sample. Is this bid restricted to CISCO or will the city seriously consider other manufacturers products.
 - The sample bid response sheets are examples of the form and level of detail expected in the response. No other implications should be assumed from the example.
- Pg. 8 - 2.16.15: Do you have a staging/locked storage area for equipment delivery?
 - The City's Purchasing warehouse can accept deliveries to be routed out to other facilities. Onsite storage is limited to City Hall. With advanced arrangements the Purchasing warehouse can hold items and limit access. However the warehouse is under control of Purchasing staff not IT so convenient access may be a problem.
- Pg. 17 - 3.6.1.2: Can you be more specific as to the segments being referred to, in reference to which switches are required to be gig vs. non-gig?
 - 1Gb/s segments will be deployed for the entire backbone, core network, and some special user access segments. Site to site backbone connections are self-explanatory. Core network applies to both the City and Police core concentrator and related switches. Switch stacks should have the option to cascade 1Gb/s (or more) backplane connections to the central head-in switch. Since the head-in switch is connected to the City's fiber backbone this switch (minimum) will have to support the fiber connection.

City of Culver City RFP #1410
Responses to RFP Questions Submitted at Pre-Bid Meeting and to Date
Through February 23, 2009

High density closets may have two head-in switches with fiber connections to support traffic.

- Pg. 17 - 3.6.3: As a design consideration, how many ports does the Server Farm require?
 - The exact part numbers for the Cisco 4506 cards are listed in a question on its configuration. There are 96 copper connection and 44 fiber connections on the concentrator. Most of the copper are in use. About 2/3 of the fiber are in use.
- Pg. 17 - 3.6.3: Are you requiring gigabit switches to be deployed at all locations throughout your network?
 - 1Gb/s segments will be deployed for the entire backbone, core network, and some special user access segments. Site to site backbone connections are self-explanatory. Core network applies to both the City and Police core concentrator and related switches. Switch stacks should have the option to cascade 1Gb/s (or more) backplane connections to the central head-in switch. Since the head-in switch is connected to the City's fiber backbone this switch (minimum) will have to support the fiber connection. High density closets may have two head-in switches with fiber connections to support traffic.
- Phone Count by Type of Phone by Location: According to the Phone Count by PBX Location PDF included on the CD distributed at the mandatory vendor meet, there are a large number of 12/14 line phones. How many of these lines are used for intercom, inbound and outbound calling vs. feature buttons?
 - This varies from phone to phone. Each department and individual has their own needs and there is no standard.
- Phone Count by Type of Phone by Location: Will sidecars be required for the purpose of call coverage or BLF functionality, and if so how many?
 - That depends on the proposed bidder's phones. Many modern phones have electronic windows that remove the need for sidecars by being able to display multiple pages. Main secretarial phones for the 13 departments may have a need to display larger functionality and require sidecars or a larger display phone.
- What is the City looking for in the way of end-user training? The RFP does not list any specific requirements, would you like the Vendor to provide any end-user training?
 - See 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." The City expects a clear, complete, and well planned training program which will allow City staff to operate, maintain, troubleshoot, and diagnose problems with the new systems.

City of Culver City RFP #1410
Responses to RFP Questions Submitted at Pre-Bid Meeting and to Date
Through February 23, 2009

- The RFP doesn't reference a Bid Bond or Insurance Certification requirement. We wanted to confirm the City would not require this documentation
 - The City has not placed a bid bond requirement on the vendors. As stated at the pre-bid conference City policy requires a valid City business license to complete the contract and issue a Purchase Order to the chosen vendor. During the negotiation process the chosen vendor will be required to supply verifications of insurance and worker's compensation coverage.
- Is the use of a State-approved purchase vehicle (like CMAS) allowable, as part of this RFP Response? If so, will the Vendor be responsible for paying any shipping charges or administrative fees?
 - The City of Culver City is a local government entity in the State of California. Any eligible pricing programs may be considered by potential bidders.
 - The vendor is free to utilize any of their resources to develop the best pricing scenario. The City will only see the final costs of their proposal when submitted. The City expects the RFP response to include all costs based on how it was developed. This includes all shipping, delivery, handling, program, administrative, taxes, surcharges, etc.
- Section 3.6.3.8 references OSPF routing, and that every copper switch port in the design must support OSPF. This is not a typical requirement for a City Government VOIP deployment. We wanted to confirm your stance at the Pre-Bid Meeting that this requirement will remain part of this RFP
 - This is a change authorized by the CIO to the RFP requirements -
 - This requirement has been used in other City based VOIP RFPs we are aware of.
 - Bidders should show us the configuration with OSPF and without OSPF. A discussion / clarification should be included with the non-OSPF submission stating why it isn't recommended / necessary.

Cable Related Questions;

1. What are the data cable requirements for new cable drops
 - It is expected that phone and data locations will remain the same as they are presently laid out. Only new Fire Station #3 will be a change and the budget of that project will be required to cover costs of additional phone devices over the existing station #3.
 - The City's standard is two data and two phone drops at each location (2 Cat5(e) and 1 Cat3 split into 4 pairs). A wall phone only site (no data) will have one cable (Cat3).
2. How many new Cat 6 cables are required at each site?
 - Since the City intends to utilize existing locations and replace the existing service/devices the number of new runs should be minimal.
 - The potential bidder must review the cable profiles and number of phones at each site as provided in the RFP and determine what changes to the wiring plant may be required to support their solution.

City of Culver City RFP #1410
Responses to RFP Questions Submitted at Pre-Bid Meeting and to Date
Through February 23, 2009

3. Is surface raceway required?
 - All wiring should be anchored in place and placed in permanent mountings as far as the wall jack or surface mount box.
 - Patch cables do not have to be in raceways.
4. Are new equipment cabinets and/or racks required? If so, how many of each type?
 - The potential bidders have photographs of each of the MDF/IDF locations. They will have to determine if sufficient space is available for their solution at each location.
5. Other than Cat 6 cable, what communications cabling is required for this project?
 - The City will be continuing to use the existing locations for closets, offices, cubicles, and existing wall phones and fax machines. If the potential bidder's solution requires special/cable enhancements they will have to be factored into their solution. Otherwise the existing cabling can be used if it supports the solution.
6. Should the indoor communications cabling be plenum rated or non-plenum rated?
 - Plenum rated. Summary from the Fire/Building Departments: Any wiring within City government buildings (installed/fished) within walls, above the ceiling, or installed within the environmental spaces would be required to be plenum cable. The only exception would be wiring installed within raceways terminating in electrical boxes and/or installed within cable trays per the 2007 CA Electrical Code.
7. Are any patch cables required? Cat 6 or Fiber? If so, how many and what length?
 - The potential bidder may or may not be replacing networking, phone, and related equipment. Any changes that require patch cables that are of a different length, different color, connector type, or net additions should presume that the potential bidder must provide them.
 - Any cables that are re-usable and rated for the task should be checked with a scanner to confirm performance and can be re-used.
8. What cabling manufacturers are acceptable for this project?
 - Potential bidders should plan to use a quality confirmed cable from a recognized manufacturer which conforms to industry standard and California / City code requirements. Specific brands are up to the potential bidder as long as the quality and code parameters are met.
9. Does any of the existing cabling have to be removed?

City of Culver City RFP #1410
Responses to RFP Questions Submitted at Pre-Bid Meeting and to Date
Through February 23, 2009

- Abandoned cable that is in the way of installation of the new systems will have to be removed by the potential bidder as part of the installation.
 - Abandoned cable that is not in the way of the project will not have to be removed unless it creates confusion or hazards to the staff or proper operation and upkeep of the new system.
 - Existing cable that meets the necessary quality needs of the project can be repurposed.
 - All cable (new and re-purposed) will have to be properly labeled, arranged in convenient access blocks/mounts, and laid out in a logical fashion on the blocks/mounts.
- o Does the City's cable plant support a separate cable drop to the desktop?
- See the detailed description of site wiring in the RFP; appendix B.
 - Summary - each workstation location consists of two (2) CAT5(or 5e) data and 1 CAT3 (or CAT5(5e)) voice cables run to each desk.
 - Summary - wall phones have only have 1 CAT3 (or CAT5e at a few locations) cable to the wall plate.
 - The City will provide a count of wall phones.

Music On-Hold Interface:

The City uses an analog connection from the Council broadcast video/audio station to connect to the music on-hold function of the present phone system. This functionality will have to be replicated by the potential bidder. The function works as follows:

- At a pre-determined time the music on hold system switches from music to the input from Council Audio/Visual. This is an analog feed.
- Users at their workstation can press a pre-programmed button and listen to the council broadcast.
- At a pre-determined time the function terminates and returns to music.
- If a person is placed on hold during this time they will hear the council meeting as well rather than music.

Requested reports to be developed and sent to potential bidders.

These requests are in development and will follow under separate e-mail messages.

- Provide Bidders with Voice Mail System traffic reports.
- Provide Bidders with PBX Call Volume/Traffic reports.

City of Culver City RFP #1410
Responses to RFP Questions Submitted at Pre-Bid Meeting and to Date
Through February 23, 2009

- Provide Bidders specifications on fiber. (62.5 u, distances, maps, etc)
- Provide Bidders with accurate updated digital, analog, modem, fax, analog trunk, T1 trunk counts.
- Provide Bidders count of CAT3 cable drops for support of digital/analog wall phones.
- Provide Bidders with specifications on CAT5/CAT5e patch panels.
- Provide Bidders with info on paging systems – brand, model and specifications.
- How many paging zones are there? Provide paging zones per site. Indicate if paging zone will be connected to external paging system or page via phone sets.
- What type of paging interface specification? 600 ohm input on paging unit.

City of Culver City RFP #1410
Responses to RFP Questions Submitted February 24, 2009

Following are the questions submitted on February 24th. In some cases they may have been answered in the previous (February 23rd) document or in the exhibits. Duplicates will be omitted unless there is a change or amplification.

The two documents plus the updated and added exhibit documents will comprise full coverage of the questions submitted by all potential bidders. If you do not see your individual question as you phrased it then it has been answered elsewhere in one of the two documents or additional exhibits.

Please carefully review these question responses, the new exhibit items, and the updated exhibit items released. The City is in the process of refining information and investigating in response to these questions. Therefore the most recent response will be the most authoritative.

RFP Changes authorized with this response:

- Can the edge switch fabric be 32 GB?
-This is a change authorized by the CIO to the RFP requirements-
 - Yes
- Number of VLANs is listed as 2,000 will you accept solutions with a fewer number?
-This is a change authorized by the CIO to the RFP requirements-
 - The solution may be configured with 1,000 VLANs possible instead of 2,000.
- Analog phone port design
-This is a change authorized by the CIO to the RFP requirements-
 - The analog ports should be sourced from the main phone room location at each site and then use the existing building wiring to reach the phone/device location. This duplicates the existing delivery path.
- Extended distance multi-mode fiber runs
-This is a change authorized by the CIO to the RFP requirements-
 - The City is presently investigating replacing the major runs from City Hall to each of: Senior Center, Veteran's Complex, Transportation, and Public Services buildings with single mode fiber.
 - It is the City's preference that the chosen bidder will incorporate the fiber replacement enhancement into their project.

Following are the February 24th Questions and Responses

- Can you confirm phone counts for all locations? For example phone count by PBX location list 330 phones for City Hall 264 Digital phones and 66 Analog phones. Appendix A List 335 phones: Appendix D list 335 phones 268 Digital and 67 Analog
 - Don't confuse analog phones and analog lines. The discrepancy is between the two. In addition to analog phones there are devices such as modems and fax machines.
 - In all cases refer to the latest update document for the counts provided by the City. We are in the ongoing process of refining the counts to provide the most accurate data possible.
- What paging system is used for Fire Station 1 and what is the interface?

City of Culver City RFP #1410
Responses to RFP Questions Submitted February 24, 2009

- This will be provided in a separate document on paging systems
- What paging system is used for the Police Department and what is the interface?
 - This will be provided in a separate document on paging systems
- Do you want to continue to use Analog phones or do you want them replaced with IP?
 - Analog phones have been placed at those locations due to the low-end needs of the location. The bidder's solution will need to support the phones but it will not be necessary to replace them. In some cases the device at the end of an analog line is a modem or fax machine rather than a phone.
- Which Call Accounting system are you using? Do you require billing Detail information or you only tracking calls?
 - The current call accounting system is VxTracker by Communicado.
 - The City requires both detailed billing and call tracking analysis.
- Do all phone users, Digital and Analog have voice mail? If no how many voice mail boxes do you require?
 - The majority of phone users have voicemail. Refer to the voicemail system reports document that will be provided separately for details.
- Is the attendant console for City Hall only? If only for City Hall does the attendant require visibility to remote locations users?
 - The City has 13 departments across its major locations. Presently it does not have an attendant console deployed. The proposed solution should be able to be adapted to either a central answering attendant at City Hall or to de-centralized departmental attendants at the departments across multiple sites.
- 3.4.3.13 Do you currently have a fax server? Are you going to reuse this or would require faxing to be included with the unified messaging? If included with unified messaging how may fax users would you require?
 - The City does not currently utilize a fax server.
 - The City is not requiring faxing as part of unified messaging.

Analog stations

- Are there any plans to convert any of the analog stations to IP phones? If so, how many?
 - Not at this time. Analog phones and devices such as faxes and modems were placed at locations either requiring a low-end phone or the device connection.
- Please send a map of each analog station. This is vital due to each analog station being plugged into an analog to IP convertor. We need to know where each analog station is terminated, i.e. 3rd floor IDF in City Hall.
 - The location does not change the total number of analog converters required for the project. A map will not assist you in this and is not available.

Network Access Control

- Does the City currently use a Radius or Cisco ACS authentication server?
 - Presently neither is deployed in the City.
- Is the City currently using an 802.1X infrastructure?

City of Culver City RFP #1410
Responses to RFP Questions Submitted February 24, 2009

- o No. Presently the City does not deploy a wireless access architecture for its users.
 - o This is a future enhancement.
- Will the City want all devices connected to the wired infrastructure subject to Clean Access? This includes all IP Phones, printers, etc. We are proposing all wired users already.
 - o Yes. Regardless of how the device presents itself we will want to ensure that it is a valid user of its correct type (phone, PC, etc) and that it is logged and tested.
 - o Invalid/unknown users will have to be logged and blocked from accessing the network.
 - o Note that some devices on the network will have to be able to be classed as exceptions. For example we have serial to IP devices controlling pumps or controlling television cameras. These devices will have to be able to be placed on the network during setup and left alone by the NAC once they are up and functioning.
- There is mention of wireless devices in Appendix D. Will the City require wireless users or devices, if any, to be subject to Clean Access? If so please list the number of wireless users and wireless devices being used.
 - o Appendix D references a switch using 2 ports at City Hall.
 - o Presently the City does not have access to the network by wireless users.
 - o The NAC solution should definitely be able to support wireless Clean Access. The City is interested in implementing some level of wireless access once the security aspects of the network will support it.

Conferencing – Section 3.3.10.2

- What is the maximum number of adhoc conferencing users that the City will need? In the example there are 8 users being mentioned but does that include the operator?
 - o Seven plus the operator for a total of eight.
- Does the City have a need for dial in conferencing bridges? If so, what is the maximum amount of users that will dial in?
 - o Four minimum, eight is preferable.

Overhead Paging

- The City mentioned that the trunks connecting to the Paging systems were E+M. Please confirm if all Paging systems are currently connected to the Mitel via E+M trunks.
 - o Refer to the paging system document for details.

Fiber Connections

- During the walkthrough, I saw various types of connectors for fiber termination. Please list all types of connectors used to when connecting to the switches (i.e. ST, MT, SC, LC).
 - o As noted in the previous document the City does not believe that deploying the new solution is feasible on the existing equipment. Therefore the present mix of connectors is no longer relevant.
 - o The site fiber patch panels are for the most part ST connectors. So you will require ST to X connector on the new equipment.

UPS – Section 3.5

- During the walkthrough, certain locations did not need UPS power. Please list all the closets that will need UPS systems.
 - o All closets supporting the phone and data system will require UPS power. As a result you should infer that every listed site's closets will need UPS power.

PSTN Connections

City of Culver City RFP #1410
Responses to RFP Questions Submitted February 24, 2009

- Will the City be ordering any PSTN connections recommended in the partner's proposal? If not, will the partner need to refer a circuit provider for the City?
 - The City is presently using CALNET II program/pricing. Any proposal for non-CALNET services will have to be reviewed for price/performance/service levels.

Faxing

- There seems to be many FAX/Modem devices listed. What is the breakdown between actual FAX machines and Modem lines?
 - See Appendix A & D
- What are the Modem lines used for and what type of devices do they plug into?
 - Modem lines are used for modems.
- Would the City consider replacing the FAX machines with a FAX server?
 - No, the fax machines provide services beyond faxing.

Attendant Console – Section 3.3.10

- How many attendants does the City expect to have?
 - Refer to the February 23rd document
- Are the attendants all located in City Hall?
 - Refer to the February 23rd document

Switches

- Do all the switches need to support OSPF? We ask again since the access layer generally only supports Layer 2 functions.
 - Refer to the February 23rd document
- How many ports are currently used in the Police Department Core Accelar 1200 switch?
 - Six 100MB fiber and Eight 10/100 Ethernet copper.
- The Police department network diagram shows 5 unmanaged switches. If we wanted to replace these switches, how many ports would be needed and is there any restriction to combining all these switches into one chassis?
 - Refer to Appendix D for the number switches with ports installed/used by closet location at the Police Department.
 - The new configuration would appear to lend itself to consolidation and VLANs for the PD networks, VOIP phone system, and City network connections at the Police Department.
 - As indicated in the February 23rd document the City does not believe its goals can be satisfied utilizing the existing equipment.
- Does the City require a response to each sub-point for every section that lists performance requirements?
 - Section 3 Performance Requirements are the statements of requirements. Section 2.16 details the submittals.
 - The proposing bidder is expected to review the performance requirements and ensure that their solution conforms. Where choices or options are available among the requirements the proposing bidder should identify in their response what options or choices they made. Using the index system from the requirements section will aid the City in determining that all the requirements were covered.
- Does the City require any additional citywide employee training above and beyond the comprehensive training program for two City staff members (1.3.7)?

City of Culver City RFP #1410
Responses to RFP Questions Submitted February 24, 2009

- The proposing bidder's implementation plan should detail the transition and training of the City's staff who will move from the old phone system to the new system.
 - The awarded bidder should be ready to provide a feature guide and user manual/pamphlet for the new system phones and train the two primary City staff members as trainers for the ongoing support of City staff.
- Does the ACD require intelligent call routing based on specific skills or queues? Does the agent currently have to log into an ACD application?
 - Currently the City does not have ACD
 - The City has 13 departments across its major sites
 - Based on the ACD information provided please provide pricing as an option
- How many quantities of two and six line phones are required?
 - Refer to the CD handed out at the Pre-Bid conference for the file "Phone County by Type of Phone by Location.PDF". The City is refining all numbers as we audit the PBXs and offices during this period. If a new version of that file is sent to you by e-mail refer to the latest version in all cases as authoritative.
- How many sidecars are required?
 - That depends on the proposed bidder's phones. Many modern phones have electronic windows that remove the need for sidecars by being able to display multiple pages. Main secretarial phones for the 13 departments may have a need to display larger functionality and require sidecars or a larger display phone.
- Is 1 Gigabit connectivity required to the desktop? If so 7945/65 are required?
 - 10/100 to the desktop is required. 10/100/1000 would be a selling point.
 - I am not familiar with the "7945/65" reference. If this is a specific manufacture part # the City has not specified any brand or model of solution so the answer would be no.
- How many wireless IP phones are required?
 - Two. The City requires the ability to add wireless phone support when/if needed and funded. The two sets will be used for testing, training, and proof of concept.
- Are the Analog lines in Appendix D from Telco or analog station ports from the PBX?
 - From the PBX
- Section 3.1.9 states a preference for SIP trunking. Has Culver City verified with each provider that SIP trunking is supported by the serving Central Offices?
 - No
- Section 2.16.3 Can you please explain further what you require?
 - 2.16 Submittals: Section 2.16.3 reads: "Proposal addressing all items in the 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."
 - The City requires a proposal that addresses our performance requirements (section 3), our special concerns with the Police (Appendix C), covers the certifications and licenses

City of Culver City RFP #1410
Responses to RFP Questions Submitted February 24, 2009

(section 2.10/11/12), follows the requirements of 2.16 Submittals, and is signed by the authorized person.

- In Section 3.3.10 is there a preference for hard or soft (PC based) consoles? How many?
 - The preference is for a soft (PC based) console.
 - Hard consoles should be small profile to take up minimal desk space
 - Where the system has both capacities the prices for both options should be provided
 - The City does not currently have attendant consoles implemented beyond night service switches at main secretarial desks.
 - There are 13 departments across the City sites that could potentially want to use attendant consoles. However pricing should be provided as unit price for the option.
- Do you require Microsoft OCS?
 - No
- In Appendix A Voice and Data by Site. Are you replacing Fire Station 3 with a new station or is that a new station and should that be station 4?
 - The current Fire Station #3 will be closed and replaced with a new Fire Station #3. The phone setup and equipment will be transferred.
- Do you require soft phones (I2050) for telecommuter's?
 - I am not familiar with the reference to I2050 softphones. This appears to be a specific manufacturer's part # and the City has not specified any brand or solution.
 - In regards to soft phone capability in general the answer is yes. The City is interested in having the ability to deploy soft or hard phones to telecommuters. This must be in a secure fashion from a PC/laptop/device which is properly registered with the network and passes security scans to operate on the network.
- Do you require conference room phones? If yes how many?
 - The City is using Polycom Analog conference phones and plans to continue using them.
 - The potential bidder is encouraged to provide options for conference room phones that the City can review and choose to implement now or in the future.
- (Voice Mail) How many desktop users do you require? Desktop messaging Users can access voice and fax messages from a supported email client or a web browser.
 - Utilize a working number of 475 desktops
 - Cost per unit to add additional desktops should be clearly labeled
- (Voice Mail) How many Fax users do you require if any?
 - The City does not have a fax server and does not plan to implement it as part of unified messaging
- In reference to the OPX lines. Do you intend to keep those or are you looking for a more cost effective solution?
 - The City will look at proposals for more cost effective solutions.
- Could you give us a brief description of how the OPX lines are being used?

City of Culver City RFP #1410
Responses to RFP Questions Submitted February 24, 2009

- We are using them as a long extension cord from our PBX to a remote location. In this way the phone at the location can operate as if it were a local phone at City Hall. It has the same 4 digit dialing, voicemail access, call restrictions, and class of service as any other City phone.
- Will Culver City please provide additional information on the overhead paging system? How is it integrated today and with how many ports?
 - Refer to the paging systems document.
- Music on Hold – Is support for music on hold a requirement for Culver City? If so, what is the source (audio file or live feed)?
 - Support for music on hold is a requirement
 - The feed can be live (during Council Meetings) or audio file
 - The system should allow for switching from audio file feed to live feed connection on a timed basis with no operator intervention after the timer is set. The system will switch back to audio file at the conclusion of the timed event.
 - Current programming is live feed beginning at 6PM each weeknight and switching back at 1AM the following morning.
- Can you elaborate on what sites must be survivable?
 - City Hall
 - Police and Fire Stations 1, 2, and 3
 - Transportation Site
 - Public Works Site
 - Veteran's Memorial Building
 - Senior Center
 - The above are the major City sites. The others are satellite sites/functions. They should be able to make and receive calls if they cannot be fully functional in an outage.
- Under Appendix A section 1.1 – Can you indicate which sites you wish to be configured as survivable and which sites do not have this requirement.
 - All sites should be survivable on some level. As noted above the major sites are City Hall, Police, Fire Stations 1, 2, and 3, Transportation, Public Works, Veteran's Memorial Building, and Senior Center.
- In terms of failover for the sites that require survivability – Do you require full functionality for that site when it is in failover mode? If this answer is different depending on site, then please indicate which sites will need full functionality and which sites require just dial tone.
 - Refer to the previous two question / answers.
- Do you require the voicemail to be redundant?
 - Voicemail should be able to operate on some level during a disaster or site isolation, refer to 3.1.10 and 3.1.11
 - "redundant" in that the system under normal circumstances should utilize high availability components for failover and backup/restore if the system is damaged/down.
- Do you have any more requirements for phones than what is stated in the RFP?
 - This is not a specific question.

City of Culver City RFP #1410
Responses to RFP Questions Submitted February 24, 2009

- If possible, please provide the RFP in **WORD document format** to enable us to incorporate our responses in the body of the RFP.
 - The RFP was assembled from documents in several formats converted to PDF. It does not exist as a separate Word document.
- **Single Mode & Multi Mode Fiber:** Please identify the actual fiber specifications for each type of fiber deployed from the Core to the IDF locations. Example: ___ Mode, 62.5 microns, Cable Manufacturer, Model / spec code.
 - Multi-mode fiber standard is graded-index twelve strand optical fiber waveguide with nominal 62.5/125 micron core/cladding diameter. The cable is gel filled, loose tube construction with Kevlar central strength member and enclosed in a medium density polyethylene (MDPE) jacket. The cable meets all requirements of EIA/TIA-568 standards.
 - Multiple manufacturers of multi-mode fiber.
 - Single mode fiber is

Type	Step Index
Core Diameter	8.3 μm (nominal)
Cladding Diameter	125 $\mu\text{m} \pm 1.0 \mu\text{m}$
Core to Cladding Offset	$\leq 1.0 \mu\text{m}$
Coating Diameter	250 $\mu\text{m} \pm 15 \mu\text{m}$
Cladding Non-circularity Defined as: $[(1 - (\text{min. cladding dia} \div \text{max cladding dia.})) \times 100]$	$\leq 2.0\%$
Proof/Tensile Test	345 Mpa
Attenuation: @850nm @1310 nm (SM) @1550 nm	N/A $\leq 0.4 \text{ dB/km}$ $\leq 0.4 \text{ dB/km}$
Attenuation at the Water Peak	$\leq 2.1 \text{ dB/km @ } 1388 \pm 3 \text{ nm}$
Bandwidth: @850 nm @1310 nm (SM)	N/A N/A
Chromatic Dispersion: Zero Dispersion Wavelength Zero Dispersion Slope	1301.5 to 1321.5 nm $\leq 0.092 \text{ ps}/(\text{nm} \cdot \text{nm} \cdot \text{km})$
Maximum Dispersion:	$\leq 3.3 \text{ ps}/(\text{nm} \cdot \text{km})$ for 1285 to 1330 nm $< 18 \text{ ps}/(\text{nm} \cdot \text{km})$ for 1550 nm
Cut-off Wavelength	$< 1250 \text{ nm}$
Numerical Aperture (measured in accordance with EIA-455-47 (FOTP-47))	N/A
Mode Field Diameter (Petermann II)	9.3 $\pm$ 0.5 μm at 1300 nm 10.5 $\pm$ 1.0 μm at 1550 nm

- The Single mode fiber project used Corning Cable.

City of Culver City RFP #1410
Responses to RFP Questions Submitted February 24, 2009

- **3.9 The VCS solution must pass caller ID/ANI/DNIS to and from the VCS and the Public Safety E-911 system.** Please identify the manufacturer and model of the PS E-911 system above. Also, the contact at that organization would be helpful.
 - The E911 system is made by Zetron of Redmond, Washington. 1 (425) 820 6363
- **Unified Communications & Unified Messaging -** Please clarify these terms as they appear to be used interchangeably in the RFP.
 - Unified Communications – Data, voice, and related services utilize a combined backbone to the appropriate extent.
 - Unified Messaging – Voice and related messaging is able to be accessed and manipulated by data services (i.e. Exchange) as discussed in the RFP.
- **POE / CAT3 –** Since POE cannot be run over CAT3, at the locations where CAT3 is deployed, are you still requiring VoIP?
 - The counts of Analog ports that must be supported by the system have been provided in Appendix A and the number of analog phones clarified in "Phone County by Type of Phone by Location.pdf".
 - Analog phones will run over CAT3 unless the potential bidder chooses to update the cabling at that location.
- **1.3.2 Voice Messaging System (Voice Mail):** As Octel is your current platform, is it desirable / required for the new Voice Mail system to support Octel emulation?
 - The Octel voicemail system is obsolete. It is expected that to meet the City's goals it will have to be replaced.
- **3.3.10.11 Individual departments (tenants) should be able to put their respective phones into "night mode" without affecting other department(s) extensions.** Please clarify the term "Tenants". What features, functionality, restrictions would affect Tenants if different from standard station user population?
 - Each department or major division has a primary entry phone number (the "public" number) which is published to the community. Each department or division would be a "tenant".
 - Each of those numbers has a night service attached to it which will send the caller to voicemail with the appropriate "we're closed" message.
 - Not all departments/divisions/sites operate on the same schedule. So each "public number" must be able to be put into night mode independent of the status of the other "tenants" (departments/divisions).
- **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.** Please elaborate on this requirement.
 - Typical multiple greetings would be 1) Standard Greeting, 2) Out of Office greeting, and 3) Extended Absence greeting.
 - On a normal work day the user would have his standard greeting enabled while in the office and his Out of Office when he leaves for meetings.
 - When going on vacation or other extended absence he would enable his Extended Absence greeting.

City of Culver City RFP #1410
Responses to RFP Questions Submitted February 24, 2009

- Departmental voicemail boxes might have greetings based around special announcements.
- Appendix A shows phone counts and data port counts, as well as computers, the numbers don't really add up. Can we need get a more accurate count of how many ports you require.
 - Read carefully the information presented on any exhibit. For example analog port counts in one exhibit does not equal analog phones on another. The difference is in non-Phone port usage.
 - In all cases refer to the most recent exhibit received for any document. The City is updating its counts and auditing to eliminate unused ports and phones to try to obtain the most accurate count for estimation purposes.
- Have you chosen a SIP Trunk Provider?
 - The City uses CALNET II pricing for our phone services. Any alternate suggestions would have to be investigated for price, service, and maintenance suitability.
- How does security weigh into you decision process/how important is security in relationship to other request?
 - Please refer to the February 23rd document page 4 for a discussion of Scope of Work evaluation and the metrics of the decision making process. Refer to the RFP Appendix C for Police Department special concerns.
 - Security is a major concern and a proposer cannot survive the second elimination pass without adequately addressing security concerns.
 - City to PD design, intrusion prevention/identification, Network Access Control, and traffic flow and monitoring are all issues raised in the RFP in relation to security.
- How many (SIP) trunks do you need?
 - This is an aspect of the proposer's design and must be identified in the response.
- With out visiting the remote sites will a quote or estimate for cost be acceptable for possible cable drops?
 - The potential bidders all have access to the cable plant descriptions and counts for each site. The number of analog phones will be separately identified since they will be CAT3 to develop estimates for cabling needs.
- 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." Will we be allowed to have a sub walk the sites, and quote what it takes to validate their internal cabling?
 - The potential bidders all have access to the cable plant descriptions and counts for each site. The number of analog phones will be separately identified since they will be CAT3 to develop estimates for cabling needs.
 - A jack by jack walk is impractical to validate each outlet by all the potential bidders.
 - Should a BAFO process be necessary or wiring problems be singled out during the contracting phase a more extensive site survey can be discussed.

City of Culver City RFP #1410
Responses to RFP Questions Submitted February 24, 2009

- 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." There is a cost associated as this is a subscription based service, IRC, do we need to quote that?
 - All costs required for your solution should be estimated and quoted.
- 1.1.3. LAN/Data Systems: "A catalyst 4506 serves as the core.... ". What Supervisor module/code is it running?
 - The City does not believe that it can obtain the solution desired using the existing networking equipment presently installed.
 - The 4506 is presently under maintenance contract so if it were re-used and a code upgrade required the City has access to support.
- 2.16.10-12 asks for sample configurations from previous installs. As it will be with the City of Culver City, this information is considered proprietary and highly confidential. What alternative would the city consider acceptable?
 - 2.16.10 states that the samples can be submitted labeled "SAMPLE City". Therefore the client will not need to be identified.
 - 2.16.11 and 12 also indicate that sample configurations are required. The City is after a sufficient level of detail to ensure that the potential bidder's skills can be examined. The City is not interested in a comprehensive listing of every device by device configuration used at another client's site.
 - Specific IP addresses or IP address ranges and other sensitive information can be changed (or omitted where appropriate to a sample configuration) to protect the security of the organization.
- 2.16.17 references both "maintenance contracts" and "SLA's". Maintenance contracts are normally referenced with verbiage such as "response times". Post-cut support services such as remote monitoring services are normally referenced with verbiage such as "Service Level Agreements".
 - What are you proposing? Use the correct language for your proposed maintenance effort and identify the service levels in the agreement.
- Does the city wish to see Post-Cut services such as Remote Monitoring Services?
 - 1.3.8 and 2.16.18 the potential vendor will include their options for equipment maintenance contracts.
 - Where extended services are cost based they should be labeled and identified with the option for their yearly cost.
- According to 3.7.1, "The vendor is responsible to identify locations where new or additional structured cabling is required." During the walk through, it was suggested the City would like to reuse the existing Category 5 and 5e cabling as much as possible. Which are the new locations that require new Category 6 cabling? Is it just Fire Station 3? Or, are there other locations?
 - The cabling descriptions by site in the RFP list the CAT5 and 5e locations. Separately the City is identifying the wall phone locations which are CAT3/analog locations.
 - Assuming that the potential bidder can re-use the existing cabling there are no new CAT6 runs that will be required.

City of Culver City RFP #1410
Responses to RFP Questions Submitted February 24, 2009

- According to 1.1.57 (pg. 23), for Fire Station 3, the "current" phone system will move to the new location. Is this the old PBX system or the new proposed system?
 - The move-in date is not set at this time. Therefore the system moved will be whichever (old VOIP or new VOIP) is in place at the time of the move.
- Are the cabling requirements for the new Fire Station 3 the same as the one described in 1.1.60 (pg. 24)?
 - Yes
- Please confirm that for the Police Department, you require the vendors to replace only the LAN infrastructure while providing interconnectivity/interoperability between the PBX systems.
 - Incorrect. The Police Department is also receiving the new phone system as part of this project.
 - Please re-read the RFP. Appendix C lists some of the challenges resulting from the Police operating their own network segments which are not connected (or only through a trust) to the City.
- Please confirm that you require DSL service for all five City Park locations (Blair Hills, Blanco Park, Culver West Park, El Marino Park, Syd Kronenthal Park).
 - The City has no requirement for DSLs at any park as part of this RFP. If the vendor's solution requires DSLs it should be so stated and identified in the RFP response.
- Is this all of the City Park locations? Or, are there others?
 - The City has other parks. However these are the locations that presently or in the past have had staff posted at a building on site.
 - The potential bidders solution should be able to support a method to add additional parks in the future if the City determines that a phone will be required to support staff at a park.
- Do you require POE for any/all of the VoIP phones?
 - Power Over Ethernet (POE) would appear to be the best method of meeting the disaster recovery requirements of the RFP.
 - Section 3.5 UPS requires that the data/phone closets have UPS power to survive outages/brownouts. POE is the only way to ensure that the phones themselves remain active during such a period since they are not on UPS.
- Do any of your current data switches provide POE?
 - Yes, the Cisco 3560 units deployed at Fire Stations #2 and #3 are POE units.
- I noticed an analog trunk failover box in the current PBX room. How many analog trunks do you currently have on each system?
 - Depends on the location.
 - Refer to the separate document titled "Detailed Phone and Circuit Count by Site.PDF" for analog trunks by site.
- Is this adequate for your failover needs?
 - Yes – so far they have been adequate.

City of Culver City RFP #1410
Responses to RFP Questions Submitted February 24, 2009

- How many T1 supertrunks do you currently have on each system and are these adequate for your current and expected traffic needs?
 - Three T1s at City Hall and 1 at the Police Department.
 - Supertrunks do not provide the caller ID functions desired by the City. Therefore they are inadequate to the specifications in the RFP.
- There are also 2 key systems I saw on the wall in the fire station. A Comdial in one closet and a Panasonic in another.
 - Are these in use?
 - The Comdial is the backup dispatch center phone system for the Police Department dispatch. It receives 911 calls when enabled as an alternate answering point.
 - The Panasonic has not been implemented. It was planned to replace the Comdial and form a local phone system in the event of full failure of the City's phone system.
 - Do they need to be integrated into the voip switch - if so how many trunks and stations of each kind needed to be added?
 - The new phone system at Fire Station #1 will have to be fully labeled and documented. There may be a knowledge transfer between the potential bidder's staff and the Fire Telecommunications technician to answer their questions about interfacing to the new phone system. The potential bidder will not be responsible beyond knowledge transfer to interface the systems.
- Are there any purchasing Terms & Conditions?
 - Normal purchase orders are net 30 upon invoice. However this is a project and contract situation.
 - The selected bidder will negotiate a payment schedule during the contracting phase with the City and terms and conditions will be mutually agreed upon as part of that process.
- 1.3.6 Enhanced 911 and 3.2.12 – Please clarify how the City expects e911 to work and what the City expects the "services between the City and LEC" to be.
 - VOIP phones should have a profile associated with them which can be transmitted to the Law Enforcement Center when 911 is dialed. Location and profile information for the site and registered owner as applicable for 911 ANI/AU profiles.
- In City Hall what is the total number of copper ports that can be terminated at the MDF core switch? Appendix A indicates that City Hall currently has 484 ports available, and 406 used. Please clarify.
 - The exact part numbers for the Cisco 4506 cards are listed in a question on its configuration in the February 23rd document. There are 96 copper connection and 44 fiber connections on the concentrator. Most of the copper are in use. About 2/3 of the fiber are in use.
 - Appendix A is an aggregate of the IDF closets' ports available.
- What is the approximate distance of the Multi-Mode fiber runs between City Hall and the Senior Center, Veterans Memorial, Fire Station 2, and Fire Station 3?
 - Refer to Appendix G, page 33 of the RFP.

City of Culver City RFP #1410
Responses to RFP Questions Submitted February 24, 2009

- Fire Stations 2 and 3 are run with single mode fiber; not multi-mode.
- What is the distance between Veterans Memorial and the Teen Center, and Teen Center to Plunge?
 - Refer to Appendix G, page 33 of the RFP.
 - For the Teen Center to the Plunge the distance is not listed; it is approximately 125 feet.
- In Phone Count by PBX Location Chart, there is a column for analog phones and for analog fax/modem lines. How many analog phones must remain analog (because of their function or location), how many can be converted to VoIP phones? Will fax/modem lines be off- or on-system? Will all remain as they are today?
 - The analog phones are low cost rugged phones for the locations
 - It is unlikely that they will require VOIP phones as the advanced features will not be needed at those locations only basic phone service.
 - The fax/modem lines will be *on* system.
- Please provide per-site detail concerning paging requirements.
 - Refer to the document on the paging systems.
- Is the City interest in color phone option or would mono-chrome be suffice?
 - The potential bidder is free to suggest either, both, or to make color an option. The City requires a clear and easily usable phone window. The system will determine what works best.
- For the Police Dept IDF— based on the provided information—it appears that the Basement IDF switches provide end-user and server connectivity. How many end-users are connected to the switches in the Basement IDF? In other words, of the 156 available ports in the Basement IDF— how many will require PoE (power-over-Ethernet) to support end-users?
 - Appendix A and "Phone Count by Type of Phone by Location.PDF" reflect the number of PCs and phones. Normally each PC location will be married to a phone location throughout the Police Department site.
 - The Police Department operates roughly 15 servers at any one time.
- For the Police Dept IDF—the Accelar 1200 appears to serve as the core switch for the PD network. Are there server or end-user connectivity off of this switch or are the connections provided via the Baystack switches? If the Accelar 1200 does have server/end-user connectivity—please advise how many ports are in use.
 - Six 100MB fiber and Eight 10/100 Ethernet copper are in use on the Accelar 1200.
 - The copper connections serve servers and fiber risers to other locations in the MDF/Complex.

Which document (revised Appendices A, D or Phone Count by PBX Location) should we use to determine number of handsets? Please advise.

- Refer to the updated Appendix A, D, and Phone Count by PBX Location that will be provided as part of the March 4th response for current counts.
- In Appendix A—there lists the number of computers per location, is this in reference to end-user desktop/stations? Or does this include servers in IDFs of some locations? Please provide further

City of Culver City RFP #1410
Responses to RFP Questions Submitted February 24, 2009

breakdown by location the number of servers residing in each IDF location and end-user workstation.

- Appendix A lists end-user computers per location.
 - Fire Station #1 has three servers in its primary data closet
 - Transportation has four servers in its primary data closet
- Is the City open to consolidating the servers throughout the various facilities into the City Hall MDF? Or will the servers remain in their respective locations?
 - The servers will remain at their locations.
- 3.1.19 Does the City currently provide remote VPN access for telecommuters (if any)? If yes—please specify number of remote users.
 - Yes, approximately 20 VPN users
- 3.1.19 Is both the City and PD networks Windows-based? If not—please specify operating system.
 - The City's network is Windows based.
 - The Police Networks have a mix of Windows and Linux based OSs
- 3.7 Regarding the fiber runs between City Hall and the various buildings, there are (3) MM fiber lengths over 4000 feet and (1) over 6000 feet. ALL of these links will only produce a max 10base T and maybe even lower due to the over length of the maximum 1550 feet per EIA/TIA specification. Are we keeping these fiber links or replacing them with proper Single Mode fiber?
 - **The City is presently investigating replacing the major runs from City Hall to each of: Senior Center, Veteran's Complex, Transportation, and Public Services buildings with single mode fiber.**
 - **It is the City's preference that the chosen bidder will incorporate the fiber replacement enhancement into their project.**
- The page with the diagram name "City Hall Network, Public" shows the MDFs and IDFs. Some of the closets show a link from 1 switch in the closet to the core 4506, and then a separate link from other switches in that same closet to the core. For example closet "CH Housing 2b" has 1 link to the core from the Cisco 2950 and the Baystack 350-24t, but the other switch in that same IDF (Baystack 350F) has its own separate link to the core. - Can the ports in all 3 of these switches be combined into 1 switch which then uses both of the links back to the core?
 - Yes. Switch update and consolidation is desirable. Density and traffic considerations will drive the number of connections used from the IDFs back to the core. City Hall has the highest density of users and devices on the network of any site.
- We don't see anywhere in the port count charts which show how many ports will be needed in the Core (Currently a Cisco 4506). Will this switch need ports other than the ones shown on "City Hall Network, Public" chart? Please provide sho_config
 - The exact part numbers for the Cisco 4506 cards are listed in a question on its configuration in the February 23rd document. There are 96 copper connection and 44 fiber connections on the concentrator. Most of the copper are in use. About 2/3 of the fiber are in use.
- Will Culver City be replacing the DMZ switches also?

City of Culver City RFP #1410
Responses to RFP Questions Submitted February 24, 2009

- The potential bidder will have to determine the advisability of replacing the existing DMZ switches as part of their design.
 - The manageability, security, and traffic analysis tools should work on all appropriate switches in the architecture.
- Will Culver City be replacing the Internal unmanaged switch which connects to the Windows ISA server?
 - The potential bidder will have to determine the advisability of replacing the existing DMZ switches as part of their design.
 - The manageability, security, and traffic analysis tools should work on all appropriate switches in the architecture.
- The "Police Department network - Public" chart shows 5 unmanaged switches. Are these switches staying? If not, how many ports will be required in replacing these switches? Can we consolidate all the un-managed switches shown on the PD Diagram? If so, what are the ports counts and what are the physically location (i.e. Server Room, 2nd Floor or Basement)?
 - The City does not believe that its requirements can be met with the existing mix of switches and related hardware.
 - Refer to Appendix D for port counts by device by location for the Police Department closets.
- For the (2) Sonic Walls – (1) City Hall E7500 & (1) Police Dept Pro-230, do you want to replace/keep or have vendor provide newer technology?
 - The City Hall E7500 is the Trust bridge between the City and main PD networks. This device will in all likelihood need to be replaced as part of the potential bidders design to allow VLAN connections across into the PD for VOIP as well as to allow the trust connection to continue.
 - The PD and City networks are Windows 2003 Active Directory networks connected by trust using the firewall as a traffic filter.
 - The SonicWall Pro230 is the firewall between the internet and legacy network of the Police. It can be replaced with something consistent with the potential bidder's technology for the project.
- Would OSPF need to extend to DMZ Switches and the "internal switch" connected to Cisco ASA 5520 and Windows ISA Server in City Hall?
 - OSPF is to update routing tables with changes. The potential bidders design changes will determine how and where routing tables must be updated to provide smooth connectivity and full function.
 - Reminder – Potential bidders have been allowed to bid configurations which do not rely on OSPF per the February 23rd document.
- Please provide the distances in feet for all locations in Appendix G (pg 33) that do not reflect distances (i.e Fire Stations #2 & #3, Senior Center, Veteran Memorial Complex).
 - Senior Center and Veteran's Complex – estimated at 5,280 conduit feet.
 - Fire Stations #2 and #3 no estimate available for conduit feet. However the fiber to #2 and #3 is single mode fiber. The exact cable specifications are listed in a table elsewhere in this document.

City of Culver City RFP #1410
Responses to RFP Questions Submitted February 24, 2009

- What is the use/purpose for the 18 AWG Wire between Senior Center & Veteran Memorial complex (Appendix G – pg 33)
 - The cable is used by a building maintenance system. It is not part of the phone/data architecture currently in use.
- In section 3.6.1.2.1 states the 1Gbs segment will be deployed... Please note that all fiber runs over 1800 feet for mm fiber 50 micron and over 900 feet for mm fiber 62.5 micron those runs will be at 100FX.
 - The City is presently investigating replacing the major runs from City Hall to each of: Senior Center, Veteran's Complex, Transportation, and Public Services buildings with single mode fiber.
 - It is the City's preference that the chosen bidder will incorporate the fiber replacement enhancement into their project.
- Do any of the fiber runs have fiber optic extenders and/or repeaters?
 - No
- Please confirm that typically all locations with Cat3 only have analog phones?
 - To the best of our available information all analog wall phones are CAT3
- How many total users with voicemail will be on the system
 - The present system has approximately 600 live users plus approximately 200-300 users in voicemail trees and specialized boxes.
- How many public space phones required in the system (lobby, analog phones not tied to vm box, emergency phone)
 - Emergency phones do not run through the City phone system
 - Lobby phones are either analog phones or standard phones and are already among the counts provided.
- 3.1.5 – Fully survivable? – Considering that the Voice Mail system is centralized, can you please clarify the features that are required if the location becomes isolated (ie. Inbound/outbound calling, transfer, hold, etc.)?
 - See pages 6 and 7 of the February 23rd document for discussion of VM isolation and reconnection issues.
- 3.1.10 – If the system is required to have a centralized Voice Mail system (3.1.3), will remote VM access (via PSTN) or VM access after the system is restored be acceptable?
 - No, this does not address the concern. Outside callers should be able to reach the City and do some level of business including messaging if the site has been cut off from the central City Hall site in a disaster. See pages 6 and 7 of the February 23rd document for more discussion of VM isolation and reconnection issues.
- Will there be any interoperability or migration of VM from existing Octel system to the newly proposed system?
 - No, we will cutover cleanly with the new system.
 - The Octel system is obsolete and will be removed as part of this project.

City of Culver City RFP #1410
Responses to RFP Questions Submitted February 24, 2009

- 3.2.8 – Can you please provide a count of Soft phones that would be required?
 - No soft phones will be required at this time. Pricing and information on the product should be included.
- 3.2.12 – Can you explain the level of Enhanced 911 service that will be required (eg. The physical address, building number, floor, room)?
 - Physical address, name, and phone number would be a minimum. The phone profile and port information could supply additional information if the police ANI/ALI can accept it.
 - The desired level of detail is down to the caller's location.
- 3.4.1.3 – Delivery notification request – Can you please define how you are expecting this feature to operate?
 - The voicemail system should notify the recipient that a message is waiting for them by turning on a lamp/notification on the phone, sending an e-mail to the owner, and a stutter tone if they are on the line at the time.
- 3.4.2.12 – Return receipt request/notification – Can you please define how you are expecting this feature to operate?
 - The originator of the message has an option to request notification when the message is opened/listened to. This would be a VM message and possibly an e-mail notification.
- Will Culver City accept optional and alternate design proposals in addition to the requested design?
 - Alternate design proposals should be developed and packaged using exactly the same format as the primary proposal.
 - They must stand alone as if the other proposal does not exist. So there is no: "refer to x in our other proposal" types of lines.
 - Within a proposal there may be optional features, hardware, or maintenance choices, etc. These should be clearly labeled and set off so that it is easy to understand what the main proposal is and what optional features are.
 - If this question applies to something other than that is "optional" I didn't understand what you meant.
- What level of maintenance support is required for the solution (e.g., 8x5xNBD, 24x7x4)?
 - 24x7x4
- What Music On Hold (MOH) requirements do you have? Are you currently leveraging any external MOH systems? If so, what kind, what is the interface to the current phone system(s) and where are they located?
 - The City wishes to have MOH available for any phone user who places someone on hold.
 - During regular City Council meetings the MOH should switch to live feed from the Council Audio/Visual feed and switch back at a pre-determined time. Current settings are 6pm M-F switch to Council feed, 1am switch back to canned music.
 - The City wishes to be able to rotate the MOH music periodically and add choices or remove musical choices that are not well received by the public.
 - The City wishes to be able to upload its own music files in the form of public service announcements which will play and repeat periodically as the user is on hold.

City of Culver City RFP #1410
Responses to RFP Questions Submitted February 24, 2009

- **3.2.10 - The VCS shall support at least 20 telephones at each remote site.** Q. Is this a hard and fast rule? For example, for the sites that only have OPX lines and do not have any MAN/WAN connectivity or other PSTN connectivity, does the VCS still need to support a minimum of 20 phones at those sites?
 - This only applies to sites on the fiber campus. Non campus sites such as the parks do not have to support 20 telephones' VCS.
- **1.3.6 Enhanced 911 & 3.2.12 The VCS shall provide Enhanced 911 support** E-911 support is configured by "zone", or "Emergency Response Location". Each zone can equate to a building, a floor of a building, an IDF of a building, or even down to the port level of a switch. The level of effort and subsequent professional services associated goes up relative to the number of zones required to be configured. Based on that description, please clarify what you mean by "fully implement e911 services" per Sec. 1.3.6 and 3.2.12.
 - The system should be able to identify the location of each VOIP phone and its profile information. In the event of a 911 from that phone the appropriate site, floor (based on switch), and profile information should be transmitted.
 - The desired level of detail is down to the caller's location.
- **3.3.7 Forced Authorization Codes (FAC)** Are FACs in use today? If so, how many digits are used today?
 - The City uses it today. From 4 to 6 digits are used on the present system. We should be able to use up to 12 digits.
- Is MS SQL Server in use at CCC? If so, what version? Is it acceptable to leverage this system in part of our proposed solution?
 - The City presently uses MS SQL Server in versions from 2000 through 2008.
 - No. The proposed system solution should contain all the components needed to implement it exclusive of the other systems run by the City.
- Where is/are the Exchange server(s) located?
 - City Hall, Data Center
- What other applications are in use on the network besides Exchange (video applications such as video surveillance, video conferencing; database applications, etc.)?
 - No video conferencing (except for WebEx type training sessions over the Internet). The City has the other applications.
- Are the video-streaming applications sourced internal or external to CCC?
 - Both
- **Appendix F.** Do the Answer Points listed translate to an Auto-Attendant or an Attendant Console user?
 - Potentially. The City does not currently utilize an auto-attendant or attendant console. However these are the main divisional numbers which would be on primary secretarial phones. Those staff members could become departmental or multi-divisional attendants.

City of Culver City RFP #1410
Responses to RFP Questions Submitted February 24, 2009

- **4.3 Appendix C – Police Department Concerns** Regarding point 3.7 – Does the PD require their own independent VCS, distinct from the CCC centralized VCS, or is it your desire to leverage the new centralized VCS for the PD as well?
 - The Police Department will participate in the enterprise VCS.
 - In the event of the isolation of the Police Department the disaster recovery requirements would then apply for message taking and holding.
- Are IP addresses statically or dynamically configured?
 - Both depending on the device and needs of the station/device.

- Please provide a "show version" from the ASA 5520? If this has a module installed, please identify.

ASA 5520- w/10Mod

Result of the command: "show version"

Cisco Adaptive Security Appliance Software Version 8.0(3)

Device Manager Version 6.1(1)

hercules-asa-5520 up 341 days 17 hours

Hardware: ASA5520, 512 MB RAM, CPU Pentium 4 Celeron 2000 MHz

Internal ATA Compact Flash, 256MB

BIOS Flash M50FW080 @ 0xffe00000, 1024KB

Encryption hardware device : Cisco ASA-55x0 on-board accelerator (revision 0x0)

Boot microcode : XXXXXXXX

SSL/IKE microcode: XXXXXXXX

IPSec microcode : XXXXXXXX

0: Ext: GigabitEthernet0/0 : XXXXXXXX

1: Ext: GigabitEthernet0/1 : XXXXXXXX

2: Ext: GigabitEthernet0/2 : XXXXXXXX

3: Ext: GigabitEthernet0/3 : XXXXXXXX

4: Ext: Management0/0 : XXXXXXXX

5: Int: Internal-Data0/0 : XXXXXXXX

6: Int: Internal-Control0/0 : XXXXXXXX

Licensed features for this platform:

Maximum Physical Interfaces : Unlimited

Maximum VLANs : 150

Inside Hosts : Unlimited

Fallover : Active/Active

VPN-DES : Enabled

VPN-3DES-AES : Enabled

Security Contexts : 2

GTP/GPRS : Disabled

VPN Peers : 750

WebVPN Peers : 10

AnyConnect for Mobile : Disabled

AnyConnect for Linksys phone : Disabled

Advanced Endpoint Assessment : Disabled

This platform has an ASA 5520 VPN Plus license.

Serial Number: XXXXXXXX

City of Culver City RFP #1410
Responses to RFP Questions Submitted February 24, 2009

Running Activation Key: XXXXXXXXXXXXXXXXXXXXXXXXXX
Configuration register is XXX
Configuration last modified by hortensia at 09:53:49.521 GMT Thu Feb 26 2009

- What are the model number and IOS code running on the other Cisco Switches?
 - The model numbers are contained in Appendix D
 - The codes are various
 - The installed base of switches are of an older generation (exception: the two 3560 units) and are unlikely to fulfill the needs of the City for this project.
 - The Cisco switches are on maintenance and a version IOS upgrade could be done if needed.
 - The models are listed by closet in Appendix D.
 - To what device and/or how are users currently authenticated to the network (i.e., LDAP, AD, etc)?
 - The City utilizes Windows 2003 Active Directory
 - What Antivirus software is deployed on users' PCs?
 - Presently Computer Associates eTrust 8.1
 - The City will be converting to Trend Micro NeatSuite by October 2009.
 - What is CCC's current network logging solution (e.g., syslog server)?
 - Various based on the device, system, and application doing the logging.
 - Present logging ability is not unified. A better solution is being sought as part of this RFP process.
 - Are all PCs windows-based (or Linux, MAC OS, etc.)? Please list all types.
 - PCs at the City are Windows XP with a few Vista systems.
 - The City is in the planning stages of a migration to Windows Vista Business edition.
 - The Police Department is primarily Windows XP with some Linux.
 - How do you currently perform Windows updates for your PCs?
 - Microsoft SCCM 2007 is used to deploy updates. (System Center Configuration Manager)
- Q 3.1.19** Does the "NAC tools" require remediation of users? If yes, please provide the following:
- Yes, remediation must be an option for a valid, approved user.
 - User count at all locations- by User count we mean concurrent sessions.
 - Appendix A lists the number of computers by site. Assuming normal full staffing they will be in use concurrently.
 - Please provide Brand, model number, and IOS version of any switch which might be reused/repurposed at any and all sites.
 - The City does not believe that the current mix of hardware will be sufficient to the needs of the project. Appendix D lists the brand and model of all the switches in use. It is up to the potential bidder to evaluate the re-use potential of the individual items.
 - Do you anticipate adding more network devices (including network-attached printers, multi-function devices, servers, etc.) - anything with a MAC address in the next year? 3 years? 5 years?
 - Yes, yes, yes

City of Culver City RFP #1410
Responses to RFP Questions Submitted February 24, 2009

- The new infrastructure will allow the City to expand services and implement many goals in pursuit of automation and efficiency.
- **Q 3.6.8.4** How many VLANs are proposed? Can you provide a current list?
 - The proposing bidder will recommend a VLAN structure based on the solution they are recommending. The City has its own network, two networks at the Police Department, and foresees a separate operating network for voice traffic.
 - Enhancements foreseen include a wireless access to the City network and a wireless access to an internet access for non-City staff working within City sites (contractors, auditors, etc.)
- **Q 3.2.9** Will remote VPN users require HardPhone (Phone Set) or SoftPhone access?
 - Both options should be available. Presently the City does not provide phone access over VPN. A policy decision will have to be made to extend this ability.
- **Q3.6.3.8** Would EIGRP routing protocol be an acceptable substitute for OSPF?
 - A modification to the RFP requirements was published in the February 23rd document, page 10.
 - Bidders should show us the configuration with OSPF and without OSPF. A discussion / clarification should be included with the non-OSPF submission stating why it isn't recommended / necessary.
- **Q3.6.4.2** Would a switch that "only" provided RIP v1, RIP v2 and L3 ACL meet your requirement?
 - As stated in 3.6.4.2 a switch must include RIP v1, RIP v2 and L3 ACLs
 - Meeting that requirement the switch must otherwise provide the functionality to create the switching hierarchy.
- **Q 3.6.1.2** Is the City planning on upgrading its Multimode fiber between locations to Single Mode Fiber prior to deploying the new network and VCS? Distance limitations per GbE specifications prevent GbE from running over multi-mode fiber at distances greater than most of the connections between City buildings/locations.
 - The City is presently investigating replacing the major runs from City Hall to each of: Senior Center, Veteran's Complex, Transportation, and Public Services buildings with single mode fiber.
 - The selected bidder will have the option of incorporating the fiber enhancement/replacement into their project and controlling the installation as part of the implementation.
- **VMWARE** – "The City utilizes VMWare virtual servers for many of its servers. The chosen product should be compatible with a virtual server and run under VMWare or on a physical server." Most VoIP systems will only run on physical servers in a non-VMware instance. Can we safely assume that the "or on a physical server" statement means that our system can run on a non-vmware physical server?
 - The proposer's system must be clear on whether it can run on a virtual server or must run on a physical server.
 - Outside of the City Hall location physical servers are the only option available.

City of Culver City RFP #1410
Responses to RFP Questions Submitted February 24, 2009

- The City's Exchange 2007 systems are located on virtual VMWare systems. Therefore any interfaced software or systems must be compatible with Exchange running in a VMWare environment.
- Music on Hold – Can the Council meetings be recorded and then blasted out to users or is it a requirement that the Council meetings be heard live?
 - No. Council Meetings are sent live over the music on hold function as they happen. They cannot be recorded and played later for this purpose.
 - Music on Hold will switch from audio file to live feed at a pre-determined time and switch back to audio file at the end of the time period. This should be automatic on a timer with no user intervention once programmed.

CISCO UNIFIED COMMUNICATIONS REFERENCE LIST

City Government References

1. City of Calabasas

Project Owner: Classified

Project Architect: Classified

Project Description: Cisco IP Telephony and Voicemail systems to support the entire City. Approximately 300 phones and 200 voicemail boxes installed. All Cisco routing and switching equipment used to support voice system configured and installed. Cisco security (ASA) and wireless LAN also installed. All AT&T Professional Services, including design, staging, configuration, installation and training, were utilized by the City.

Project Address/Location: 100 Civic Center Way, Calabasas, CA 91302

Original Completion Date: March, 2008

Date Completed: March, 2008

Initial Contract Value: \$400,000

Final Contract Value: \$400,000

Liquidated Damages Involved: none

Contact for Verification: Tony Yin, IT Manager, (818) 224-1600

2. City of Riverside

Project Owner: Classified

Project Architect: Classified

Project Description: Cisco routing and switching equipment used to support City-wide wireless WAN system, configured and installed. Cisco security and network management also installed. All AT&T Professional Services, including design, staging, configuration, installation and training, were utilized by the City.

Project Address/Location: 3900 Main Street, Riverside, CA 92522

Original Completion Date: December, 2006

Date Completed: December, 2006

Initial Contract Value: \$1,000,000

Final Contract Value: \$1,000,000

Liquidated Damages Involved: none

Contact for Verification: Steve Renneker, CIO, (951) 826-5311

3. City of Gardena

Project Owner: Classified

Project Architect: Classified

Project Description: Cisco IP Telephony and Voicemail systems to support the entire City. Approximately 100 phones and 100 voicemail boxes installed. All Cisco routing and switching equipment used to support voice system configured and installed. Cisco security, 802.11n wireless LAN also installed. All AT&T Professional Services, including design, staging, configuration, integration, installation and training, were utilized by the City.

Project Address/Location: P.O. Box 47003, Gardena, CA 90247

Original Completion Date: March, 2009

Date Completed: March, 2009

Initial Contract Value: \$500,000

Final Contract Value: \$500,000

Liquidated Damages Involved: none

Contact for Verification: Joan Pladson, IT Manager, 310-217-9501

4. City of Irvine

Project Owner: Classified

Project Architect: Classified

Project Description: 450 IP phones and all Cisco infrastructure in 6 sites to support IP Telephony, configured and installed. 3560 PoE switches, 2811 routers, all configured and installed. Client understood the value of the Cisco solution and the importance of partnering with a vendor that could support such a large deployment.

Project Address/Location: 1 Civic Center Plaza, P.O. Box 19575, Irvine, CA 92623

Original Completion Date: July, 2007

Date Completed: July, 2007

Initial Contract Value: \$800,000

Final Contract Value: \$800,000

Liquidated Damages Involved: none

Contact for Verification: Joshua Purpora, IT Manager, (949) 724-6000

5. City of Encinitas

Project Owner: Classified

Project Architect: Classified

Project Description: Cisco IP Telephony and Voicemail systems to support the City. Approximately 600 phones and voicemail boxes installed. All Cisco routing and switching equipment used to support voice system configured and installed. All AT&T Professional Services, including design, staging, configuration, installation and training, were utilized by the City.

Project Address/Location: 505 S. Vulcan Avenue, Encinitas, CA 92024-3633
Original Completion Date: January, 2008
Date Completed: January, 2008
Initial Contract Value: \$500,000
Final Contract Value: \$500,000
Liquidated Damages Involved: none
Contact for Verification: IT Manager, (760)633-2817

6. City of Los Angeles

Project Owner: Classified
Project Architect: Classified
Project Description: Cisco AVVID IP Telephony project started in March '04 with 1,000 handsets being deployed and is planned to migrate the remainder of their sites over the next few years based upon funding. AT&T has provided the implementation services, including configuring and installing all infrastructure (core and edge routing and switching) needed to support the VOIP.
Project Address/Location: 200 North Spring St. Los Angeles, CA 90012
Original Completion Date: June, 2004
Date Completed: June, 2004
Initial Contract Value: \$1,900,000
Final Contract Value: \$1,900,000
Liquidated Damages Involved: none
Contact for Verification: Bhavin Patel, Project Manager, (213) 473-6225

K12 School District References

1. Arcadia Unified School District

Project Owner: Classified
Project Architect: Classified
Project Description: Cisco IP Telephony and Voicemail systems to support the entire District. Approximately 1,000 phones and 2,000 voicemail boxes installed. All Cisco routing and switching equipment used to support voice system configured and installed. Cisco security, Emergency Responder (E911) and Berbee IP paging also installed. All AT&T Professional Services, including design, staging, configuration, installation and training, were utilized by the District.
Project Address/Location: 234 Campus Drive, Arcadia, CA 91007
Original Completion Date: September, 2007
Date Completed: September, 2007

Initial Contract Value: \$1,500,000
Final Contract Value: \$1,500,000
Liquidated Damages Involved: none
Contact for Verification: Rob Leri, IT Director, (626) 821-6609

2. Compton Unified School District

Project Owner: Classified
Project Architect: Classified
Project Description: Cisco IP Telephony and Voicemail systems to support the entire 40-site District. Approximately 3,000 phones and 3,000 voicemail boxes installed. All Cisco routing and switching equipment used to support voice system configured and installed. Cisco security, wireless LAN, Emergency Responder, and network management also installed. All AT&T Professional Services, including design, staging, configuration, installation and training, were utilized by the District.
Project Address/Location: 501 S. Santa Fe, Compton, CA 90221
Original Completion Date: December, 2007
Date Completed: December, 2007
Initial Contract Value: \$5,000,000
Final Contract Value: \$5,000,000
Liquidated Damages Involved: none
Contact for Verification: Kevin Evans, IT Director, (310) 639-4321

3. Beverly Hills Unified School District

Project Owner: Classified
Project Architect: Classified
Project Description: Cisco IP Telephony and Voicemail systems to support the District Office and new Science and Technology Building. Approximately 150 phones voicemail boxes deployed. All Cisco routing and switching equipment used to support voice system configured and installed. Cisco security and network management also installed. All AT&T Professional Services, including design, staging, configuration, installation and training, were utilized by the District.
Project Address/Location: 255 South Lasky Drive, Beverly Hills, CA 90212
Original Completion Date: July, 2007
Date Completed: July, 2007
Initial Contract Value: \$400,000
Final Contract Value: \$400,000
Liquidated Damages Involved: none
Contact for Verification: Tom Kaprikian, IT Manager, (310) 551-5100

4. Ventura County Office of Education

Project Owner: Classified

Project Architect: Classified

Project Description: Cisco IP Telephony and Voicemail systems to support the new Administrative Office buildings. Approximately 200 phones and voicemail boxes installed. All Cisco routing and switching equipment used to support voice system configured and installed. Cisco security and wireless LAN also installed. All AT&T Professional Services, including design, staging, configuration, installation and training, were utilized by the District.

Project Address/Location: 5189 Verdugo Way, Camarillo, CA 93012

Original Completion Date: June, 2006

Date Completed: June, 2006

Initial Contract Value: \$500,000

Final Contract Value: \$500,000

Liquidated Damages Involved: none

Contact for Verification: Steve Carr, IT Director, (805) 383-1900

5. Riverside Unified School District

Project Owner: Classified

Project Architect: Classified

Project Description: Cisco IP Telephony and Voicemail systems to support the entire District. Approximately 1,000 phones and 2,000 voicemail boxes installed. All Cisco routing and switching equipment used to support voice system configured and installed. Cisco security and network management also installed. All AT&T Professional Services, including design, staging, configuration, installation and training, were utilized by the District.

Project Address/Location: 3380 14th St, Riverside, CA, 92501

Original Completion Date: In Progress

Date Completed: In Progress

Initial Contract Value: \$2,000,000

Final Contract Value: In Progress

Liquidated Damages Involved:

Contact for Verification: Reuben Sanders, Network Services Director (951) 788-7134

DESIGN NARRATIVE

This Section of Our Proposal includes a detailed Bill of Materials, a Statement of Work, and Design Diagrams that all explain why this is the BEST solution for the City of Culver City. Below, we have briefly summarized each individual sub-section of Our solution:

Section 1, Data Infrastructure Upgrades

We have proposed a complete routing and switching infrastructure upgrade that will improve end-to-end connectivity to all City facilities, all on the same platform. Please note that we paid special attention to the needs of the Police Station, their desire to maintain separation from the City's network, etc...

- *6509 Core Switch* – The 9-slot Cisco Catalyst 6509-E Switch provides high port densities that are ideal for a City's core network. Furthermore, the 6509-E supports many end-to-end operational consistency benefits, such as redundant supervisor engines and power supplies, fast Ethernet and 10Gig Ethernet modules, and 10 Gigabit Ethernet modules, and services modules that range in anything from firewalls to wireless LAN controllers.
- *10/100/1000 PoE Edge Switching* – A combination of 3560 and 3750 edge switches all include IEEE 802.3af and Cisco pre-standard Power over Ethernet (PoE) functionality in Fast Ethernet and Gigabit Ethernet configurations. They also help you deploy new applications such as IP telephony, wireless access, video surveillance, building management systems, and remote video kiosks, using features like QoS, Rate limiting ACLs, Multicast management, high-performance IP routing, and Cisco **EnergyWise** to measure, report and reduce energy usage across the entire organization
- *Integrated Services Routers* – Each facility will receive a 2800-series or 3800-series ISR router, which will perform multiple functions relevant to this solution:
 - One Device, Multiple Functions: helps Cities to take advantage of numerous built-in technologies such as voice, wireless, and advanced security systems while ensuring the quality of service (QoS) prioritization their network applications demand.
 - Same Access at Headquarters and Remote Sites: An ISR router gives all workers—even those at branch locations or remote sites such as a home or hotel room—the same access to City applications, unified communications, and videoconferencing.
 - Centralized Management: An ISR router approach means technical staff at headquarters can manage the network from a central location. This allows technical departments to allocate resources to priority projects while providing reliable service to employees in all locations.
 - Integrated Network Security: A router, with its systems approach, allows companies to transfer responsibility for security and reliability from

individual computers and users to the network itself. This helps protect Cities from the influx of viruses, malicious code, and other infections that end users' laptops might unknowingly acquire.

Section 2, VOIP Phone System

In-line with Our strategy to create a single-Vendor, single-manufacturer solution, Our design includes a Cisco Unified Communications System, complete with Cisco's Unified Workspace Licensing. This means that not only will the City enjoy all of the phone system features requested in It's RFP, but will also utilize the additional features like Unified Presence and Cisco's IP Communicator, which are included in Our Solution.

- *Unified Communications Manager* -- Cisco Unified Communications Manager (formerly Cisco Unified CallManager) is the IP telephony call-processing component of the Cisco Unified Communications solution. It enhances business productivity and facilitates agility by creating a unified workspace encompassing every combination of applications, devices, networks, and operating systems for up to 30,000 users. This scalable, distributable, and highly available enterprise-class system delivers voice, video, mobility, and presence services to IP phones, media processing devices, VoIP gateways, mobile devices, and multimedia applications.
- *Emergency Responder* -- Cisco Emergency Responder enhances the existing emergency 9-1-1 functionality offered by Cisco Unified Communications Manager. 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.

Coupled with Cisco Unified Communications Manager, Cisco Emergency Responder surpasses traditional PBX capabilities by introducing user or phone moves and changes at no cost, and dynamic tracking of user and phone locations for emergency 9-1-1 safety and security purposes. Cisco Emergency Responder includes the following features:

- Real-time location-tracking database and enhanced routing capabilities
- 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

Section 3, Unified Messaging Solution

To respond to the Unified Messaging functionality requirements listed in the RFP, we chose to Propose Cisco's Unity Connection platform. 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 easily customizable call screen and message notification options.

Cisco Unity Connection's productivity-enhancing features include:

- Customizable communications options that let you manage calls and messages to suit your needs
- A natural, comprehensive speech-activated user interface.
- Visual voicemail on a Cisco Unified IP Phone, Cisco Unified Personal Communicator, email client, or web browser, letting users prioritize messages at a glance and respond faster to callers

Section 4, Network Security Platforms

This solution also includes a robust set of network security platforms, each addressing a specific City objective. Furthermore, we paid specific attention to the needs of the Police Department, and have developed a plan to isolate the 2 networks, while still providing VOIP phone service.

- *Adaptive Security Appliance* -- First, The City Hall E7500 (the Trust bridge between the City and main PD networks), will be replaced by Our Adaptive Security Appliance 5520 firewall to allow VLAN connections across into the PD for VOIP and to allow the trust connection to continue. Both PD and the City will continue to use of their Windows 2003 Active Directory services, and will maintain the same trust connection through this new firewall.
- *Network Admission Control* -- Cisco NAC Appliance (formerly Cisco Clean Access) is an easily deployed 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.
- *Access Control* -- Cisco Secure Access Control Server (ACS) is an access policy control platform that helps you comply with growing regulatory and Government