| | INTIAL SCORES: TOP 6 INVITED FOR DEMOS | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | CDW-G (On Prem Lease) | Packet Fusion Inc. | Resilient | Blue Violet Networks (On-Prem Lease) | CDW-G (Hosted) | DTC | Telecomp Enterprises, Inc. ($1 Buyout Lease) | Shoretel (Intelsys One) On Prem-Lease | Blue Violet Networks (Cloud) | Shoretel (Intelsys One) Hosted | Frontier | AT&T | Westel |
| 1 | 789 | 719 | 698 | 673 | 645 | 650 | 571 | 630 | 580 | 600 | 588 | 574 | 412 |
| 2 | 809 | 744 | 748 | 633 | 705 | 685 | 571 | 665 | 540 | 615 | 528 | 589 | 462 |
| 3 | 779 | 649 | 628 | 713 | 715 | 620 | 621 | 490 | 660 | 460 | 618 | 294 | 292 |
| 4 | 749 | 689 | 698 | 673 | 685 | 650 | 611 | 630 | 620 | 600 | 588 | 604 | 382 |
| 5 | 529 | 619 | 528 | 533 | 465 | 580 | 581 | 530 | 480 | 500 | 448 | 444 | 432 |
| **TOTALS** | **3655** | **3420** | **3300** | **3225** | **3215** | **3185** | **2955** | **2945** | **2880** | **2775** | **2770** | **2505** | **1980** |

| | FINAL SCORES AFTER DEMOS | | | | | | |
|---|---|---|---|---|---|---|---|
| | CDW-G (On Prem Lease) | CDW-G (Hosted) | Blue Violet Networks (On-Prem Lease) | Packet Fusion Inc. | Resilient | DTC | DTC |
| 1 | 849 | 875 | 743 | 589 | 598 | 540 | 540 |
| 2 | 809 | 745 | 743 | 589 | 638 | 580 | 580 |
| 3 | 779 | 715 | 713 | 619 | 598 | 580 | 580 |
| 4 | 779 | 715 | 743 | 589 | 598 | 580 | 580 |
| 5 | 599 | 535 | 603 | 589 | 528 | 580 | 580 |
| **TOTALS** | **3815** | **3585** | **3545** | **2975** | **2960** | **2860** | **2860** |

One CDW Way
230 N. Milwaukee Ave
Vernon Hills, IL 60061

P 847 371 5800
F 847 465 6800
Toll-Free. 800 808 4239

www.cdwg.com/PeopleWhoGetIT

July 14, 2017

City of Garden Grove
11222 Acacia Parkway, Room 220
Garden Grove, CA 92840

**RE: RFP No.S-1216, VoIP Phone Solution**

**Dear Ms. Segawa,**

The City of Garden Grove Information Technology Division (the City) is seeking a qualified vendor to provide a City-Wide replacement of the existing telephone system with a new telecommunications platform. As a leading provider of technology solutions to State and Local government agencies, CDW•G is perfectly positioned to provide the Voice over IP Phone solution required by the City.

CDW•G has carefully reviewed the City's RFP and addenda and has developed a comprehensive Cisco solution for the City's VoIP phone system. As a Master Certified Partner for Cisco Unified Communications Solutions and Managed Services, and Cisco's Public Sector Partner of the Year in the Americas, CDW•G has the expertise and experience required to provide the Cisco VoIP solution the City needs. We are proposing two options for the City's request and can provide any additional information the City requires to determine the best solution for the City.

- **Option #1.** On premise Cisco VoIP solution with CDW•G Managed Services:
  The on premise solution with supplementary Gold level CDW•G Managed Services includes all equipment, implementation services, training and support required for the City to transition to and maintain a successful Cisco VoIP solution.
- **Option #2.** CCC (Cisco Cloud UC) hosted VoIP solution:
  The CCC hosted solution leverages Cisco's popular technology foundation and runs in CDW•G's state-of-the-art data center, which is the eighth-largest facility of its kind in the world. Security for the CCC hosted solution is maintained with dual-factor authentication and includes unmatched support through CDW•G Managed Services.

The Cisco technology proposed by CDW•G will allow staff across the City to communicate efficiently and effectively. CDW•G's project team and engineers are highly trained and ready to implement either an on premise or CCC hosted solution, and to provide CDW•G Managed Services. We are confident that a partnership with CDW•G will result in the reliable VoIP Phone Solution the City of Garden requires. Please reach out to your dedicated CDW•G account representative David Salkover at 866.461.9703 or davisal@cdwg.com with any questions regarding the proposed VoIP solution options. Thank you.

Sincerely,

Brian Fisher
Manager, Program Management

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# Tab 1: Proposal Letter/ Certificate of Acceptance

Please see the completed "Proposal Letter/Certificate of Acceptance" form for CDW•G following this page.

**RFP No. S-1216**

**CITY OF GARDEN GROVE**

**PROPOSAL REQUIREMENTS**

**PROPOSAL LETTER/CERTIFICATE OF ACCEPTANCE**

COMPANY NAME:

CDW Government LLC

SANDRA SEGAWA, PURCHASING AGENT
CITY OF GARDEN GROVE
11222 ACACIA PARKWAY
GARDEN GROVE, CALIFORNIA 92840

In response to the request to Provide all Labor, Materials, Equipment, Support, Training and Installation for the Implementation of a Voice over IP (VoIP) Phone Solution for the City of Garden Grove. We the undersigned hereby declare that we have carefully read and examined the RFP documents including any plans and specifications, and hereby propose to perform and complete the Work as required in the Contract.

This Contract is not exclusive. The CITY expressly reserves the right to contract for performance of services such as those described herein through other Contractors.

The undersigned agrees to supply the Scope of Work at the costs indicated in its cost proposal if its Proposal is accepted within 120 days from the date specified in the RFP for receipt of proposals.

The undersigned has reviewed the enclosed contract terms and conditions and agrees to accept all terms and conditions of the CITY's contract unless otherwise noted in the proposal response.

If recommended for Contract award, the undersigned agrees to execute a contract which will be prepared by the CITY for execution, within 10 calendar days following Notification of Award. It is understood that the recommendation for contract award will not be placed on the agenda for consideration by the City Council until the CITY has received the executed contract. The CITY will fully execute the contract subject to resolution of Protest filings, if any, and approval by the City Council.

The undersigned will also deliver to the CITY prior to the commencement of Scope of Work the necessary original Certificates of Insurance. If services are authorized to commence prior to the execution of the Contract pursuant to a Notice to Proceed issued by the CITY, pending the execution of the Contract, the services shall be subject to the terms and conditions of the Scope of Work and the Contract.

Incorporated herein and made a part of this Proposal are the Response Data and Proposal Forms required by the Proposal Requirements.

The undersigned acknowledges receipt, understanding and full consideration of the following Addenda to the RFP Documents:

Addenda No. 1, 2, 3, 4, 5, 6, 7, 8, 9, and 10.

Proposer represents that the following person is authorized to negotiate on its behalf with the CITY in connection with this RFP:

| Tara K. Barbieri | Director, Capture | 866.673.1446 |
|---|---|---|
| (Name) | (Title) | (Phone) |

The undersigned certifies that it has examined and is fully familiar with all of the provisions of the RFP Documents and is satisfied that they are accurate; that it has carefully checked all the words and figures and all statements made in the Proposal Requirements; that it has satisfied itself with respect to other matters pertaining to the proposal which in any way affect the Work or the cost thereof. The undersigned hereby agrees that the CITY will not be responsible for any errors or omissions in these RFP Documents.

BY: B. Fisher * 866.461.9703 (David Salkover, Account Representative)

(Signature) (Phone Number)

Brian Fisher

(Type or Print Name)

Manager, Program Management

(Title)

davisal@cdwg.com

(Email Address)

*CDW Government LLC (CDW•G) submits this proposal response subject to the attached "Exceptions to Terms and Conditions".

# City of Garden Grove
# Request for Proposal No. S-1216 ("RFP")
# Provide all Labor, Materials, Equipment, Support, Training and Installation for the Implementation of a Voice over IP (VoIP) Phone Solution for the City of Garden Grove

**Exceptions to Terms and Conditions**

CDW Government LLC ("CONTRACTOR") proposes the following changes to the terms and conditions of the RFP issued by the City of Garden Grove (the "CITY"). Insertions are underlined and deletions are stricken through. All other proposals will be indicated in **bold**. These proposals are for the CITY's review and input. Notwithstanding what is stated in the RFP, CONTRACTOR shall not be bound to any terms and conditions of the RFP or to any contract related to the RFP until or unless: (i) the CITY confirms in writing its acceptance of these deviations as fully incorporated therein; or (ii) authorized representatives of both parties execute a written contract that is separate from the RFP.

Before services are to be performed, Contractor will create a Statement of Work ("SOW") detailing the exact scoping and pricing of the services to be provided, which will be executed by both parties prior to the start of services. The SOW will reflect the terms and conditions as negotiated between the parties during the bidding and contracting process.

Professional Services Agreement

16. Indemnification. CONTRACTOR agrees to protect, defend, and hold harmless CITY and its elective or appointive boards, officers, agents, and employees from any and all claims, liabilities, expenses, or damages ~~of any nature~~, including reasonable attorneys' fees, for third party claims of injury or death of any person, or damage to tangible personal property~~, or interference with use of property,~~ proximately caused by the gross negligence or willful misconduct of the Contractor ~~arising out of, or in any way connected with~~ during the performance of services under the Agreement or by the ~~CONTRACTOR,~~ CONTRACTOR'S agents, officers, employees, subcontractors, or independent contractors hired by CONTRACTOR. The only exception to CONTRACTOR'S responsibility to protect, defend, and hold harmless CITY, is due to the sole negligence of CITY, or any of its elective or appointive boards, officers, agents, or employees

**UNDER NO CIRCUMSTANCES, AND NOTWITHSTANDING THE FAILURE OF ESSENTIAL PURPOSE OF ANY REMEDY SET FORTH HEREIN, WILL CONTRACTOR, ITS AFFILIATES OR ITS OR THEIR SUPPLIERS, SUBCONTRACTORS OR AGENTS BE LIABLE FOR: ANY INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, LOSS OF PROFITS, BUSINESS, REVENUES OR SAVINGS, AND LOSS, DAMAGE OR CORRUPTION OF DATA OR SOFTWARE, EVEN IF CONTRACTOR HAS BEEN ADVISED OF THE POSSIBILITIES OF SUCH DAMAGES OR IF SUCH DAMAGES ARE OTHERWISE FORESEEABLE, IN EACH CASE, AND WHETHER A CLAIM FOR ANY SUCH LIABILITY IS PREMISED UPON BREACH OF CONTRACT, WARRANTY, NEGLIGENCE, STRICT LIABILITY OR OTHER THEORY OF LIABILITY. IN THE EVENT OF ANY LIABILITY INCURRED BY CONTRACTOR OR ANY OF ITS AFFILIATES HEREUNDER, THE ENTIRE LIABILITY OF CONTRACTOR AND ITS AFFILIATES FOR DAMAGES FROM ANY CAUSE WHATSOEVER WILL NOT EXCEED THE CITY'S SPEND WITH THE CONTRACTOR FOR THE TWELVE (12) MONTHS PROCEEDING THE CLAIM.**

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# Tab 2: Bidder/ Contractor Statement

Please see the completed "Bidder/ Contractor Statement" form for CDW•G following this page.

BIDDER/CONTRACTOR STATEMENT
REGARDING INSURANCE COVERAGE
**(Submit with IFB/RFP Package)**

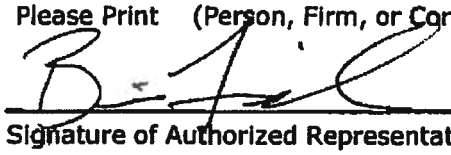
This signed document must be included with your bid package in order for your bid/proposal to be considered complete!

BIDDER/CONTRACTOR HEREBY CERTIFIES that he/she has reviewed and understands the insurance coverage requirements specified in the City sample contract included in this RFP.

Should we/I be awarded the contract, we/I certify that we/I can meet the specified requirements for insurance, including insurance coverage of the subcontractors, and agree to name the **City/Successor Agency/Sanitary District** and other additional insureds as per the agreement for the work specified And we/I will comply with the provisions of Section 3700 of the Labor Code, which require every employer to be insured against liability for worker's compensation or to undertake self-insurance in accordance with the provisions of that code, before commencing the performance of the work specified.

CDW Government LLC

Please Print (Person, Firm, or Corporation)



Signature of Authorized Representative

Brian Fisher, Manager, Program Management

Please Print (Name & Title of Authorized Representative)

07/12/2017 866.461.9703 (David Salkover, Account Representative) davisal@cdwg.com

Date Phone Number Email

Insurance Certificates and Endorsements will also be accepted via email and must be emailed to the following email address only: sandras@garden-grove.org. This is the preferred and quickest method of submitting insurance certificates and endorsements.

Insurance Certificates and Endorsements can also be mailed to: City of Garden Grove
Attention:Sandra Segawa:
Purchasing Division
11222 Acacia Parkway
Garden Grove, CA 92840

NOTE: All insurance certificates and endorsements must be received by the City of Garden Grove Purchasing Division within ten (10) City working days of the original request or the City reserves the right to proceed with the next lowest responsible bidder or the next highest scoring proposer in the process.

# CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY) 10/03/2016

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

Holder Identifier :

| PRODUCER | CONTACT NAME: | |
|---|---|---|
| Aon Risk Services Central, Inc.<br>Chicago IL Office<br>200 East Randolph<br>Chicago IL 60601 USA | PHONE (A/C. No. Ext): (866) 283-7122 | FAX (A/C. No.): (800) 363-0105 |
| | E-MAIL ADDRESS: | |

| INSURED | INSURER(S) AFFORDING COVERAGE | NAIC # |
|---|---|---|
| CDW Corporation<br>200 North Milwaukee Avenue<br>Vernon Hills IL 60061 USA | INSURER A: Travelers Property Cas Co of America | 25674 |
| | INSURER B: The Charter Oak Fire Insurance Company | 25615 |
| | INSURER C: The Phoenix Insurance Company | 25623 |
| | INSURER D: Lloyd's Syndicate No. 2623 | AA1128623 |
| | INSURER E: | |
| | INSURER F: | |

**COVERAGES** **CERTIFICATE NUMBER:** 570064014400 **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS. **Limits shown are as requested**

| INSR LTR | TYPE OF INSURANCE | ADDL INSD | SUBR WVD | POLICY NUMBER | POLICY EFF (MM/DD/YYYY) | POLICY EXP (MM/DD/YYYY) | LIMITS | |
|---|---|---|---|---|---|---|---|---|
| C | X COMMERCIAL GENERAL LIABILITY<br>CLAIMS-MADE [X] OCCUR<br>GEN'L AGGREGATE LIMIT APPLIES PER:<br>POLICY [X] PRO-JECT LOC<br>OTHER: | | | H6605D53096APHX16<br>see addendum | 10/01/2016 | 10/01/2017 | EACH OCCURRENCE<br>DAMAGE TO RENTED PREMISES (Ea occurrence)<br>MED EXP (Any one person)<br>PERSONAL & ADV INJURY<br>GENERAL AGGREGATE<br>PRODUCTS - COMP/OP AGG | $1,000,000<br>$1,000,000<br>$10,000<br>$1,000,000<br>$2,000,000<br>$2,000,000 |
| B | AUTOMOBILE LIABILITY<br>X ANY AUTO<br>OWNED AUTOS ONLY<br>HIRED AUTOS ONLY<br>SCHEDULED AUTOS<br>NON-OWNED AUTOS ONLY | | | BA-5D57054A-16-TEC | 10/01/2016 | 10/01/2017 | COMBINED SINGLE LIMIT (Ea accident)<br>BODILY INJURY ( Per person)<br>BODILY INJURY (Per accident)<br>PROPERTY DAMAGE (Per accident) | $1,000,000 |
| A | X UMBRELLA LIAB X OCCUR<br>EXCESS LIAB CLAIMS-MADE<br>DED X RETENTION | | | HSUMCUP5D53096ATIL16<br>SIR applies per policy terms & conditions | 10/01/2016 | 10/01/2017 | EACH OCCURRENCE<br>AGGREGATE<br>Retained Limit | $5,000,000<br>$5,000,000<br>$10,000 |
| A | WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y/N<br>ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? N<br>(Mandatory in NH)<br>If yes, describe under DESCRIPTION OF OPERATIONS below | N/A | | TC2JUB1117L61616<br>AOS | 10/01/2016 | 10/01/2017 | X PER STATUTE OTH-ER | |
| A | | | | TRJUB1116L66816<br>AZ, MA, WI | 10/01/2016 | 10/01/2017 | E.L. EACH ACCIDENT<br>E.L. DISEASE-EA EMPLOYEE<br>E.L. DISEASE-POLICY LIMIT | $1,000,000<br>$1,000,000<br>$1,000,000 |
| D | E&O-MPL-Primary | | | W19A8C160201<br>SIR applies per policy terms & conditions | 10/01/2016 | 10/01/2017 | Aggregate<br>SIR | $5,000,000<br>$500,000 |

Certificate No : 570064014400

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

For Evidence of Coverage.
Insured include: CDW Government LLC; CDW LLC; CDW Direct LLC; CDW Logistics; CDW Technologies LLC; CDW Finance Corporation.

**CERTIFICATE HOLDER**

CDW Corporation
200 North Milwaukee Avenue
Vernon Hills IL 60061 USA

**CANCELLATION**

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Aon Risk Services Central, Inc.

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AGENCY CUSTOMER ID: 10227766
LOC #:

# ADDITIONAL REMARKS SCHEDULE



| AGENCY | NAMED INSURED |
|---|---|
| Aon Risk Services Central, Inc. | CDW Corporation |
| POLICY NUMBER: See Certificate Number: 570064014400 | |
| CARRIER: See Certificate Number: 570064014400 / NAIC CODE | EFFECTIVE DATE: |

**ADDITIONAL REMARKS**

**THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,**
**FORM NUMBER:** ACORD 25 **FORM TITLE:** Certificate of Liability Insurance

Commercial General Liability

Commercial General Liability

Policy# H6605D53096APHX16

State and Insurer(s) Affording Coverage

| | | |
|---|---|---|
| California | Travelers Property Casualty Company of America | NAIC# 25674 |
| All Other | The Phoenix Insurance Company | NAIC# 25623 |


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# Tab 3: Bidder Statement of Non-Collusion

Please see the completed "Bidder Statement of Non-Collusion" form following this page.

**RFP NO. S-1216**

**BIDDER STATEMENT OF NON-COLLUSION**

THE HONORABLE MAYOR AND CITY COUNCIL
CITY OF GARDEN GROVE
11222 ACACIA PARKWAY
GARDEN GROVE, CALIFORNIA 92840

To: THE HONORABLE MAYOR AND CITY COUNCIL: The undersigned having carefully examined the Plans and Specifications to: Provide all Labor, Materials, Equipment, Support, and Installation for the Implementation of a Voice over IP (VoIP) Phone Solution for the City of Garden Grove. HEREBY PROPOSE to furnish all labor, materials and transportation, and do all the work required to complete work in accordance with the Scope of Work.

The undersigned hereby certifies that this Proposal is genuine and is not sham or collusive, or made in the interest or in behalf of any person not herein named, and that the undersigned has not directly or indirectly induced or solicited any other bidder to put in a sham bid, or any other person, firm or corporation to refrain from bidding, and that the undersigned has not in any manner sought, by collusion, to secure for himself an advantage over any other bidder.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true, complete, accurate and correct. I also certify that I am authorized to sign this form on behalf of and bind CDW Government LLC.
Company Name

BY: _____ July 12, 2017
(Signature of Authorized Person) (Date)

Brian Fisher
(Printed Name of Authorized Person)

Manager, Program Management
(Title or Position of Authorized Person)

davisal@cdwg.com (David Salkover, Account Representative)
(Email Address)

866.461.9703
(Phone Number)

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# Tab 4: Complete Proposal Pricing

## Proposed Pricing

Pricing must be complete and should include the following:

- Five (5) year total cost of ownership
- Itemized Bill of Materials for all equipment, software, installation or professional services, servers, storage, switches and any other item not listed. The number of phones/lines/voicemail boxes may change based on site surveys and bill analysis. If offering volume discounts, please state how per item price will change if the City purchases 10-50 less handsets/licenses.
- Annual maintenance for five (5) years
- Tax on all goods
- Any and all reoccurring charges related to providing a new phone system to the City of Garden Grove

### Response:

Please see the attached itemized Bill of Materials with the five (5) year total cost of ownership, annual maintenance for five (5) years, and all additional pricing details requested by the City. CDW•G has provided two options for the City's VoIP Phone solution:

- Option 1: An on premise solution
- Option 2: A CCC hosted solution

Both options include all necessary implementation and managed services. Please see the following page for complete proposal pricing for each option.

Please see Tab 7 "Work Plan and Technical Description" for preliminary "Project Plan"s outlining the preliminary implementation plan for each option proposed by CDW•G for the City's VoIP solution. Before the Services are to be performed, CDW•G will provide a Statement of Work (SOW) detailing the exact scoping and pricing of the Services to be provided, which will be executed by both parties prior to the start of Services. The SOW will reflect the terms and conditions as negotiated between the parties during the bidding and contracting process.

CDW•G Option #1 On Premise Solution

| Catalog number | EDC | Description | Unit Price | Final Price | Qty | Cisco Service Duration (Months) | Total Price |
|---|---|---|---|---|---|---|---|
| | | **Phones** | | | | | |
| CP-7821-K9= | | Cisco UC Phone 7821 | 255.00 | 109.01 | 20 | | 2,180.20 |
| | | | | | | CP-7821-K9= | 2,180.20 |
| CP-7841-K9= | | Cisco UC Phone 7841 | 365.00 | 156.04 | 103 | | 16,072.12 |
| | | | | | | CP-7841-K9= | 16,072.12 |
| CP-8811-K9= | | Cisco IP Phone 8811 Series | 445.00 | 190.24 | 66 | | 12,555.84 |
| | | | | | | CP-8811-K9= | 12,555.84 |
| CP-8851-K9= | | Cisco IP Phone 8851 | 615.00 | 262.91 | 386 | | 101,483.26 |
| | | | | | | CP-8851-K9= | 101,483.26 |
| CP-BEKEM= | | Cisco IP Phone 8800 Key Expansion Module | 490.00 | 209.48 | 386 | | 80,859.28 |
| | | | | | | CP-BEKEM= | 80,859.28 |
| | | | | | | On-Prem\Phones | 213,150.70 |
| | | **Licensing** | | | | | |
| R-UCL-UCM-LIC-K9 | | Top Level SKU For 9.x/10.x User License - eDelivery | 0.00 | 0.00 | 1 | | 0.00 |
| Hardware | | | | | | | |
| LIC-EXP-DSK | | Expressway Desktop Endpoint License | Included | 0.00 | 555 | | 0.00 |
| CUCM-VERS-11.5 | | CUCM Software version 11.5 | 0.00 | 0.00 | 1 | | 0.00 |
| Software | | | | | | | |
| EXPWY-VE-C-K9 | | Cisco Expressway-C Server, Virtual Edition | Included | 0.00 | 2 | | 0.00 |
| EXPWY-VE-E-K9 | | Cisco Expressway-E Server, Virtual Edition | Included | 0.00 | 2 | | 0.00 |
| LIC-CUCM-11X-BAS | | UC Manager Basic 11.x License | Included | 0.00 | 20 | | 0.00 |
| LIC-CUCM-11X-ENH | | UC Manager Enhanced 11.x License | Included | 0.00 | 555 | | 0.00 |
| LIC-EXP-AN | | Enable Advanced Networking Option | Included | 0.00 | 2 | | 0.00 |
| LIC-EXP-E | | Enable Expressway-E Feature Set | Included | 0.00 | 2 | | 0.00 |
| LIC-EXP-E-PAK | | Expressway Series, Expressway-E PAK | Included | 0.00 | 1 | | 0.00 |
| LIC-EXP-GW | | Enable GW Feature (H323-SIP) | Included | 0.00 | 4 | | 0.00 |
| LIC-EXP-SERIES | | Enable Expressway Series Feature Set | Included | 0.00 | 4 | | 0.00 |
| LIC-EXP-TURN | | Enable TURN Relay Option | Included | 0.00 | 2 | | 0.00 |
| LIC-SW-EXP-K9 | | License Key Software Encrypted | Included | 0.00 | 4 | | 0.00 |
| SW-EXP-8.X-K9 | | Software Image for Expressway with Encryption, Version X8 | Included | 0.00 | 1 | | 0.00 |
| UCM-PAK | | UCMPAK | Included | 0.00 | 1 | | 0.00 |
| LIC-CUCM-11X-BAS-A | | UC Manager-11.x Basic Single User License | 125.00 | 53.44 | 20 | | 1,068.80 |
| LIC-CUCM-11X-ENH-A | | UC Manager-11.x Enhanced Single User License | 210.00 | 89.78 | 555 | | 49,827.90 |
| Services | | | | | | | |
| CON-ECMU-LICXBASA | | SWSS UPGRADES UC Manager-11.x Basic Single User-Under | 100.00 | 59.75 | 20 | 60 | 1,195.00 |
| CON-ECMU-LICXENHA | | SWSS UPGRADES UC Manager-11.x Enhanced Single User-Und | 165.00 | 98.59 | 555 | 60 | 54,717.45 |
| CON-ECMU-RUCLUCK9 | | SWSS UPGRADES Top Level SKU For 9 | 0.00 | 0.00 | 1 | 60 | 0.00 |
| | | | | | | R-UCL-UCM-LIC-K9 | 106,809.15 |
| R-UNITYCN11-K9 | | Unity Connection 11.x Software | 0.00 | 0.00 | 1 | | 0.00 |
| Software | | | | | | | |
| LIC-SPCHVIEW-DEMO | | SpeechView Unity Connection Demo for 50 users for 6 months | Included | 0.00 | 1 | | 0.00 |
| UCXN-11X-SC-PORTS | | Unity Connection 11.x SpeechConnect Ports | Included | 0.00 | 2 | | 0.00 |
| UNITYCN11-PAK | | Unity Connection 11.x PAK | Included | 0.00 | 1 | | 0.00 |
| UNITYCN11-STD-USR | | One Unity Connection 11.x User - All user Features-eDelivery | 75.00 | 32.06 | 489 | | 15,677.34 |
| Services | | | | | | | |
| CON-ECMU-RUNITYCK | | SWSS UPGRADES Unity Connection 11.x Software | 0.00 | 0.00 | 1 | 60 | 0.00 |
| CON-ECMU-UNITCN0S | | SWSS UPGRADES One Unity Connection 10.x Voice Messagin | 75.00 | 44.81 | 489 | 60 | 21,912.09 |
| | | | | | | R-UNITYCN11-K9 | 37,589.43 |
| | | | | | | On-prem\Licensing | 144,398.58 |

The terms and conditions provided on this link apply http://www.cdw.com/content/terms-conditions/default.aspx

CDW•G Option #1 On Premise Solution

| Catalog number | EDC | Description | Unit Price | Final Price | Qty | Cisco Service Duration (Months) | Total Price |
|---|---|---|---|---|---|---|---|
| | | Phones | | | | | |
| CP-7821-K9= | | Cisco UC Phone 7821 | 255.00 | 109.01 | 20 | | 2,180.20 |
| | | | | | | CP-7821-K9= | 2,180.20 |
| CP-7841-K9= | | Cisco UC Phone 7841 | 365.00 | 156.04 | 103 | | 16,072.12 |
| | | | | | | CP-7841-K9= | 16,072.12 |
| CP-8811-K9= | | Cisco IP Phone 8811 Series | 445.00 | 190.24 | 66 | | 12,555.84 |
| | | | | | | CP-8811-K9= | 12,555.84 |
| CP-8851-K9= | | Cisco IP Phone 8851 | 615.00 | 262.91 | 386 | | 101,483.26 |
| | | | | | | CP-8851-K9= | 101,483.26 |
| CP-BEKEM= | | Cisco IP Phone 8800 Key Expansion Module | 490.00 | 209.48 | 386 | | 80,859.28 |
| | | | | | | CP-BEKEM= | 80,859.28 |
| | | | | | | On-prem\Phones | 213,150.70 |
| | | Licensing | | | | | |
| R-UCL-UCM-LIC-K9 | | Top Level SKU For 9.x/10.x User License - eDelivery | 0.00 | 0.00 | 1 | | 0.00 |
| Hardware | | | | | | | |
| LIC-EXP-DSK | | Expressway Desktop Endpoint License | Included | 0.00 | 555 | | 0.00 |
| CUCM-VERS-11.5 | | CUCM Software version 11.5 | 0.00 | 0.00 | 1 | | 0.00 |
| Software | | | | | | | |
| EXPWY-VE-C-K9 | | Cisco Expressway-C Server, Virtual Edition | Included | 0.00 | 2 | | 0.00 |
| EXPWY-VE-E-K9 | | Cisco Expressway-E Server, Virtual Edition | Included | 0.00 | 2 | | 0.00 |
| LIC-CUCM-11X-BAS | | UC Manager Basic 11.x License | Included | 0.00 | 20 | | 0.00 |
| LIC-CUCM-11X-ENH | | UC Manager Enhanced 11.x License | Included | 0.00 | 555 | | 0.00 |
| LIC-EXP-AN | | Enable Advanced Networking Option | Included | 0.00 | 2 | | 0.00 |
| LIC-EXP-E | | Enable Expressway-E Feature Set | Included | 0.00 | 2 | | 0.00 |
| LIC-EXP-E-PAK | | Expressway Series, Expressway-E PAK | Included | 0.00 | 1 | | 0.00 |
| LIC-EXP-GW | | Enable GW Feature (H323-SIP) | Included | 0.00 | 4 | | 0.00 |
| LIC-EXP-SERIES | | Enable Expressway Series Feature Set | Included | 0.00 | 4 | | 0.00 |
| LIC-EXP-TURN | | Enable TURN Relay Option | Included | 0.00 | 2 | | 0.00 |
| LIC-SW-EXP-K9 | | License Key Software Encrypted | Included | 0.00 | 4 | | 0.00 |
| SW-EXP-8.X-K9 | | Software Image for Expressway with Encryption, Version X8 | Included | 0.00 | 1 | | 0.00 |
| UCM-PAK | | UCMPAK | Included | 0.00 | 1 | | 0.00 |
| LIC-CUCM-11X-BAS-A | | UC Manager-11.x Basic Single User License | 125.00 | 53.44 | 20 | | 1,068.80 |
| LIC-CUCM-11X-ENH-A | | UC Manager-11.x Enhanced Single User License | 210.00 | 89.78 | 555 | | 49,827.90 |
| Services | | | | | | | |
| CON-ECMU-LICXBASA | | SWSS UPGRADES UC Manager-11.x Basic Single User-Under | 100.00 | 59.75 | 20 | 60 | 1,195.00 |
| CON-ECMU-LICXENHA | | SWSS UPGRADES UC Manager-11.x Enhanced Single User-Und | 165.00 | 98.59 | 555 | 60 | 54,717.45 |
| CON-ECMU-RUCLUCK9 | | SWSS UPGRADES Top Level SKU For 9 | 0.00 | 0.00 | 1 | 60 | 0.00 |
| | | | | | | R-UCL-UCM-LIC-K9 | 106,809.15 |
| R-UNITYCN11-K9 | | Unity Connection 11.x Software | 0.00 | 0.00 | 1 | | 0.00 |
| Software | | | | | | | |
| | | Gateways for City Hall - Provides Redundant PSTN via SIP and Tertiary PBX | | | | | |
| C1-CISCO4321/K9 | | Cisco ONE ISR 4321 (2GE,2NIM,4G FLASH,4G DRAM,IPB) | 1,995.00 | 852.86 | 1 | | 852.86 |
| Hardware | | | | | | | |
| FL-CME-SRST-25 | | SRST-25 Seat License (CME uses CUCME Phone License ONLY) | Included | 0.00 | 1 | | 0.00 |
| MEM-4320-4G | | 4G DRAM for Cisco ISR 4320 (Soldered on motherboard) | Included | 0.00 | 1 | | 0.00 |
| MEM-FLSH-4G | | 4G Flash Memory for Cisco ISR 4300 (Soldered on motherboard) | Included | 0.00 | 1 | | 0.00 |
| NIM-BLANK | | Blank faceplate for NIM slot on Cisco ISR 4400 | Included | 0.00 | 1 | | 0.00 |
| PWR-4320-AC | | AC Power Supply for Cisco ISR 4320 | Included | 0.00 | 1 | | 0.00 |
| CAB-AC-C5 | | AC Power Cord, Type C5, US, Canada | 0.00 | 0.00 | 1 | | 0.00 |
| FL-CME-SRST-25 | | SRST-25 Seat License (CME uses CUCME Phone License ONLY) | 650.00 | 277.88 | 1 | | 277.88 |
| NIM-1MFT-T1/E1 | | 1 port Multiflex Trunk Voice/Clear-channel Data T1/E1 Module | 1,430.00 | 611.33 | 1 | | 611.33 |
| PVDM4-32 | | 32-channel DSP module | 1,700.00 | 726.75 | 1 | | 726.75 |
| Software | | | | | | | |
| FL-CUBEE-5 | | Unified Border Element Enterprise License - 5 sessions | Included | 0.00 | 2 | | 0.00 |
| SISR4300UK9-316S | | Cisco ISR 4300 Series IOS XE Universal | Included | 0.00 | 1 | | 0.00 |
| SL-4320-IPB-K9 | | IP Base License for Cisco ISR 4320 Series | Included | 0.00 | 1 | | 0.00 |
| SL-4320-UC-K9 | | Unified Communication License for Cisco ISR 4320 Series | Included | 0.00 | 1 | | 0.00 |
| C1AUPISR4320SK9 | | Cisco ONE Advanced UC Perpetual License ISR 4321 | 1,100.00 | 470.25 | 1 | | 470.25 |
| FL-SRST | | Cisco Survivable Remote Site Telephony (SRST) License | 0.00 | 0.00 | 1 | | 0.00 |
| Services | | | | | | | |
| CON-ECMU-C1A4320S | | SWSS UPGRADES C1 Advanced UC Perpetual Lic ISR 4321 | 880.00 | 525.80 | 1 | 60 | 525.80 |
| CON-OSP-C14321K9 | | SNTC-24X7X4OS C1 ISR 4321 (2GE,2NIM,4G FLASH) | 1,600.00 | 956.00 | 1 | 60 | 956.00 |
| | | | | | | C1-CISCO4321/K9 | 4,420.87 |
| C1-CISCO4321/K9 | | Cisco ONE ISR 4321 (2GE,2NIM,4G FLASH,4G DRAM,IPB) | 1,995.00 | 852.86 | 1 | | 852.86 |
| Hardware | | | | | | | |
| FL-CME-SRST-25 | | SRST-25 Seat License (CME uses CUCME Phone License ONLY) | Included | 0.00 | 1 | | 0.00 |
| MEM-4320-4G | | 4G DRAM for Cisco ISR 4320 (Soldered on motherboard) | Included | 0.00 | 1 | | 0.00 |
| MEM-FLSH-4G | | 4G Flash Memory for Cisco ISR 4300 (Soldered on motherboard) | Included | 0.00 | 1 | | 0.00 |
| NIM-BLANK | | Blank faceplate for NIM slot on Cisco ISR 4400 | Included | 0.00 | 2 | | 0.00 |
| PWR-4320-AC | | AC Power Supply for Cisco ISR 4320 | Included | 0.00 | 1 | | 0.00 |
| C1-CUBE-STD-RED-UP | | License upgrade from C1 CUBE Standard to C1 CUBE Redundant | 40.00 | 17.10 | 10 | | 171.00 |
| CAB-AC-C5 | | AC Power Cord, Type C5, US, Canada | 0.00 | 0.00 | 1 | | 0.00 |
| FL-CME-SRST-25 | | SRST-25 Seat License (CME uses CUCME Phone License ONLY) | 650.00 | 277.88 | 1 | | 277.88 |
| Software | | | | | | | |
| FL-CUBEE-5 | | Unified Border Element Enterprise License - 5 sessions | Included | 0.00 | 2 | | 0.00 |
| SISR4300UK9-316S | | Cisco ISR 4300 Series IOS XE Universal | Included | 0.00 | 1 | | 0.00 |
| SL-4320-IPB-K9 | | IP Base License for Cisco ISR 4320 Series | Included | 0.00 | 1 | | 0.00 |
| SL-4320-UC-K9 | | Unified Communication License for Cisco ISR 4320 Series | Included | 0.00 | 1 | | 0.00 |
| C1-CUBEE-RED | | Cisco ONE license for CUBE Redundant Single Session | 95.00 | 40.61 | 90 | | 3,654.90 |
| C1AUPISR4320SK9 | | Cisco ONE Advanced UC Perpetual License ISR 4321 | 1,100.00 | 470.25 | 1 | | 470.25 |
| FL-SRST | | Cisco Survivable Remote Site Telephony (SRST) License | 0.00 | 0.00 | 1 | | 0.00 |
| Services | | | | | | | |
| CON-ECMU-C1A4320S | | SWSS UPGRADES C1 Advanced UC Perpetual Lic ISR 4321 | 880.00 | 525.80 | 1 | 60 | 525.80 |
| CON-ECMU-C1CUBEER | | SWSS UPGRADES Cisco ONE license for CUBE Redundant Sin | 75.00 | 44.81 | 100 | 60 | 4,481.00 |
| CON-OSP-C14321K9 | | SNTC-24X7X4OS C1 ISR 4321 (2GE,2NIM,4G FLASH) | 1,600.00 | 956.00 | 1 | 60 | 956.00 |
| | | | | | | C1-CISCO4321/K9 | 11,389.69 |
| | | | | | | On-prem\GW\CityHallSIP/PRI | 15,810.56 |

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CDW-G Option #1 On Premise Solution

| Catalog number | EDC | Description | Unit Price | Final Price | Qty | Cisco Service Duration [Months] | Total Price |
|---|---|---|---|---|---|---|---|
| | | **Phones** | | | | | |
| CP-7821-K9= | | Cisco UC Phone 7821 | 255.00 | 109.01 | 20 | | 2,180.20 |
| | | | | | | CP-7821-K9= | 2,180.20 |
| CP-7841-K9= | | Cisco UC Phone 7841 | 365.00 | 156.04 | 103 | | 16,072.12 |
| | | | | | | CP-7841-K9= | 16,072.12 |
| CP-8811-K9= | | Cisco IP Phone 8811 Series | 445.00 | 190.24 | 66 | | 12,555.84 |
| | | | | | | CP-8811-K9= | 12,555.84 |
| CP-8851-K9= | | Cisco IP Phone 8851 | 615.00 | 262.91 | 386 | | 101,483.26 |
| | | | | | | CP-8851-K9= | 101,483.26 |
| CP-BEKEM= | | Cisco IP Phone 8800 Key Expansion Module | 490.00 | 209.48 | 386 | | 80,859.28 |
| | | | | | | CP-BEKEM= | 80,859.28 |
| | | | | | | On-prem\Phones | 213,150.70 |
| | | **Licensing** | | | | | |
| R-UCL-UCM-LIC-K9 | | Top Level SKU For 9.x/10.x User License - eDelivery | 0.00 | 0.00 | 1 | | 0.00 |
| Hardware | | | | | | | |
| LIC-EXP-DSK | | Expressway Desktop Endpoint License | Included | 0.00 | 555 | | 0.00 |
| CUCM-VERS-11.5 | | CUCM Software version 11.5 | 0.00 | 0.00 | 1 | | 0.00 |
| Software | | | | | | | |
| EXPWY-VE-C-K9 | | Cisco Expressway-C Server, Virtual Edition | Included | 0.00 | 2 | | 0.00 |
| EXPWY-VE-E-K9 | | Cisco Expressway-E Server, Virtual Edition | Included | 0.00 | 2 | | 0.00 |
| LIC-CUCM-11X-BAS | | UC Manager Basic 11.x License | Included | 0.00 | 20 | | 0.00 |
| LIC-CUCM-11X-ENH | | UC Manager Enhanced 11.x License | Included | 0.00 | 555 | | 0.00 |
| LIC-EXP-AN | | Enable Advanced Networking Option | Included | 0.00 | 2 | | 0.00 |
| LIC-EXP-E | | Enable Expressway-E Feature Set | Included | 0.00 | 2 | | 0.00 |
| LIC-EXP-E-PAK | | Expressway Series, Expressway-E PAK | Included | 0.00 | 1 | | 0.00 |
| LIC-EXP-GW | | Enable GW Feature (H323-SIP) | Included | 0.00 | 4 | | 0.00 |
| LIC-EXP-SERIES | | Enable Expressway Series Feature Set | Included | 0.00 | 4 | | 0.00 |
| LIC-EXP-TURN | | Enable TURN Relay Option | Included | 0.00 | 2 | | 0.00 |
| LIC-SW-EXP-K9 | | License Key Software Encrypted | Included | 0.00 | 4 | | 0.00 |
| SW-EXP-8.X-K9 | | Software Image for Expressway with Encryption, Version X8 | Included | 0.00 | 1 | | 0.00 |
| UCM-PAK | | UCMPAK | Included | 0.00 | 1 | | 0.00 |
| LIC-CUCM-11X-BAS-A | | UC Manager-11.x Basic Single User License | 125.00 | 53.44 | 20 | | 1,068.80 |
| LIC-CUCM-11X-ENH-A | | UC Manager-11.x Enhanced Single User License | 210.00 | 89.78 | 555 | | 49,827.90 |
| Services | | | | | | | |
| CON-ECMU-LICXBASA | | SWSS UPGRADES UC Manager-11.x Basic Single User-Under | 100.00 | 59.75 | 20 | 60 | 1,195.00 |
| CON-ECMU-LICXENHA | | SWSS UPGRADES UC Manager-11.x Enhanced Single User-Und | 165.00 | 98.59 | 555 | 60 | 54,717.45 |
| CON-ECMU-RUCLUCK9 | | SWSS UPGRADES Top Level SKU For 9 | 0.00 | 0.00 | 1 | 60 | 0.00 |
| | | | | | | R-UCL-UCM-LIC-K9 | 106,809.15 |
| R-UNITYCN11-K9 | | Unity Connection 11.x Software | 0.00 | 0.00 | 1 | | 0.00 |
| Software | | | | | | | |
| | | Public Works Gateway - Provides backup PBX and analog backup | | | | | |
| C1-CISCO4331/K9 | | Cisco ONE ISR 4331 (3GE,2NIM,1SM,4G FLASH,4G DRAM IPB) | 3,300.00 | 1,410.75 | 1 | | 1,410.75 |
| Hardware | | | | | | | |
| FL-CME-SRST-25 | | SRST-25 Seat License (CME uses CUCME Phone License ONLY) | Included | 0.00 | 1 | | 0.00 |
| MEM-4300-4G | | 4G DRAM (2G+2G) for Cisco ISR 4330, 4350 | Included | 0.00 | 1 | | 0.00 |
| MEM-FLSH-4G | | 4G Flash Memory for Cisco ISR 4300 (Soldered on motherboard) | Included | 0.00 | 1 | | 0.00 |
| NIM-BLANK | | Blank faceplate for NIM slot on Cisco ISR 4400 | Included | 0.00 | 1 | | 0.00 |
| PVDM4-32 | | 32-channel DSP module | Included | 0.00 | 1 | | 0.00 |
| PWR-4330-AC | | AC Power Supply for Cisco ISR 4330 | Included | 0.00 | 1 | | 0.00 |
| SM-S-BLANK | | Removable faceplate for SM slot on Cisco 2900,3900,4400 ISR | Included | 0.00 | 1 | | 0.00 |
| CAB-AC | | AC Power Cord (North America), C13, NEMA 5-15P, 2.1m | 0.00 | 0.00 | 1 | | 0.00 |
| FL-CME-SRST-25 | | SRST-25 Seat License (CME uses CUCME Phone License ONLY) | 650.00 | 277.88 | 1 | | 277.88 |
| NIM-2FXO | | 2-port Network Interface Module - FXO (Universal) | 500.00 | 213.75 | 1 | | 213.75 |
| Software | | | | | | | |
| FL-CUBEE-5 | | Unified Border Element Enterprise License - 5 sessions | Included | 0.00 | 2 | | 0.00 |
| SL-4330-IPB-K9 | | IP Base License for Cisco ISR 4330 Series | Included | 0.00 | 1 | | 0.00 |
| SL-4330-UC-K9 | | Unified Communication License for Cisco ISR 4330 Series | Included | 0.00 | 1 | | 0.00 |
| C1AUPISR4330SK9 | | Cisco ONE Advanced UC Perpetual License ISR 4331 | 1,700.00 | 726.75 | 1 | | 726.75 |
| FL-CME-SRST-5 | | SRST-5 Seat License (CME uses CUCME Phone License ONLY) | 170.00 | 72.68 | 1 | | 72.68 |
| FL-SRST | | Cisco Survivable Remote Site Telephony (SRST) License | 0.00 | 0.00 | 1 | | 0.00 |
| SISR4300UK9-316S | | Cisco ISR 4300 Series IOS XE Universal | 0.00 | 0.00 | 1 | | 0.00 |
| Services | | | | | | | |
| CON-ECMU-C1A4330S | | SWSS UPGRADES C1 Advanced UC Perpetual Lic ISR 4331 | 1,275.00 | 761.81 | 1 | 60 | 761.81 |
| CON-OSP-C14331K9 | | SNTC-24X7X4OS C1 ISR 4331 (2GE,2NIM,1SM,4G FLASH) | 2,640.00 | 1,577.40 | 1 | 60 | 1,577.40 |
| | | | | | | C1-CISCO4321/K9 | 5,041.02 |
| | | | | | | On-prem\GW\HA/FD/MC | 5,041.02 |
| | | Gateways for Fire, Municipla Center, and Housing Authority - Provides backup PBX and analog backup | | | | | |
| C1-CISCO4321/K9 | | Cisco ONE ISR 4321 (2GE,2NIM,4G FLASH,4G DRAM IPB) | 1,995.00 | 852.86 | 5 | | 4,264.30 |
| Hardware | | | | | | | |
| FL-CME-SRST-25 | | SRST-25 Seat License (CME uses CUCME Phone License ONLY) | Included | 0.00 | 5 | | 0.00 |
| MEM-4320-4G | | 4G DRAM for Cisco ISR 4320 (Soldered on motherboard) | Included | 0.00 | 5 | | 0.00 |
| MEM-FLSH-4G | | 4G Flash Memory for Cisco ISR 4300 (Soldered on motherboard) | Included | 0.00 | 5 | | 0.00 |
| NIM-BLANK | | Blank faceplate for NIM slot on Cisco ISR 4400 | Included | 0.00 | 5 | | 0.00 |
| PWR-4320-AC | | AC Power Supply for Cisco ISR 4320 | Included | 0.00 | 5 | | 0.00 |
| CAB-AC-C5 | | AC Power Cord, Type C5, US, Canada | 0.00 | 0.00 | 5 | | 0.00 |
| FL-CME-SRST-25 | | SRST-25 Seat License (CME uses CUCME Phone License ONLY) | 650.00 | 277.88 | 5 | | 1,389.40 |
| NIM-2FXO | | 2-port Network Interface Module - FXO (Universal) | 500.00 | 213.75 | 5 | | 1,068.75 |
| Software | | | | | | | |
| FL-CUBEE-5 | | Unified Border Element Enterprise License - 5 sessions | Included | 0.00 | 10 | | 0.00 |
| SISR4300UK9-316S | | Cisco ISR 4300 Series IOS XE Universal | Included | 0.00 | 5 | | 0.00 |
| SL-4320-IPB-K9 | | IP Base License for Cisco ISR 4320 Series | Included | 0.00 | 5 | | 0.00 |
| SL-4320-UC-K9 | | Unified Communication License for Cisco ISR 4320 Series | Included | 0.00 | 5 | | 0.00 |
| C1AUPISR4320SK9 | | Cisco ONE Advanced UC Perpetual License ISR 4321 | 1,100.00 | 470.25 | 5 | | 2,351.25 |
| FL-SRST | | Cisco Survivable Remote Site Telephony (SRST) License | 0.00 | 0.00 | 5 | | 0.00 |
| Services | | | | | | | |
| CON-ECMU-C1A4320S | | SWSS UPGRADES C1 Advanced UC Perpetual Lic ISR 4321 | 880.00 | 525.80 | 5 | 60 | 2,629.00 |
| CON-OSP-C14321K9 | | SNTC-24X7X4OS C1 ISR 4321 (2GE,2NIM,4G FLASH) | 1,600.00 | 956.00 | 5 | 60 | 4,780.00 |
| | | | | | | C1-CISCO4321/K9 | 16,482.70 |
| | | | | | | On-prem\GW\HA/FD/MC | 16,482.70 |
| | | Gateways for 7 Fire Stations - Provides backup PBX and analog backup | | | | | |
| C881-V-K9 | | Cisco881, FE WAN, 4 FXS, 2BRI, 1FXO | 1,445.00 | 617.74 | 8 | | 4,941.92 |
| Hardware | | | | | | | |
| CAB-ETH-S-RJ45 | | Yellow Cable for Ethernet, Straight-through, RJ-45, 6 feet | Included | 0.00 | 8 | | 0.00 |
| ISR-CCP-EXP | | Cisco Config Pro Express on Router Flash | Included | 0.00 | 8 | | 0.00 |
| MEM8XX-256U512D | | DRAM Upgrade 256 MB to 512 MB | Included | 0.00 | 8 | | 0.00 |
| PWR-65W-AC | | Power Supply 65 Watt AC | Included | 0.00 | 8 | | 0.00 |
| CAB-AC | | AC Power Cord (North America), C13, NEMA 5-15P, 2.1m | 0.00 | 0.00 | 8 | | 0.00 |
| Software | | | | | | | |
| SL-SRST880-AIS | | Cisco SRST880 Advanced IP Services License | Included | 0.00 | 8 | | 0.00 |
| FL-CME-SRST-5 | | SRST-5 Seat License (CME uses CUCME Phone License ONLY) | 170.00 | 72.68 | 8 | | 581.44 |
| FL-SRST | | Cisco Survivable Remote Site Telephony (SRST) License | 0.00 | 0.00 | 8 | | 0.00 |
| S880CNUVK9-15602T | | Cisco 880 Series IOS UNIVERSAL VOICE | 0.00 | 0.00 | 8 | | 0.00 |
| SL-8XX-UC-K9 | | Unified Communication Paper PAK for Cisco 881 and 887 | 350.00 | 149.63 | 8 | | 1,197.04 |
| Services | | | | | | | |
| CON-OSP-C881VK8 | | SNTC-24X7X4OS Cisco881, FE WAN, 4 FXS/2BRI, 1FXO | 1,040.00 | 621.40 | 8 | 60 | 4,971.20 |
| | | | | | | C881-V-K9 | 11,691.60 |
| | | | | | | On-prem\GW\FireS | 11,691.60 |
| | | Fax Server | | | | | |
| Fax Server | | Xmedius 5 year cost including Support | 29,584.32 | 29,584.32 | 1 | | 29,584.32 |
| | | | | | | Z-CDW-Services | 29,584.32 |
| | | | | | | On-prem\Fax Server | 29,584.32 |
| | | Professional Services | | | | | |
| Z-CDW-Services | | Estimated Professional Services | 94,788.00 | 94,788.00 | 1 | | 94,788.00 |
| | | | | | | Z-CDW-Services | 94,788.00 |
| | | | | | | On-prem\Services | 94,788.00 |
| | | | | | | Project Total (USD) | 530,547.48 |

The terms and conditions provided on this link apply : http://www.cdw.com/content/terms-conditions/default.aspx

CDW•G Option #2 CCC Hosted Solution

| Catalog number | EDC | Description | Unit Price | Final Price | Qty | Cisco Service Duration (Months) | Total Price |
|---|---|---|---|---|---|---|---|
| | | **Phones** | | | | | |
| CP-7821-K9= | | Cisco UC Phone 7821 | 255.00 | 109.01 | 20 | | 2,180.20 |
| | | | | | | CP-7821-K9= | 2,180.20 |
| CP-7841-K9= | | Cisco UC Phone 7841 | 365.00 | 156.04 | 103 | | 16,072.12 |
| | | | | | | CP-7841-K9= | 16,072.12 |
| CP-8811-K9= | | Cisco IP Phone 8811 Series | 445.00 | 190.24 | 66 | | 12,555.84 |
| | | | | | | CP-8811-K9= | 12,555.84 |
| CP-8851-K9= | | Cisco IP Phone 8851 | 615.00 | 262.91 | 386 | | 101,483.26 |
| | | | | | | CP-8851-K9= | 101,483.26 |
| CP-BEKEM= | | Cisco IP Phone 8800 Key Expansion Module | 490.00 | 209.48 | 386 | | 80,859.28 |
| | | | | | | CP-BEKEM= | 80,859.28 |
| | | | | | | CCC | 213,150.70 |
| | | **Fax Server** | | | | | |
| Fax Server | | Xmedius 5 year cost including Support | 29,584.32 | 29,584.32 | 1 | 60 | 29,584.32 |
| | | | | | | Total | 29,584.32 |
| | | | | | | Fax Server | 29,584.32 |
| | | **Gateways for City Hall - Provides Redundant PSTN via SIP and Tertiary PBX** | | | | | |
| C1-CISCO4321/K9 | | Cisco ONE ISR 4321 (2GE,2NIM,4G FLASH,4G DRAM,IPB) | 1,995.00 | 852.86 | 1 | | 852.86 |
| Hardware | | | | | | | |
| FL-CME-SRST-25 | | SRST-25 Seat License (CME uses CUCME Phone License ONLY) | Included | 0.00 | 1 | | 0.00 |
| MEM-4320-4G | | 4G DRAM for Cisco ISR 4320 (Soldered on motherboard) | Included | 0.00 | 1 | | 0.00 |
| MEM-FLSH-4G | | 4G Flash Memory for Cisco ISR 4300 (Soldered on motherboard) | Included | 0.00 | 1 | | 0.00 |
| NIM-BLANK | | Blank faceplate for NIM slot on Cisco ISR 4400 | Included | 0.00 | 1 | | 0.00 |
| PWR-4320-AC | | AC Power Supply for Cisco ISR 4320 | Included | 0.00 | 1 | | 0.00 |
| CAB-AC-C5 | | AC Power Cord, Type C5, US, Canada | 0.00 | 0.00 | 1 | | 0.00 |
| FL-CME-SRST-25 | | SRST-25 Seat License (CME uses CUCME Phone License ONLY) | 650.00 | 277.88 | 1 | | 277.88 |
| NIM-1MFT-T1/E1 | | 1 port Multiflex Trunk Voice/Clear-channel Data T1/E1 Module | 1,430.00 | 611.33 | 1 | | 611.33 |
| PVDM4-32 | | 32-channel DSP module | 1,700.00 | 726.75 | 1 | | 726.75 |
| Software | | | | | | | |
| FL-CUBEE-5 | | Unified Border Element Enterprise License - 5 sessions | Included | 0.00 | 2 | | 0.00 |
| SISR4300UK9-316S | | Cisco ISR 4300 Series IOS XE Universal | Included | 0.00 | 1 | | 0.00 |
| SL-4320-IPB-K9 | | IP Base License for Cisco ISR 4320 Series | Included | 0.00 | 1 | | 0.00 |
| SL-4320-UC-K9 | | Unified Communication License for Cisco ISR 4320 Series | Included | 0.00 | 1 | | 0.00 |
| C1AUPISR4320SK9 | | Cisco ONE Advanced UC Perpetual License ISR 4321 | 1,100.00 | 470.25 | 1 | | 470.25 |
| FL-SRST | | Cisco Survivable Remote Site Telephony (SRST) License | 0.00 | 0.00 | 1 | | 0.00 |
| Services | | | | | | | |
| CON-ECMU-C1A4320S | | SWSS UPGRADES C1 Advanced UC Perpetual Lic ISR 4321 | 880.00 | 525.80 | 1 | 60 | 525.80 |
| CON-OSP-C14321K9 | | SNTC-24X7X4OS C1 ISR 4321 (2GE,2NIM,4G FLASH) | 1,600.00 | 956.00 | 1 | 60 | 956.00 |
| | | | | | | C1-CISCO4321/K9 | 4,420.87 |
| C1-CISCO4351/K9 | | Cisco ONE ISR 4351 (3GE,3NIM,2SM,4G FLASH,4G DRAM,IPB) | 8,000.00 | 3,420.00 | 1 | | 3,420.00 |
| Hardware | | | | | | | |
| FL-CME-SRST-25 | | SRST-25 Seat License (CME uses CUCME Phone License ONLY) | Included | 0.00 | 1 | | 0.00 |
| MEM-4300-4G | | 4G DRAM (2G+2G) for Cisco ISR 4330, 4350 | Included | 0.00 | 1 | | 0.00 |
| MEM-FLSH-4G | | 4G Flash Memory for Cisco ISR 4300 (Soldered on motherboard) | Included | 0.00 | 1 | | 0.00 |
| NIM-BLANK | | Blank faceplate for NIM slot on Cisco ISR 4400 | Included | 0.00 | 3 | | 0.00 |
| POE-COVER-4450 | | Cover for empty POE slot on Cisco ISR 4450 | Included | 0.00 | 1 | | 0.00 |
| PVDM4-64 | | 64-channel DSP module | Included | 0.00 | 1 | | 0.00 |
| PWR-4450-AC | | AC Power Supply for Cisco ISR 4450 and ISR4350 | Included | 0.00 | 1 | | 0.00 |
| SM-S-BLANK | | Removable faceplate for SM slot on Cisco 2900,3900,4400 ISR | Included | 0.00 | 2 | | 0.00 |
| C1-CUBE-STD-RED-UP | | License upgrade from C1 CUBE Standard to C1 CUBE Redundant | 40.00 | 17.10 | 25 | | 427.50 |
| CAB-AC | | AC Power Cord (North America), C13, NEMA 5-15P, 2.1m | 0.00 | 0.00 | 1 | | 0.00 |
| FL-CME-SRST-25 | | SRST-25 Seat License (CME uses CUCME Phone License ONLY) | 650.00 | 277.88 | 3 | | 833.64 |
| Software | | | | | | | |
| FL-CUBEE-25 | | Unified Border Element Enterprise License - 25 sessions | Included | 0.00 | 1 | | 0.00 |
| SISR4300UK9-316S | | Cisco ISR 4300 Series IOS XE Universal | Included | 0.00 | 1 | | 0.00 |
| SL-4350-IPB-K9 | | IP Base License for Cisco ISR 4350 Series | Included | 0.00 | 1 | | 0.00 |
| SL-4350-UC-K9 | | Unified Communication License for Cisco ISR 4350 Series | Included | 0.00 | 1 | | 0.00 |
| C1-CUBEE-RED | | Cisco ONE license for CUBE Redundant Single Session | 95.00 | 40.61 | 75 | | 3,045.75 |
| C1AUPISR4350SK9 | | Cisco ONE Advanced UC Perpetual License ISR 4351 | 3,000.00 | 1,282.50 | 1 | | 1,282.50 |
| FL-CME-SRST-100 | | SRST-100 Seat License (CME uses CUCME Phone License ONLY) | 2,300.00 | 983.25 | 1 | | 983.25 |
| FL-SRST | | Cisco Survivable Remote Site Telephony (SRST) License | 0.00 | 0.00 | 1 | | 0.00 |
| Services | | | | | | | |
| CON-ECMU-C1A4350S | | SWSS UPGRADES C1 Advanced UC Perpetual Lic ISR 4351 | 2,400.00 | 1,434.00 | 1 | 60 | 1,434.00 |
| CON-ECMU-C1CUBEER | | SWSS UPGRADES Cisco ONE license for CUBE Redundant Sin | 75.00 | 44.81 | 100 | 60 | 4,481.00 |
| CON-OSP-C14351K9 | | SNTC-24X7X4OS C1 ISR 4351 (3GE,3NIM,2SM,4G FLASH) | 6,400.00 | 3,824.00 | 1 | 60 | 3,824.00 |
| | | | | | | C1-CISCO4351/K9 | 19,731.64 |
| | | | | | | CCC\GW\CityHallSIP/PRI | 24,152.51 |

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CDW•G Option #2 CCC Hosted Solution

| Catalog number | EDC | Description | Unit Price | Final Price | Qty | Cisco Service Duration (Months) | Total Price |
|---|---|---|---|---|---|---|---|
| | | Phones | | | | | |
| CP-7821-K9= | | Cisco UC Phone 7821 | 255.00 | 109.01 | 20 | | 2,180.20 |
| | | | | | | CP-7821-K9= | 2,180.20 |
| CP-7841-K9= | | Cisco UC Phone 7841 | 365.00 | 156.04 | 103 | | 16,072.12 |
| | | | | | | CP-7841-K9= | 16,072.12 |
| CP-8811-K9= | | Cisco IP Phone 8811 Series | 445.00 | 190.24 | 66 | | 12,555.84 |
| | | | | | | CP-8811-K9= | 12,555.84 |
| CP-8851-K9= | | Cisco IP Phone 8851 | 615.00 | 262.91 | 386 | | 101,483.26 |
| | | | | | | CP-8851-K9= | 101,483.26 |
| CP-BEKEM= | | Cisco IP Phone 8800 Key Expansion Module | 490.00 | 209.48 | 386 | | 80,859.28 |
| | | | | | | CP-BEKEM= | 80,859.28 |
| | | | | | | CCC | 213,150.70 |
| | | Fax Server | | | | | |
| Fax Server | | Xmedius 5 year cost including Support | 29,584.32 | 29,584.32 | 1 | 60 | 29,584.32 |
| | | | | | | Total | 29,584.32 |
| | | | | | | Fax Server | 29,584.32 |
| | | Gateways for City Hall - Provides Redundant PSTN vis SIP and Tertiary PBX | | | | | |
| C1-CISCO4321/K9 | | Cisco ONE ISR 4321 (2GE,2NIM,4G FLASH,4G DRAM,IPB) | 1,995.00 | 852.86 | 1 | | 852.86 |
| Hardware | | | | | | | |
| FL-CME-SRST-25 | | SRST-25 Seat License (CME uses CUCME Phone License ONLY) | Included | 0.00 | 1 | | 0.00 |
| MEM-4320-4G | | 4G DRAM for Cisco ISR 4320 (Soldered on motherboard) | Included | 0.00 | 1 | | 0.00 |
| MEM-FLSH-4G | | 4G Flash Memory for Cisco ISR 4300 (Soldered on motherboard) | Included | 0.00 | 1 | | 0.00 |
| NIM-BLANK | | Blank faceplate for NIM slot on Cisco ISR 4400 | Included | 0.00 | 1 | | 0.00 |
| PWR-4320-AC | | AC Power Supply for Cisco ISR 4320 | Included | 0.00 | 1 | | 0.00 |
| CAB-AC-C5 | | AC Power Cord, Type C5, US, Canada | 0.00 | 0.00 | 1 | | 0.00 |
| FL-CME-SRST-25 | | SRST-25 Seat License (CME uses CUCME Phone License ONLY) | 650.00 | 277.88 | 1 | | 277.88 |
| NIM-1MFT-T1/E1 | | 1 port Multiflex Trunk Voice/Clear-channel Data T1/E1 Module | 1,430.00 | 611.33 | 1 | | 611.33 |
| PVDM4-32 | | 32-channel DSP module | 1,700.00 | 726.75 | 1 | | 726.75 |
| Software | | | | | | | |
| FL-CUBEE-5 | | Unified Border Element Enterprise License - 5 sessions | Included | 0.00 | 2 | | 0.00 |
| SISR4300UK9-316S | | Cisco ISR 4300 Series IOS XE Universal | Included | 0.00 | 1 | | 0.00 |
| SL-4320-IPB-K9 | | IP Base License for Cisco ISR 4320 Series | Included | 0.00 | 1 | | 0.00 |
| SL-4320-UC-K9 | | Unified Communication License for Cisco ISR 4320 Series | Included | 0.00 | 1 | | 0.00 |
| C1AUPISR4320SK9 | | Cisco ONE Advanced UC Perpetual License ISR 4321 | 1,100.00 | 470.25 | 1 | | 470.25 |
| FL-SRST | | Cisco Survivable Remote Site Telephony (SRST) License | 0.00 | 0.00 | 1 | | 0.00 |
| Services | | | | | | | |
| CON-ECMU-C1A4320S | | SWSS UPGRADES C1 Advanced UC Perpetual Lic ISR 4321 | 880.00 | 525.80 | 1 | 60 | 525.80 |
| CON-OSP-C14321K9 | | SNTC-24X7X4OS C1 ISR 4321 (2GE,2NIM,4G FLASH) | 1,600.00 | 956.00 | 1 | 60 | 956.00 |
| | | | | | | C1-CISCO4321/K9 | 4,420.87 |
| C1-CISCO4351/K9 | | Cisco ONE ISR 4351 (3GE,3NIM,2SM,4G FLASH,4G DRAM,IPB) | 8,000.00 | 3,420.00 | 1 | | 3,420.00 |
| Hardware | | | | | | | |
| FL-CME-SRST-25 | | SRST-25 Seat License (CME uses CUCME Phone License ONLY) | Included | 0.00 | 1 | | 0.00 |
| MEM-4300-4G | | 4G DRAM (2G+2G) for Cisco ISR 4330, 4350 | Included | 0.00 | 1 | | 0.00 |
| MEM-FLSH-4G | | 4G Flash Memory for Cisco ISR 4300 (Soldered on motherboard) | Included | 0.00 | 1 | | 0.00 |
| | | Public Works Gateway - Provides backup PBX and analog backup | | | | | |
| C1-CISCO4331/K9 | | Cisco ONE ISR 4331 (3GE,2NIM,1SM,4G FLASH,4G DRAM,IPB) | 3,300.00 | 1,410.75 | 1 | | 1,410.75 |
| Hardware | | | | | | | |
| FL-CME-SRST-25 | | SRST-25 Seat License (CME uses CUCME Phone License ONLY) | Included | 0.00 | 1 | | 0.00 |
| MEM-4300-4G | | 4G DRAM (2G+2G) for Cisco ISR 4330, 4350 | Included | 0.00 | 1 | | 0.00 |
| MEM-FLSH-4G | | 4G Flash Memory for Cisco ISR 4300 (Soldered on motherboard) | Included | 0.00 | 1 | | 0.00 |
| NIM-BLANK | | Blank faceplate for NIM slot on Cisco ISR 4400 | Included | 0.00 | 1 | | 0.00 |
| PVDM4-32 | | 32-channel DSP module | Included | 0.00 | 1 | | 0.00 |
| PWR-4330-AC | | AC Power Supply for Cisco ISR 4330 | Included | 0.00 | 1 | | 0.00 |
| SM-S-BLANK | | Removable faceplate for SM slot on Cisco 2900,3900,4400 ISR | Included | 0.00 | 1 | | 0.00 |
| CAB-AC | | AC Power Cord (North America), C13, NEMA 5-15P, 2.1m | 0.00 | 0.00 | 1 | | 0.00 |
| FL-CME-SRST-25 | | SRST-25 Seat License (CME uses CUCME Phone License ONLY) | 650.00 | 277.88 | 1 | | 277.88 |
| NIM-2FXO | | 2-port Network Interface Module - FXO (Universal) | 500.00 | 213.75 | 1 | | 213.75 |
| Software | | | | | | | 0.00 |
| FL-CUBEE-5 | | Unified Border Element Enterprise License - 5 sessions | Included | 0.00 | 2 | | |
| SL-4330-IPB-K9 | | IP Base License for Cisco ISR 4330 Series | Included | 0.00 | 1 | | 0.00 |
| SL-4330-UC-K9 | | Unified Communication License for Cisco ISR 4330 Series | Included | 0.00 | 1 | | 0.00 |
| C1AUPISR4330SK9 | | Cisco ONE Advanced UC Perpetual License ISR 4331 | 1,700.00 | 726.75 | 1 | | 726.75 |
| FL-CME-SRST-5 | | SRST-5 Seat License (CME uses CUCME Phone License ONLY) | 170.00 | 72.68 | 1 | | 72.68 |
| FL-SRST | | Cisco Survivable Remote Site Telephony (SRST) License | 0.00 | 0.00 | 1 | | 0.00 |
| SISR4300UK9-316S | | Cisco ISR 4300 Series IOS XE Universal | 0.00 | 0.00 | 1 | | 0.00 |
| Services | | | | | | | |
| CON-ECMU-C1A4330S | | SWSS UPGRADES C1 Advanced UC Perpetual Lic ISR 4331 | 1,275.00 | 761.81 | 1 | 60 | 761.81 |
| CON-OSP-C14331K9 | | SNTC-24X7X4OS C1 ISR 4331 (2GE,2NIM,1SM,4G FLASH) | 2,640.00 | 1,577.40 | 1 | 60 | 1,577.40 |
| | | | | | | C1-CISCO4321/K9 | 5,041.02 |
| | | | | | | CCC\GW\HA/FD/MC | 5,041.02 |
| | | Gateways for Fire, Municiple Center, and Housing Authority - Provides backup PBX and analog backup | | | | | |
| C1-CISCO4321/K9 | | Cisco ONE ISR 4321 (2GE,2NIM,4G FLASH,4G DRAM,IPB) | 1,995.00 | 852.86 | 5 | | 4,264.30 |
| Hardware | | | | | | | |
| FL-CME-SRST-25 | | SRST-25 Seat License (CME uses CUCME Phone License ONLY) | Included | 0.00 | 5 | | 0.00 |
| MEM-4320-4G | | 4G DRAM for Cisco ISR 4320 (Soldered on motherboard) | Included | 0.00 | 5 | | 0.00 |
| MEM-FLSH-4G | | 4G Flash Memory for Cisco ISR 4300 (Soldered on motherboard) | Included | 0.00 | 5 | | 0.00 |
| NIM-BLANK | | Blank faceplate for NIM slot on Cisco ISR 4400 | Included | 0.00 | 5 | | 0.00 |
| PWR-4320-AC | | AC Power Supply for Cisco ISR 4320 | Included | 0.00 | 5 | | 0.00 |
| CAB-AC-C5 | | AC Power Cord, Type C5, US, Canada | 0.00 | 0.00 | 5 | | 0.00 |
| FL-CME-SRST-25 | | SRST-25 Seat License (CME uses CUCME Phone License ONLY) | 650.00 | 277.88 | 5 | | 1,389.40 |
| NIM-2FXO | | 2-port Network Interface Module - FXO (Universal) | 500.00 | 213.75 | 5 | | 1,068.75 |
| Software | | | | | | | |
| FL-CUBEE-5 | | Unified Border Element Enterprise License - 5 sessions | Included | 0.00 | 10 | | 0.00 |
| SISR4300UK9-316S | | Cisco ISR 4300 Series IOS XE Universal | Included | 0.00 | 5 | | 0.00 |
| SL-4320-IPB-K9 | | IP Base License for Cisco ISR 4320 Series | Included | 0.00 | 5 | | 0.00 |
| SL-4320-UC-K9 | | Unified Communication License for Cisco ISR 4320 Series | Included | 0.00 | 5 | | 0.00 |
| C1AUPISR4320SK9 | | Cisco ONE Advanced UC Perpetual License ISR 4321 | 1,100.00 | 470.25 | 5 | | 2,351.25 |
| FL-SRST | | Cisco Survivable Remote Site Telephony (SRST) License | 0.00 | 0.00 | 5 | | 0.00 |
| Services | | | | | | | |
| CON-ECMU-C1A4320S | | SWSS UPGRADES C1 Advanced UC Perpetual Lic ISR 4321 | 880.00 | 525.80 | 5 | 60 | 2,629.00 |
| CON-OSP-C14321K9 | | SNTC-24X7X4OS C1 ISR 4321 (2GE,2NIM,4G FLASH) | 1,600.00 | 956.00 | 5 | 60 | 4,780.00 |
| | | | | | | C1-CISCO4321/K9 | 16,482.70 |
| | | | | | | CCC\GW\HA/FD/MC | 16,482.70 |

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CDW•G Option #2 CCC Hosted Solution

| Catalog number | EDC | Description | Unit Price | Final Price | Qty | Cisco Service Duration (Months) | Total Price |
|---|---|---|---|---|---|---|---|
| | | **Phones** | | | | | |
| CP-7821-K9= | | Cisco UC Phone 7821 | 255.00 | 109.01 | 20 | | 2,180.20 |
| | | | | | | CP-7821-K9= | 2,180.20 |
| CP-7841-K9= | | Cisco UC Phone 7841 | 365.00 | 156.04 | 103 | | 16,072.12 |
| | | | | | | CP-7841-K9= | 16,072.12 |
| CP-8811-K9= | | Cisco IP Phone 8811 Series | 445.00 | 190.24 | 66 | | 12,555.84 |
| | | | | | | CP-8811-K9= | 12,555.84 |
| CP-8851-K9= | | Cisco IP Phone 8851 | 615.00 | 262.91 | 386 | | 101,483.26 |
| | | | | | | CP-8851-K9= | 101,483.26 |
| CP-BEKEM= | | Cisco IP Phone 8800 Key Expansion Module | 490.00 | 209.48 | 386 | | 80,859.28 |
| | | | | | | CP-BEKEM= | 80,859.28 |
| | | | | | | CCC | 213,150.70 |
| | | **Fax Server** | | | | | |
| Fax Server | | Xmedius 5 year cost including Support | 29,584.32 | 29,584.32 | 1 | 60 | 29,584.32 |
| | | | | | | Total | 29,584.32 |
| | | | | | | Fax Server | 29,584.32 |
| | | **Gateways for City Hall - Provides Redundant PSTN vis SIP and Tertiary PBX** | | | | | |
| C1-CISCO4321/K9 | | Cisco ONE ISR 4321 (2GE,2NIM,4G FLASH,4G DRAM,IPB) | 1,995.00 | 852.86 | 1 | | 852.86 |
| Hardware | | | | | | | |
| FL-CME-SRST-25 | | SRST-25 Seat License (CME uses CUCME Phone License ONLY) | Included | 0.00 | 1 | | 0.00 |
| MEM-4320-4G | | 4G DRAM for Cisco ISR 4320 (Soldered on motherboard) | Included | 0.00 | 1 | | 0.00 |
| MEM-FLSH-4G | | 4G Flash Memory for Cisco ISR 4300 (Soldered on motherboard) | Included | 0.00 | 1 | | 0.00 |
| NIM-BLANK | | Blank faceplate for NIM slot on Cisco ISR 4400 | Included | 0.00 | 1 | | 0.00 |
| PWR-4320-AC | | AC Power Supply for Cisco ISR 4320 | Included | 0.00 | 1 | | 0.00 |
| CAB-AC-C5 | | AC Power Cord, Type C5, US, Canada | 0.00 | 0.00 | 1 | | 0.00 |
| FL-CME-SRST-25 | | SRST-25 Seat License (CME uses CUCME Phone License ONLY) | 650.00 | 277.88 | 1 | | 277.88 |
| NIM-1MFT-T1/E1 | | 1 port Multiflex Trunk Voice/Clear-channel Data T1/E1 Module | 1,430.00 | 611.33 | 1 | | 611.33 |
| PVDM4-32 | | 32-channel DSP module | 1,700.00 | 726.75 | 1 | | 726.75 |
| Software | | | | | | | |
| FL-CUBEE-5 | | Unified Border Element Enterprise License - 5 sessions | Included | 0.00 | 2 | | 0.00 |
| SISR4300UK9-316S | | Cisco ISR 4300 Series IOS XE Universal | Included | 0.00 | 1 | | 0.00 |
| SL-4320-IPB-K9 | | IP Base License for Cisco ISR 4320 Series | Included | 0.00 | 1 | | 0.00 |
| SL-4320-UC-K9 | | Unified Communication License for Cisco ISR 4320 Series | Included | 0.00 | 1 | | 0.00 |
| C1AUPISR4320SK9 | | Cisco ONE Advanced UC Perpetual License ISR 4321 | 1,100.00 | 470.25 | 1 | | 470.25 |
| FL-SRST | | Cisco Survivable Remote Site Telephony (SRST) License | 0.00 | 0.00 | 1 | | 0.00 |
| Services | | | | | | | |
| CON-ECMU-C1A4320S | | SWSS UPGRADES C1 Advanced UC Perpetual Lic ISR 4321 | 880.00 | 525.80 | 1 | 60 | 525.80 |
| CON-OSP-C14321K9 | | SNTC-24X7X4OS C1 ISR 4321 (2GE,2NIM,4G FLASH) | 1,600.00 | 956.00 | 1 | 60 | 956.00 |
| | | | | | | C1-CISCO4321/K9 | 4,420.87 |
| C1-CISCO4351/K9 | | Cisco ONE ISR 4351 (3GE,3NIM,2SM,4G FLASH,4G DRAM,IPB) | 8,000.00 | 3,420.00 | 1 | | 3,420.00 |
| Hardware | | | | | | | |
| FL-CME-SRST-25 | | SRST-25 Seat License (CME uses CUCME Phone License ONLY) | Included | 0.00 | 1 | | 0.00 |
| MEM-4300-4G | | 4G DRAM (2G+2G) for Cisco ISR 4330, 4350 | Included | 0.00 | 1 | | 0.00 |
| MEM-FLSH-4G | | 4G Flash Memory for Cisco ISR 4300 (Soldered on motherboard) | Included | 0.00 | 1 | | 0.00 |
| | | **Gateways for 7 Fire Stations - Provides backup PBX and analog backup** | | | | | |
| C881-V-K9 | | Cisco881, FE WAN, 4 FXS, 2BRI ,1FXO | 1,445.00 | 617.74 | 8 | | 4,941.92 |
| Hardware | | | | | | | |
| CAB-ETH-S-RJ45 | | Yellow Cable for Ethernet, Straight-through, RJ-45, 6 feet | Included | 0.00 | 8 | | 0.00 |
| ISR-CCP-EXP | | Cisco Config Pro Express on Router Flash | Included | 0.00 | 8 | | 0.00 |
| MEM8XX-256U512D | | DRAM Upgrade 256 MB to 512 MB | Included | 0.00 | 8 | | 0.00 |
| PWR-66W-AC | | Power Supply 66 Watt AC | Included | 0.00 | 8 | | 0.00 |
| CAB-AC | | AC Power Cord (North America), C13, NEMA 5-15P, 2.1m | 0.00 | 0.00 | 8 | | 0.00 |
| Software | | | | | | | |
| SL-SRST880-AIS | | Cisco SRST880 Advanced IP Services License | Included | 0.00 | 8 | | 0.00 |
| FL-CME-SRST-5 | | SRST-5 Seat License (CME uses CUCME Phone License ONLY) | 170.00 | 72.68 | 8 | | 581.44 |
| FL-SRST | | Cisco Survivable Remote Site Telephony (SRST) License | 0.00 | 0.00 | 8 | | 0.00 |
| S880CNUVK9-15602T | | Cisco 880 Series IOS UNIVERSAL VOICE | 0.00 | 0.00 | 8 | | 0.00 |
| SL-8XX-UC-K9 | | Unified Communication Paper PAK for Cisco 881 and 887 | 350.00 | 149.63 | 8 | | 1,197.04 |
| Services | | | | | | | |
| CON-OSP-C881VK8 | | SNTC-24X7X4OS Cisco881, FE WAN, 4 FXS/2BRI ,1FXO | 1,040.00 | 621.40 | 8 | 60 | 4,971.20 |
| | | | | | | C881-V-K9 | 11,691.60 |
| | | | | | | CCC\GW\FireS | 11,691.60 |
| | | **One Time Services Cost** | | | | | |
| Services | | Fixed Fee for Services | 88,892.00 | 88,892.00 | 1 | 1 | 88,892.00 |
| | | | | | | Z-CDW-Services | 88,892.00 |
| | | | | | | CCC\GW\MRC | 88,892.00 |
| | | **Hosted Monthly Costs - Includeds RMS, MAC, HW Support, patches/bug fixes and major upgrades (5 Years/60mo)** | | | | | |
| Hosted MRC | | Hosted Monthly Recurring Cost (60 Months) | 9,785.00 | 9,785.00 | 60 | 60 | 587,100.00 |
| | | | | | | Z-CDW-Services | 587,100.00 |
| | | | | | | CCC\GW\MRC | 587,100.00 |
| | | | | | | Project Total (USD) | 976,094.85 |

The terms and conditions provided on this link apply : http://www.cdw.com/content/terms-conditions/default.aspx

# Tab 5: References

Please provide ten (10) references for the same type of services, preferably government agencies of similar implementations, for a minimum of five (5) consecutive years. California references are preferred. LA and Orange county references are HIGHLY preferred.

Please include the clients name, project description, project/contract dates (starting and ending), client project manager name, email address and telephone number. Please make sure that the information provided for your references is current and accurate. References will not be considered if information provided is inaccurate. Please Do Not use the City of Garden Grove as a reference.

**Please see the references for CDW Government LLC (CDW•G) below. Additional details for the enclosed references can be provided upon request, by contacting the listed Client Project Manager or by reaching out to your CDW•G account team.**

| City of Diamond Bar | |
|---|---|
| Project Description | The City of Diamond Bard has been standardized on the CUCM platform for approximately five years. Their system is comprised of less than 10 physical sites and supports approximately 150 users. |
| Client Project Manager | Ken Desforges |
| Email Address | Ken.desforges@ci.diamond-bar.ca.us |
| Telephone Number | 909.839.7080 |

| City of Huntington Beach | |
|---|---|
| Project Description | The City of Huntington Beach has been standardized on the CUCM platform for approximately 10 years. Their system is faily distributed and supports approximately 1,000 users. |
| Client Project Manager | Jeff Webb |
| Email Address | jwebb@surfcity-hb-org |
| Telephone Number | 714.536.5478 |

| Town of Apple Valley | |
|---|---|
| Project Description | The Town of Apple Valley has been standardized on the CUCM platform for approximately 10 years. Their system is comprised of around 10 physical sites and supports about 150 users. |
| Client Project Manager | Nick Bodewitz |
| Email Address | nbodewitz@applevalley.org |
| Telephone Number | 760.240.7000 |

| Calpine Energy Solutions | |
|---|---|
| Project Description | Over the past 12 months, CDW has provided an array of Managed and Professional Services for Calpine Energy Solutions (CES). Doug and his team have seen success working with multiple CDW Solution Architects, Project Managers, and Engineers. Some of the projects performed for Calpine Energy Solutions include: Transition to CDW Managed Services (network/UC/storage), Network Infrastructure Configuration/Implemetation, UC Managed Services Readiness Assessment and Remediation, UC Engineer configuration for three remote sites. |
| Client Project Manager | Doug Sigmon |
| Email Address | Doug.sigmon@caplinesolutions.com |
| Telephone Number | 619.684.8221 |

| Westfield | |
|---|---|
| Project Description | Westfield upgraded their UC/UCCX environment from 9.1 to 11.5. CDW designed and implemented a new global dial plan and also built a new UC environment for their Australia location. |
| Client Project Manager | Randall McKillop |
| Email Address | rmckillop@westfield.com |

| Vizio, Inc. | |
|---|---|
| Project Description | CDW completed a wireless coverage survey and network remediation, and installed Cisco ISE for wireless deployment. |
| Client Project Manager | Josh Sanderson |
| Email Address | Josh.sanderson@vizio.com |

| San Diego County Sheriff's Office | |
|---|---|
| Project Description | CDW performed Cisco Prime Infrastructure implementation, delivered a WLAN assessment for approximately 300-400 Cisco devices, and set up a guest portal access for the San Diego County Sheriff's Office's Identity Services Infrastructure. |
| Client Project Manager | Keith Fernandez |
| Email Address | Keith.fernandez@sdsheriff.org |
| Telephone Number | 858.571.4284 |

| San Diego County District Attorney | |
|---|---|
| Project Description | CDW implemented Cisco ASA with FirePOWER services to support approximately 1,200 users. |
| Client Project Manager | Francisco Perez |
| Email Address | Francisco.perez@sdcda.org |
| Telephone Number | 619.531.3949 |

# Tab 6: Qualifications Statement

A qualifications statement indicating general work experience specifically relevant to the Scope of Work as required in the Scope of Work. List any major projects in which your firm has participated (either in a lead or support role and state the degree of involvement). Qualification statements shall be submitted for the Proposer, Subcontractors and Joint Venture partners.

**Response:**

**COMPANY QUICK FACTS**

- **Headquarters:** Vernon Hills, IL
- **Annual Net Sales (2016):** $13.9 Billion
- **Number of Customers:** 250,000
- **Number of Coworkers:** 8,500
- **Number of Locations:** 26
- **Fortune 500 Rank (2016):** 199
- **Fortune 500 Category (2016):** Information Technology Services
- **Ticker Symbol:** CDW (NASDAQ)

Founded in 1984, CDW is a leading multi-brand technology solutions provider to business, government, education, and healthcare customers in the United States, Canada, the United Kingdom, and other international locations. We have an expansive network of offices near major cities and a large team of field coworkers across the United States, including Southern California. In 2016, CDW achieved $13.9 billion in revenue. CDW ranks at number 199 on the FORTUNE 500 list and third within the Information Technology Services category. CDW ranks at No. 5 on CRN's 2016 Solution Provider 500 list.

CDW Government LLC (CDW•G) is a wholly owned subsidiary of CDW LLC; which is a wholly owned subsidiary of CDW Corporation; which trades under the ticker symbol "CDW" on the NASDAQ Stock Exchange. CDW•G was founded in 1998 to focus solely on the needs of our state and local government, federal, healthcare, K-12 and higher education customers.

CDW•G has extensive experience providing VoIP solutions to customers like the City of Garden Grove (the City). Please see Tab 5 "References" for a detailed list of customers for whom CDW/CDW•G successfully implemented solutions similar to the one proposed for the City. Please see below for a description of the general work experience and qualifications held by CDW•G, including details on our Cisco expertise and Managed Services experience.

## Total Solutions

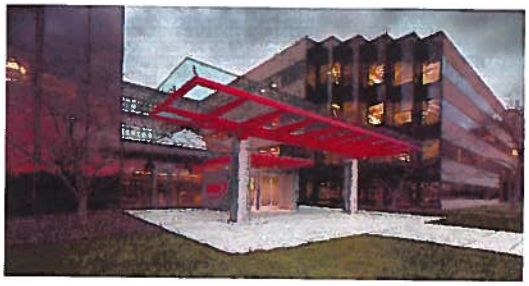
CDW•G offers a full range of products and services including expert consulting, design, configuration, installation, and lifecycle management services. CDW•G's strong strategic partnerships, large on-site inventories, efficient operations, and technical expertise enables

our customers to develop the best total solution to meet their specific needs while attaining the most value for their organization. CDW•G's offerings include the following:

| CDW•G OFFERINGS | | |
|---|---|---|
| **PRODUCTS AND PARTNERSHIPS** | **100,000+ products** from more than 1,100 vendors including Acer, Adobe, Cisco, Dell, EMC, Google, HP, IBM, Lenovo, Microsoft, NetApp, and VMware | |
| **TECHNOLOGY SERVICES** | ▪ Pre-shipment configuration<br>▪ Leasing services<br>▪ Managed services | ▪ e-Procurement integration<br>▪ Professional services<br>▪ Warranty and maintenance |
| **TOTAL SOLUTIONS** | ▪ Cloud<br>▪ Collaboration<br>▪ Data center and networking<br>▪ Managed Print Services | ▪ Point of Sale<br>▪ Security<br>▪ Software management<br>▪ Total Mobility Management |

CDW is recognized as an award winning national IT services and solutions provider. Our strong partnerships with the industry's top technology manufacturers ensure that we have the knowledge and expertise to meet your toughest organizational challenges. We work with hundreds of our OEM partners including Cisco, Google, HP, Microsoft, Apple, Acer, Lenovo, and Samsung.

# CDW•G Locations



## Executive Office

Illinois — Lincolnshire

75 Tri-State International

Lincolnshire, IL 60069

## CDW•G Mailing Address

Illinois—Vernon Hills

230 N. Milwaukee Ave.

Vernon Hills, IL 60061

## Local Southern California Office

101 N. Brand Blvd., Suite 550

Glendale, CA 91203

CDW•G has an office conveniently located in Glendale,

California, a short drive from the City of Garden Grove. For a list of additional CDW locations please see the following link: https://www.cdw.com/content/about/locations-maps-directions.aspx

Local CDW•G Field Account Executive Manager Rich Adams is ready to support the City of Garden Grove with your VoIP project and is available to attend meetings with City Staff.

# Product Availability

CDW holds $220M of inventory, on average, in our two CDW-owned distribution centers. We have a 450,000-square-foot distribution center located at our headquarters in Vernon Hills, IL and a 513,000-square-foot distribution center located in North Las Vegas, NV. Our ISO 9001:2008-certified distribution centers provide speed, accuracy, and excellent geographic coverage across the United States.

450,000-square-foot distribution center in IL

513,000-square-foot distribution center in NV

CDW•G Our product lineup includes desktops, notebooks, servers, peripherals, networking and communications equipment, software, accessories, plotters, network printers, desktop printers, and print supplies. CDW•G offers everything your IT operation could possibly need – from enterprise solutions to mouse pads. CDW•G's effective purchasing and inventory management policies are a key aspect of our business strategy that enables us to stock the latest technology for immediate shipment. We have both the buying power and physical capacity to take advantage of large volume purchase opportunities, which allows us to pass along savings to our customers.

# CDW•G and Cisco

CDW•G is proud to partner with Cisco to provide the VoIP solution the City of Garden Grove requires. Please see below for additional details on the long-standing CDW- Cisco partnership and the benefits it brings to the City.

CDW•G is a Cisco Gold Certified Partner. No other Cisco Gold Partner in the world offers CDW•G's combination of expertise and experience. We are a one-stop shop for Cisco solutions having attained the broadest range of expertise across multiple technologies. CDW•G is also Cisco's Largest U.S. National Direct Integrator Partner. As a member of

Cisco's Early Field Trial program, we enjoy privileged access to new and emerging products, giving us firsthand familiarity before products go to market. Currently, CDW•G is ranked as the #1 Commercial Partner, #2 Enterprise Partner, #2 SLED Partner and #5 Federal Partner. CDW has been selling Cisco since 1996. Cisco's Gold Partner program was introduced in 2001 at which time CDW•G became a Gold Cisco Partner. CDW•G is highly qualified to provide Cisco Unified Communications. Please see below for details on the many Cisco designations, awards, and credentials held by CDW•G

## Cisco Partner Awards

Cisco Partner Summit global awards are designed to recognize the exemplary channel partners who demonstrate best-in-class business practices and serve as a model to the industry. The awards are based on innovative practices, applications successes, unique programs, and problem-solving and sales approaches. CDW•G was the first Master Certified Partner for Cisco Security and Unified Communications Solutions in the world.

### Master Partner

Service Provider, Security*, Cloud Builder*, Collaboration*, Managed Services, Video.

- ***First worldwide partner to achieve this status.**

**Awards from Partner Summit 2016 ***

- Americas: Capital Partner of the Year
- Americas: Commercial Partner of the Year
- EMEAR: Solution Innovation Partner of the Year
- Canada: Meraki Partner of the Year
- S. Central: Area Partner of the Year
- S. East: Architectural Excellence – Collaboration
- S. East: Commercial Partner of the Year
- S. South: Area Partner of the Year
- S. South: Commercial Partner of the Year
- S. West: Commercial Partner of the Year
- CDW-G also won the following awards:
- Americas: Public Sector Partner of the Year
- S. Public Sector: Public Sector Partner of the Year

- S. Public Sector: SLED* Education Partner of the Year
- S. Public Sector: SLED* Partner of the Year

CDW•G holds numerous Masters Certifications and Advanced Technology specializations including the following:

## Master Certifications:

- Master Collaboration
- Master Security
  - 9 Engineers with "Fire Jumper Status"
  - Only "Quad" Fire Jumper in the World!
- Cloud and Managed Services Master
  - Cloud Services
  - Cisco Powered UC as a Service Based on HCS
  - Cisco Powered Managed Unified Contact Center - UCC
  - Cisco Powered Managed Security
  - Cisco Powered Managed Business Communications - BC
- Master Cloud Builder
  - Cloud Builder-Infrastructure, Management and Services
    - Storage : EMC
    - Storage : Hitachi Data Systems
    - Virtualization : VMware
    - Cloud Management : Cisco
    - Mgmt App-BMC CLM
    - Cloud Management : VMware
    - Cloud Professional Services
  - Cloud Collaboration
    - WebEx Cloud Collaboration Resale Partner

## Advanced Technology Specializations

- Advanced Collaboration Architecture Specialization
- Advanced Data Center Architecture Specialization
- Advanced Enterprise Networks Architecture Specialization
- Advanced IoT - Connected Safety and Security Specialization
- Advanced IoT - Manufacturing Specialization
- Advanced Security Architecture Specialization
- Advanced Unified Computing Technology Specialization
- Advanced Unified Fabric Technology Specialization
- Small and Midsize Business Specialization

## Advanced Technology Provider Certifications

- Cisco Application Centric Infrastructure
- Cisco TelePresence Video Master
- Identity Services Engine (ISE)
    - CDW has completed 400 ISE deployments – Most in the World!!
- Telehealth Reseller
- Unified Contact Center Enterprise

## Authorized partner

- Cisco Connected Stadium™ Wi-Fi* Only National Partner
- Authorized Security Incumbency Renewals
- Education Technology Developer
- Government Technology Developer
- Healthcare Technology Developer
- Multinational Certified Partner
- Preferred Solution Partner
- Technology Developer Partner
- US Federal Authorization
- WebEx Telepresence Program

# CDW Coworker Cisco Credentials:

CDW has extensive expert Cisco resources available to assist with the development and implementation of any Cisco solution the City may require. We have a large team of Cisco Specialists on hand who hold Cisco certifications from CCNA and CCDA all the way to the highest honor, CCIE. These highly qualified individuals are fully certified in all the latest technologies and remain ahead of the curve in designing and implementing efficient, cost-effective solutions that allow our customers to receive the maximum amount of reward from their technology investments. From planning to discovery to installation, testing, training and transition to support, CDW can cover the complete lifecycle of any Cisco project.

- More than 1860 Cisco Certified Coworkers
- More than 670 Cisco Certified Sales Experts
- More than 200 Cisco Certified Network/Data/Voice Professionals (CCNPs/DPs/VPs)
- More than 300 Cisco Certified Network/Design/Voice Associates (CCNA's/DA's/VA's)
- More than 55 Cisco Certified Internetwork Experts (CCIEs)
- Many specialists and solution architect teams dedicated to supporting our account managers on Cisco enterprise networking, security, collaboration, data center, cloud offerings and SMARTnet services

- More than 96 CDW employees who solely work on Cisco technologies

## Early Field Trials

CDW•G's long-standing partnership with Cisco has led to some unique differentiators for us which yield great benefits for our customers. In particular, CDW•G is actively participating in and working with Cisco in the Cisco Early Field Trial (EFT) program. This program allows our top engineers to receive and test the latest and greatest code prior to the general release of the product. It also lets CDW•G, as an organization, shape the products prior to shipping the first release level. There are only four partners in the world and a handful of customers that in participate in the Cisco Early Field Trials and this really differentiates us from our competition. Generally Cisco only invites 2 partners to each EFT opportunity. Most partners are only doing 3-4 EFT's at most. CDW•G participates in more than 20+ EFT's a year across Data Center, Engineering, Collaboration, and Security.

# CDW•G Managed Services

CDW•G is proposing two options for the City to choose from:

- Option #1: An on premise solution. CDW•G is proposing CDW•G Managed Services to accompany the on premise solution.
- Option #2: A CCC hosted solution. CDW•G Managed Services are built into the CCC hosted solution.

The proposed CDW•G Managed Services are our "Remote Managed Services." CDW•G's Remote Managed Services provides monitoring, alerting, patching and engineering support options for your IT infrastructure. We deliver these services in a true 24 x 7 fashion and all of our services adhere to aggressive Service Level Objectives and Service Level Agreements. Our service can monitor, patch and manage network devices, servers, operating systems, databases, infrastructure applications, and other services within your IT infrastructure. Our Remote Managed Services offering allows you the flexibility to pick and choose the services that are appropriate for your business, technical and financial requirements.

CDW•G's Remote Managed Services are delivered from CDW's Managed Services practice. Our Managed Services practice has received, and aggressively maintains, comprehensive SSAE 16, Payment Card Industry (PCI), HIPAA, ISO, SysTrust and IT Infrastructure Library (ITIL)-based validations and certifications.

The benefit to you of these credentials is that the people, processes and technology that we use to deliver our monitoring and management components are mature, based on industry

best practices and have been vetted by authoritative 3rd-party auditors and objective parties. Put simply, we guarantee delivery of a world-class service.

CDW•G Managed Services solutions will provide the City peace of mind. We've been in the business for 15 consecutive years and are recognized as a Managed Services industry leader. Hundreds of companies, of all sizes and across all industries, trust CDW to manage their mission-critical IT infrastructures. Today, CDW is managing tens of thousands of customer servers and devices worldwide.

We're a popular hosting and managed services partner for companies in industries that are tightly regulated (HIPAA, SOX, GLBA, PCI). This is due, in large part, to our SSAE 16, SysTrust, PCI, HIPAA and ITIL credentials.

April 12, 2017

To Whom It May Concern,

This letter is to certify that CDW Government LLC (CDW•G) is a Cisco Gold authorized reseller. As a result, CDW•G is authorized to resell Cisco products and Services to education, healthcare, state/local, and federal customers throughout the United States.

Please contact me directly if there is any additional information required to support CDW•G's response to your RFP.

Sincerely,

Todd Kafka
Partner Director
Cisco Systems
847-678-6725
tkafka@cisco.com

CDW·G
PEOPLE
WHO
GET IT™

# Tab 7: Work Plan/ Technical Description

The City of Garden Grove is seeking a qualified vendor to provide all labor, materials, equipment, support, training and installation for the implementation of a Voice over IP (VoIP) phone solution for the City of Garden Grove (the City).

CDW•G is proposing two options for the City's VoIP project:

- Option #1 is an on premise solution with supplementary CDW•G Managed Services
- Option #2 is a CCC hosted solution, which includes managed services.

CDW•G will provide a Project Manager to oversee the implementation of the City's VoIP solution. Please see below for a description of CDW•G's Project Management methodology.

Please see the attached "Project Plan"s outlining the preliminary implementation plan for each option proposed by CDW•G for the City's VoIP solution. Before the Services are to be performed, CDW•G will provide a Statement of Work (SOW) detailing the exact scoping and pricing of the Services to be provided, which will be executed by both parties prior to the start of Services. The SOW will reflect the terms and conditions as negotiated between the parties during the bidding and contracting process.

## CDW•G Project Management

CDW•G routinely plans and manages complex technical projects. We believe effective project management requires careful attention to the plan elements and an appropriate level of communication amongst team members. As such, our typical plans will include weekly project status meetings, communication of project activities, and provisions for immediate contact between the customer and CDW•G's project management team.

Utilizing an "eye-in-the-sky" perspective, CDW•G project managers provide a single point of contact and escalation for our engineers, partners, and you, the customer. We combine

industry standard project management tools and methodologies with the extensive knowledge of our partners, supply-chain, and logistics to plan, execute, and control projects.

We designed our standard project management procedures for structured deployments to ensure that our work and deliverables are complete and accurate, and that our customers fully understand what is expected. We begin our process by defining the project scope. During this phase, we work with you to define the dependencies and responsibilities, for both CDW•G and for the City, for each phase of the project. By the time the deployment phase begins, each side has a clear understanding of what duties are required, and what to expect, in terms of timeline, technical impact, and interaction between teams.

The majority of our project plans consist of modular components, which allow us to address your needs with minimum overhead. Upon award, we will work with you to create a detailed project plan and milestones. Once established, any changes to the project timeline, project scope, or revision of requirements are addressed through a change request form. We will inform the team at the City of any potential changes to the project timeline.

## CDW•G Structured Deployment Methodology

CDW•G applies methodologies based on Project Management Institute (PMI) standards and internal best practices to all of our service engagements. The CDW•G Services Management Approach represents a mature application of project management skills, methodologies, and tools integrated with an effective application of superior customer service and consistent communication amongst team members.

We define a successful project as one that meets project objectives, is delivered on time, within budget, and with high customer satisfaction. Our experience with complex projects has allowed CDW•G to continually refine our project management processes. We utilize PMI-based best practices combined with real-world lessons learned to effectively manage our projects. This methodology has resulted in a standard for how we choose the people we hire, the way we structure our project teams, and the project milestones we set for client acceptance.

Upon award, CDW•G will assign a dedicated Project Manager for the City. Your CDW•G project manager will work with City Staff to recommend, select, and appropriately scale components to create a Project Management Plan that will efficiently achieve your desired outcome. A sample Project Management Plan is outlined in the table below:

| Sample CDW•G Project Management Plan | | | |
|---|---|---|---|
| CDW•G Project Management Approach Phases | Check Point | Process | Project Management Deliverable |
| **Planning** | Kickoff Meeting | Project Kickoff | PKOM Agenda |
| | | | PKOM Presentation |

| Sample CDW•G Project Management Plan | | | |
|---|---|---|---|
| CDW•G Project Management Approach Phases | Check Point | Process | Project Management Deliverable |
| | | Meeting (PKOM) | PKOM Summary |
| | | Contact List | Contact List |
| | Planning Phase | Project Scope | Reviewed SOW/Contract Documents |
| | | Project Plan | Varies by Project Requirements |
| | | Communication Plan | Communication Plan Slide |
| | | | Comm. Plan Documentation |
| | | Risk Management Plan | Risk List with contingencies and mitigation strategies |
| | | Phase End (if required) | Phase End Report |
| **Execute and Control** | Weekly Status Meetings | Project Status Reports | Action, Issue, & Risk Log |
| | | Project Change Request | Change Request |
| | | Project Review | Meeting Minutes/Summary |
| | Monthly Reporting | Report Performance | Varies by Project Requirements |
| | Mid-Point Review | Midpoint Review | Midpoint Review Agenda & Results |
| **Closing** | Closure Meeting | Project Closure Meeting | Project Closure Meeting Agenda |
| | | | Project End Report |
| | Closure Package | Project Closure Packages | Varies by Project Requirements |

## Project Plan

- Vendors will be required to conduct a site survey before submitting a bid

**Response:**

Read and understood. CDW•G participated in the site survey offered by the City of Garden Grove.

- City must be able to keep its current batch of phone numbers - 714-741-5xxx

**Response:**

The City will be able to keep its current batch of phone numbers.

- Vendor must provide all hardware and software required, including servers, software, switches, storage, and anything else not otherwise stated.

**Response:**

**Read and understood. CDW•G will provide all hardware and software required, including servers, software, switches, storage and anything else outlined in the proposed build of materials.**

- Must clearly state if the proposal is for a hosted or on premise solution.

**Response:**

**CDW•G has included options for both a CCC hosted and an on premise solution in our proposal.**

- Vendor will be responsible for removing all existing equipment.

**Response:**

**Yes, CDW•G can assist with removal of old inventory once an accurate inventory list has been established.**

- Vendor must state how they plan to cover the need for analog backup lines at the requested field offices.

**Response:**

**Each site specified will have a Cisco Voice Gateway implemented to provide both POTS termination as well as a tertiary PBX in case of server or connectivity loss.**

- City Staff must have the option of performing minor software/system upgrades, or moving hand set and switch equipment without voiding the warranty or maintenance agreement.

**Response:**

**City Staff will have the option of performing minor software/system upgrade, or moving hand set and switch equipment without voiding the warranty or maintenance agreement.**

- Vendor must conduct a bill analysis to help determine number of lines/phones to implement

**Response:**

**Read, understood, and to be provided upon award.**

- Vendor coordinate implementation between the city and SIP or PR carrier together.

**Response:**

**CDW•G will coordinate implementation between the City and SIP or PR carrier together.**

- Types of handsets and features should be proposed based on facilities walkthrough

**Response:**

Read, understood, and to be determined based on facilities walkthrough following award.

- Provide project schedule and implementation plan

**Response:**

Please see the attached "Project Plan"s outlining the preliminary project schedule and implementation plan for each option proposed by CDW•G for the City's VoIP solution. Before the Services are to be performed, CDW•G will provide a Statement of Work (SOW) detailing the exact scoping and pricing of the Services to be provided, which will be executed by both parties prior to the start of Services. The SOW will reflect the terms and conditions as negotiated between the parties during the bidding and contracting process.

- The vendor must define the scalability of the proposed solution

**Response:**

Both the on premise and CCC hosted solution options can scale in excess of 30,000 phones/users.

- Details on training required or offered - for administrators and end users

**Response:**

Please see the enclosed "Project Plan"s that include information regarding the proposed training for administrators and end users.

- Detailed plan on how phone lines will be added, moved, or dropped

**Response:**

CDW•G is proposing two options for the City's VoIP project, an on premise solution and a CCC hosted solution. Depending on the option selected by the City, phone lines can be added, moved, or dropped in different ways.

- Option #1 – On Premise
  - The City's staff can make the changes themselves
  - CDW•G Managed Services can provide MACD (Move/Add/Change/Delete) services on a billable basis if preferred.
- Option #2 – CCC (Cisco Cloud UC)
  - CDW•G is not a regulated PSTN service provider so the term "phone lines" will depend on the City's interpretation of users, vs phone lines, vs assigned extensions or DIDs.
  - The proposed CCC hosted solution includes MACD services for adding and removing users, and extensions. CDW•G will provide MACD of users for the customer when requested by our Enterprise Command Center

(NOC). Tickets can be submitted by phone, email, or web by authorized users at the City of Garden Grove.

- For FCC regulated services, such as ordering DIDs, circuits, etc, the City of Garden Grove would work through their PSTN provider to order services, or contract CDW•G on a billable basis if preferred.
- If the customer has a block of DID's, CDW•G will pull DID numbers from that block and assigned them to the users as guided by the customer.

- All technicians, engineers, and installers should be manufacture-certified in the work to be performed and should have a minimum of five (5) years' experience in that field.

**Response:**

All technicians, engineers, and installers hold the required manufacturer certifications and have a minimum of five years' experience in the work to be performed.

- Project team should include a network administrator (any and all CISCO certifications should be detailed) to assist with network problems or make or recommend adjustments to implement best practices and troubleshoot any issues, especially in regards to QoS and possible degradation in voice or other network services.

**Response:**

The proposed project team includes a network administrator who can assist with network problems and make/recommend adjustments to implement best practices and troubleshoot issues; this includes any issues regarding QoS and degradation in voice or other network services. Please see Tab 8 "Proposed Manpower Analysis" for a network administrator resume with Cisco certification details. The resume is a sample resume outlining the qualifications and experience representative of the resource who will be assigned to the City, upon award.

- Quality of Service (QoS) is an end-to-end requirement and must include all infrastructure components including multilayer switches, routers, and edge devices. Idle noise and cross talk should be indistinguishable by users.

**Response:**

Read and understood.

- Any software and components initially installed are of the latest generation and clearly state the version and/or revision number proposed for all peripherals

**Response:**

All software and components to be installed are the latest generation. The version and/or revision number proposed for all peripherals is included in the "Project Plan"s attached to this section and/or in Tab 4 "Complete Proposal Pricing".

- Project Plan should define costs of any future software upgrades. ALL security upgrades should have no charge.

**Response:**

All rights to the upgrade software are included with the Cisco SmartNet Maintenance Contract (Option #1, on premise solution) and/or is included within the CCC offering (Option #2), during the proposed 5 year term. These rights include all minor software updates on bugs, fixes and patches, as well as major software releases. The City also has access to the Cisco Technical Assistance Center (TAC) where you can open tickets to resolve troubleshooting issues. Professional services for assistance with minor or major patches will be on a billable basis.

- Project Plan should include end-of-life dates or planned obsolesce of all equipment and software.

**Response:**

At the time of submission, no end of life announcement has been made for the proposed equipment.

- System should have no single point of failure, the City's data center operates in an N+2 environment and the proposed VOIP system should offer the same level of protection

**Response:**

The system proposed by CDW•G has no single point of failure and offers the required levels of protection.

- The proposed plan should state if the system is implementing PRI or SIP technology.

**Response:**

Primary PSTN calling will be via SIP. Backup will be PRI for City Hall and POTS for all other sites.

**System Requirements**

- Complete VOIP Solution
- IP-based phones and other equipment
- Manageable phone tree
- Integrated voice mail system
- Any server software must be Virtual Machine-capable and comply with current VMWare standards
- QoS capabilities
- Analog appliance for Fire Stations with full features offered in case of a fail over.
- Traffic Analysis capabilities
- Direct Inward and Outward dialing.
- Does the system offer Unified Messaging integration with the Zimbra Collaboration Suite?

**Response:**

The voicemail platform is natively able to send voicemail messages to standards based email systems. However, "true" integration will require a 3rd party application which can be quoted once the integration requirements are determined.

- Remote control for maintenance/troubleshooting

**Response:**

The solutions proposed by CDW•G meet all system requirements listed above.

**Handset Requirements**

- 386 (approx.) entry level phones with integrated PoE support, full duplex speakerphone, min 15 dedicated hard keys, min 3 context-sensitive soft keys, 10/100/1000 Ethernet port
- 123 (approximate) PoE support, 10/100/1000 Ethernet port, min 4 lines o 66 (approximate) PoE support, 10/100/1000 Ethernet port, min 6 lines o Call Forwarding
- Call Hold and retrieve o Call Park and pickup
- Call Transfer
- Call Status per line
- 1 Gbs computer interface
- Caller ID-Internal/External
- Programmable line keys
- Do Not Disturb feature
- Volume control
- Color monitors preferred

**Response:**

The solutions proposed by CDW•G meet all handset requirements listed above.

**Voice Mail Requirements**

- Date/time stamp
- Caller ID
- Distribution lists
- Must include greeting and alternate greeting for out of office
- Greeting bypass
- Default system greeting
- "Message Waiting" notification on handset
- Ability to have caller self-transfer to another phone number based on key entry
- Alpha directory
- Open LDAP integration

**Response:**

The solutions proposed by CDW•G meet all voice mail requirements listed above.

**Define Service Level Agreement**

- What is your guaranteed up-time? What penalty are you willing to incur if this is not met?

**Response:**

CDW•G is proposing two options for the City: an on premise solution and a CCC hosted solution.

- Option #1: The on premise solution can be managed by the City or the City can choose to include CDW•G Managed Services.

- Option #2: The proposed CCC hosted solution includes managed services.

If the City selects the on premise solution with CDW•G Managed Services, the CDW•G Managed Services provides a 99.9% uptime SLA for all fully supported devices. SLA breaches are guaranteed by the following unavailability credit calculations:

| Approximate Monthly Downtime | Credit |
|---|---|
| Up to 45 minutes (99.9% SLA) | 0% |
| 46 – 105 minutes | 10% |
| 106 -- 165 minutes | 20% |
| 166+ minutes | 30% |

Please see the following link for the detailed agreement that accompanies the CCC hosted solution option for detailed information regarding the SLAs: https://www.cdw.com/content/terms-conditions/cloud-collaboration-services.aspx

- In the event of a system outage (partial or complete) what is your guaranteed response time?

**Response:**

CDW•G Managed Services for the on premise option (Option #1) provides the following response time Service Level Objectives:

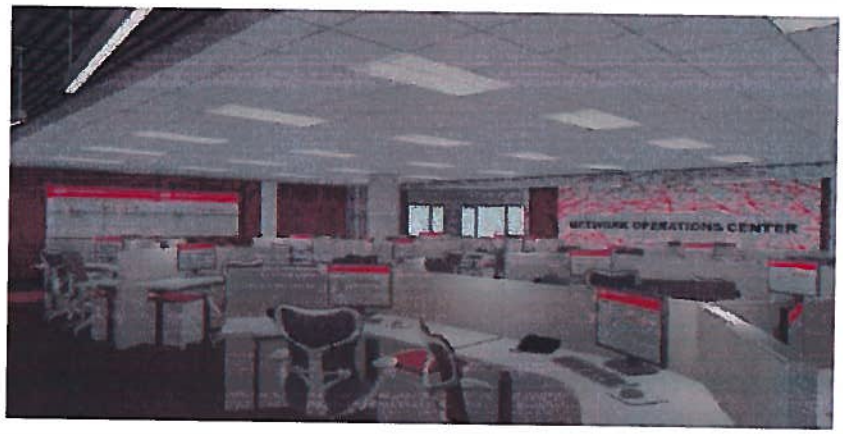
| Incident/Service Request Management Overview | | | | |
|---|---|---|---|---|
| **Priority** | **Incident Definition** | **Service Request Definition**** | **Service Level Target** | **Technical Escalation** |
| Priority 1* - Critical | Production component is down, causing critical impact to business operations | Service request to be completed today | Resolve ASAP, anytime (24x7x365) , ticket updates at least hourly | Immediate |
| Priority 2* - High | Production component is severely degraded | Service request to be completed within the next 24 hours | Resolve within one day during daytime(7:00 a.m. – 7:00 p.m. x 365), ticket updates at least daily | Immediate during daytime, otherwise delayed until 7:00 a.m. |
| Priority 3 - Average | Client or CDW•G production component is having an operational incident | Service request to be completed within the next two business days | Resolve within two business days during business hours (7:00 a.m. – 7:00 p.m.) , ticket updates at least every two days | Business hours on business days (7:00 a.m. – 7:00 p.m.) |

Response time for the managed services included with the proposed CCC hosted solution (Option #2) varies depending on the impairment of the service.

- Please provide an incident response plan which includes:
  - How the city inform you of an outage?

- Where is your first tier technical support staff located?

**Response:**



The CDW•G Enterprise Command Center (ECC) is your primary point of contact for technical support, 24x7x365. The following table lists ECC contact methods.

| Contact Method | Service Level Target | Use When |
|---|---|---|
| Phone – 866.202.1807 or 608.298.1102 | Contact within 10 minutes, 24x7x365 | Any Priority 1 or 2 situation has occurred. Any situation requiring immediate response arises. Any other time, at your discretion |
| Email – CDW•G-ECC@cdw.com | Request is triaged within 4 hours. Auto email sent to requestor with ticket information 4 hours. Auto email sent to requestor with ticket information | Immediate response not required. Additional or lengthy information is being provided to the ECC |

CDW•G operates two 24 x 7 Enterprise Command Centers. Our first tier technical support staff are located in Chicago, IL and Madison, WI.

Our Enterprise Command Centers are purpose-built, state-of-the-art facilities. Both are staffed 24/7/365 with CDW-badged employees whose full-time job is providing expert engineering support to our customers.

- The proposer must provide new equipment only - all "end of life" dates must be provided

**Response:**

CDW•G is proposing the following equipment:

- Cisco 881 Cisco Gateway – At the time of submission, no end of life announcement has been made.
- Cisco 4321 Cisco Gateway – At the time of submission, no end of life announcement has been made.

- Cisco 8851 IP Phone – At the time of submission, no end of life announcement has been made.
- Cisco 7821 IP Phone – At the time of submission, no end of life announcement has been made.
- Cisco 7841 IP Phone – At the time of submission, no end of life announcement has been made.
- Cisco 8811 IP Phone – At the time of submission, no end of life announcement has been made.

**Tech Support**

- Proposer must provide end-to-end support for all equipment, and must define SLA (Service Level Agreement). All of the City of Garden Grove's enterprise equipment has a 24x7x4 SLA for response and replacement. Proposer can offer shelf spares for each type of equipment as well if offering a less-responsive SLA.

**Response:**

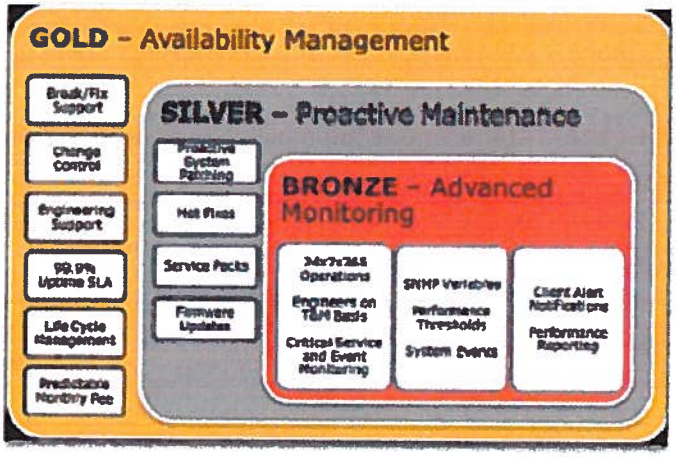
CDW•G is proposing two options for the City's VoIP project: an on premise solution and a CCC hosted solution.

- Option #1: The on premise solution can be managed by the City or the City can choose to include CDW•G Managed Services.
- Option #2: The proposed CCC hosted solution includes managed services.

CDW•G will maintain an SLA around equipment owned and operated, or contracted by CDW•G. On premise or 3rd party carrier equipment will be up to the owner of that equipment to maintain (i.e. Customer is responsible if a switch fails on their network that powers an IP Phone, or if a Circuit fails that they subscribe to from a 3rd party carrier to CDW's data center).It will be up to the customer to decide what level of support and services to purchase from 3rd parties based on their risk tolerance.

## CDW•G Managed Services for the On Premise Solution

CDW•G recommends CDW•G Managed Services with the on premise solution (Option #1) of our proposal. CDW•G is able to offer three levels of managed services for Option #1. Pricing is per server or per device per month billing.




- **Advanced Monitoring [Bronze] -** Advanced Monitoring is a comprehensive monitoring, alerting and incident management service. This is not a glorified up/down monitoring service. CDW•G provides a sophisticated monitoring profile for each of the technologies we support. Nearly everything that can be monitored within the device or server is monitored. Alerts are sent to you (or any designate you choose) for diagnosis and resolution, or you can preauthorize alerts to be escalated to CDW•G for automatic diagnosis and break-fix. All monitoring, alerting, escalation and break-fix (if applicable) data is available real-time through our web-based Customer Operations Portal. CDW•G provides 24 x 7 on-demand engineering support on a time and materials basis.
- **Proactive Maintenance [Silver]** – Proactive Maintenance is our proactive patch management offering. All of the features and benefits of the Advanced Monitoring service are included. In addition, CDW•G monitors the manufacturer's service and security patch notices, we analyze patch necessity and priority, and we apply the appropriate patches to your system. Our service is compatible with other components and services on the server or device. (This is an especially important benefit with regard to server operating system patching where CDW•G is not also managing the overriding database and/or application.) CDW•G provides 24 x 7 on-demand engineering support on a time and materials basis.
- **Availability Management [Gold]** - Availability Management is our premium offering. It includes all of the features and benefits of the above services, but adds full lifecycle management and a rock-solid Uptime & Availability SLA of 99.9%. In a nutshell, CDW•G becomes the 24 x 7 expert system administrator for the server or device. All engineering fault diagnosis and break-fix relative to operational uptime and availability—

regardless of complexity of time expended by CDW•G—is included with this level of service. Our Gold level of service has been designed to minimize, even eliminate, your need for time and materials-based engineering support and consultation.

At this time, CDW•G has included Availability Management (Gold) level Managed Services support with the on premise solution (Option #1). Please see Tab 4 "Complete Proposal Pricing" for pricing details.

- Define the RMA process

**Response:**

CDW•G will process RMA's for CDW•G owned and operated assets. Customers are responsible for assets they own unless they choose to purchase a maintenance contract. The CDW•G ECC can coordinate RMA interactions. Upon identifying failed hardware, the ECC will contact the hardware vendor for replacement based on maintenance contract terms. Assumptions: customer has a current and valid maintenance contract, the customer has provided the ECC with all necessary information and the customer has provided authorization for the ECC to contact the vendor.

## Licensing Requirements

- C-7 - Low Voltage Systems Contractor

**Response:**

CDW•G holds the required C-7 Low Voltage Systems Contractor license.

# Project Plan: Option #1

| | | | |
|---|---|---|---|
| **Project Name:** | Cisco UC Implementation | **Seller Representative:** Rich Adams | |
| **Customer Name:** | City of Garden Grove) | | |
| **CDW Affiliate:** | CDW-G Direct | | |
| **Date Requested:** | June 29, 2017 | **Solution Architect:** Shawn Yamamoto | |
| **Seller Services Manager:** | Steve Radogna | | |
| **Version:** | 1 | | |

# PROJECT DESCRIPTION

## PROJECT SCOPE

Seller will assist Customer in the planning, configuration, implementation, and validation of the Cisco Unified Communications solution.

The following are a part of this project:

1. Customer-Provided virtualized servers, which will provide the hardware (compute) resources for the Unified Communications applications.
2. Certificates for the Unified Communications application servers, which will provide secure authentication and encrypt sensitive information.
3. Cisco Unified Communications Manager (CUCM), which will provide the call processing for the endpoints.
4. Cisco Unity Connection (CUCxn), which will provide the voice messaging functionality.
5. Cisco Prime License Manager (PLM), which will provide the licensing management and enforcement for the Cisco Unified Communications applications.
6. Cisco voice gateways, which will provide the interfaces for PSTN and analog device connectivity as well as remote site survivability.
7. Public Switched Telephone Network (PSTN) trunking, which will provide the connectivity for inbound and outbound calls.
8. Cisco LAN QoS and VLAN review, which will include recommendations on any changes needed to ensure voice quality over the network.

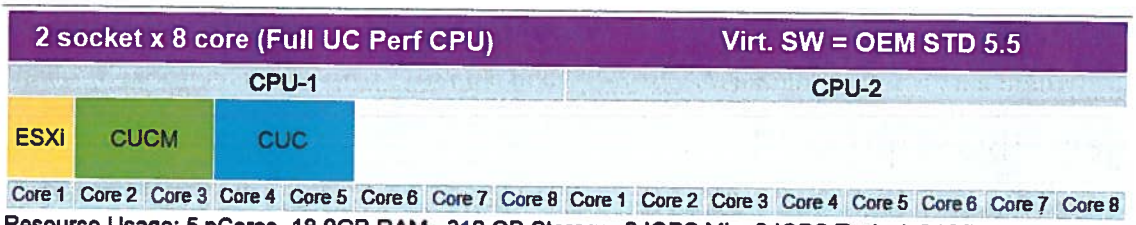
### CUSTOMER-PROVIDED (SPECS-BASED) VIRTUALIZATION FOR CISCO UNIFIED COMMUNICATIONS

The new Cisco Unified Communications environment will utilize two (two) Customer-Provided PLATFORM blade or rack-mount servers. With these servers, Cisco Unified Communications applications run in a virtualized environment. Each server will be configured as follows:



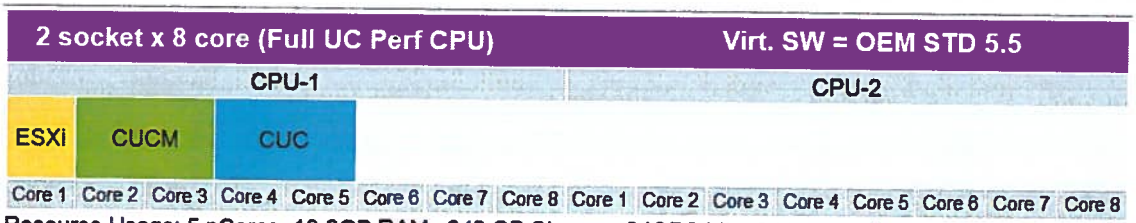
Please note: Before the Services are to be performed, CDW•G will provide a finalized Statement of Work (SOW) detailing the exact scoping and pricing of the Services to be provided, which will be executed by both parties prior to the start of Services. The SOW will reflect the terms and conditions as negotiated between the parties during the bidding and contracting process.

**Primary Server**




Resource Usage: 5 pCores, 18.0GB RAM , 310 GB Storage, 0 IOPS Min, 0 IOPS Typical, 0 IOPS Max, 2 vNIC

**Secondary Server**




Resource Usage: 5 pCores, 18.0GB RAM , 310 GB Storage, 0 IOPS Min, 0 IOPS Typical, 0 IOPS Max, 2 vNIC

## CERTIFICATES

Cisco Unified Communications applications utilize certificates to authenticate users securely and encrypt sensitive information.

As part of the certificate work, Seller will:

1. Determine certificate needs based on the applications and features being deployed.
2. Generate certificate-signing requests from the Unified Communications servers.
3. Assist Customer with certificate creation.
4. Install issued certificates on the Unified Communications servers.

### *Assumptions*

1. An internal trusted certificate authority is available to issue certificates to Unified Communications servers

## CISCO UNIFIED COMMUNICATIONS MANAGER

As part of the Cisco Unified Communications Manager implementation, Seller will:

1. Determine Customer's call control requirements.
2. Deploy Cisco Unified Communications Manager server applications based on Seller best practices. The anticipated version to be implemented is 11.X.



Please note: Before the Services are to be performed, CDW•G will provide a finalized Statement of Work (SOW) detailing the exact scoping and pricing of the Services to be provided, which will be executed by both parties prior to the start of Services. The SOW will reflect the terms and conditions as negotiated between the parties during the bidding and contracting process.

3. Provision basic call functionality for up to (575) Cisco collaboration endpoints.
    - Reference the associated Bill of Materials (BoM) for specific model and quantity information.
    - Basic call functionality includes dial tone, long-distance dialing, voicemail access, call transfer, call park, call hold, call forward no answer, speed dials, pickup groups, shared line appearances, call conferencing, and inter-location dialing.
4. Configure and implement the dial plan based on the information gathered during the design and planning phases.
5. Configure hardware and software conference bridges, Music on Hold (unless specified otherwise, default Communications Manager Music on Hold will be used), and transcoding resources (if needed).
6. Configure Mobility (Single Number Reach) for up to fifty (50) users with up to two (2) remote destinations each.
7. Configure twelve (12) Cisco PSTN voice gateways.
8. Configure ten (10) sites for Survivable Remote Site Telephony (SRST).
9. Configure LDAP integration and synchronization with Customer's Microsoft Active Directory (AD).
10. Upload Customer-provided CA Certificates to the CUCM server nodes.
11. Configure disaster recovery system to backup to a remote Customer-provided SFTP server.

### *Assumptions*

1. All naming conventions for Cisco Unified Communications Manager will be defined before implementation and configuration of the cluster.
2. All alarm system, elevator, commercial power/HVAC system monitoring, and other critical service phone lines connect directly to the Public Switched Telephone Network (PSTN) and are not connected to ports that are part of the solution.
3. There are no third-party devices or applications needed to meet the Americans with Disability Act, similar regulations in other countries, or deployed for any other reason to aid users with special needs.
4. Outbound call redundancy will be controlled via the Cisco Unified Communications Manager cluster.
5. Inbound call redundancy will be controlled via selected PSTN services provider.
6. Multicast is enabled network-wide if using multicast Music on Hold or for Singlewire InformaCast paging.

## CISCO UNITY CONNECTION

As part of the Cisco Unity Connection implementation, Seller will:

1. Determine Customer's voice messaging requirements.
2. Deploy Cisco Unity Connection version 11.X as a dual-node active/active cluster and integrate with Cisco Unified Communications Manager.
3. Configure up to ten (10) call handlers/AutoAttendant applications.
4. Configure voicemail services for up to (489) users.
5. Configure LDAP integration.
6. Configure disaster recovery system to backup to a remote Customer-provided SFTP server.

### *Assumptions*

1. All naming conventions for Unity Connection will be defined before configuration of the cluster.
2. All subscriber account e-mail addresses are populated as Unity Connection utilizes LDAP integration and requires population of all subscriber account e-mail addresses.

## CISCO PRIME LICENSE MANAGER

Cisco Prime License Manager (PLM) handles licensing fulfillment, supports allocation and reconciliation of licenses, and provides enterprise-level reporting of usage and entitlement for the Cisco Unified Communications applications.



Please note: Before the Services are to be performed, CDW•G will provide a finalized Statement of Work (SOW) detailing the exact scoping and pricing of the Services to be provided, which will be executed by both parties prior to the start of Services. The SOW will reflect the terms and conditions as negotiated between the parties during the bidding and contracting process.

As part of the Cisco Prime License Manager implementation, Seller will:

1. Implement VMware OVA template for PLM co-resident (on same VM) as Cisco Unity Connection.
2. Implement Cisco's voice operating system and the PLM application. Anticipated version to be 11.X.
3. Configure the following applications in PLM:
    - Cisco Unified Communications Manager
    - Cisco Unity Connection
4. Implement the 11.x licenses in PLM.

## CISCO VOICE GATEWAYS

As part of the voice gateway implementation, Seller will:

1. Determine Customer's dial plan and gateway requirements.
2. Configure the (16) Cisco PLATFORM voice gateways with the following:
    - QoS based upon the latest Seller best practices to set priority on all voice control and bearer traffic.
    - Physical network interfaces based on the design phase of the project.
    - SRST to support the endpoints at the remote locations.
    - DSP resources for conferencing and transcoding.
    - High availability based on the design phase of the project.
    - Network addressing based on the design phase of the project.
    - Secure access to the gateways based on the design phase of the project.
    - Unicast and multicast routing based on the design phase of the project.
    - Network management parameters based on the design phase of the project.
    - Other configuration parameters, as necessitated by the environment and as dictated by Seller best practices.
3. The following outlines the model, user count and PSTN connectivity per location:

| Location | GW Model | Phone Count | PSTN Type |
|---|---|---|---|
| City Hall Secondary | 4321 | | SIP |
| City Hall Primary | 4321 | 181 | SIP/PRI Backup |
| Housing | 4321 | 24 | POTS Backup |
| 3A | 881 | 3 | POTS Backup |
| CMC | 881 | 6 | POTS Backup |
| Senior Center | 4321 | 10 | POTS Backup |
| Fire Department | 4321 | 23 | POTS Backup |
| Fire Station 2 | 881 | 2 | POTS Backup |
| Fire Station 3 | 881 | 2 | POTS Backup |
| Fire Station 4 | 881 | 2 | POTS Backup |
| Fire Station 5 | 881 | 2 | POTS Backup |
| Fire Station 6 | 881 | 2 | POTS Backup |
| Fire Station 7 | 881 | 2 | POTS Backup |
| Public Works | 4331 | 52 | POTS Backup |
| Magnolia Park | 4321 | 10 | POTS Backup |
| Buena Clinton | 4321 | 11 | POTS Backup |



Please note: Before the Services are to be performed, CDW•G will provide a finalized Statement of Work (SOW) detailing the exact scoping and pricing of the Services to be provided, which will be executed by both parties prior to the start of Services. The SOW will reflect the terms and conditions as negotiated between the parties during the bidding and contracting process.

### *Assumptions*

1. Survivable Remote Site Telephony (SRST) services will provide basic phone services for emergency service only. Voicemail and AutoAttendant services will not be preserved during SRST fallback operation.
2. All voice gateway connections terminate in the same closet that the voice gateway equipment will reside.

## PUBLIC SWITCHED TELEPHONE NETWORK TRUNKING

As part of the PSTN implementation, Seller will:

1. Determine Customer's PSTN requirements.
2. Configure twelve (12) Cisco PLATFORM voice gateways with the following PSTN Type:

| Location | GW Model | Phone Count | PSTN Type |
|---|---|---|---|
| City Hall Secondary | 4321 | | SIP |
| City Hall Primary | 4321 | 181 | SIP/PRI Backup |
| Housing | 4321 | 24 | POTS Backup/FXO |
| 3A | 881 | 3 | POTS Backup/FXO |
| CMC | 881 | 6 | POTS Backup/FXO |
| Senior Center | 4321 | 10 | POTS Backup/FXO |
| Fire Department | 4321 | 23 | POTS Backup/FXO |
| Fire Station 2 | 881 | 2 | POTS Backup/FXO |
| Fire Station 3 | 881 | 2 | POTS Backup/FXO |
| Fire Station 4 | 881 | 2 | POTS Backup/FXO |
| Fire Station 5 | 881 | 2 | POTS Backup/FXO |
| Fire Station 6 | 881 | 2 | POTS Backup/FXO |
| Fire Station 7 | 881 | 2 | POTS Backup/FXO |
| Public Works | 4331 | 52 | POTS Backup/FXO |
| Magnolia Park | 4321 | 10 | POTS Backup/FXO |
| Buena Clinton | 4321 | 11 | POTS Backup/FXO |

3. Configure Unified Communications Manager to support the PSTN configuration based on the design phase of the project.
4. Test the PSTN connectivity to ensure proper operation.
5. Support QUANTITY (#) cutovers for porting blocks of PSTN numbers from the traditional PRI to the new SIP trunking based on the design and planning phase of the project.

### *Assumptions*

1. The hand off will be Ethernet from the SIP provider to the Cisco voice gateways.
2. Outbound call redundancy will be controlled by Unified Communications Manager.
3. Inbound call redundancy will be controlled via selected PSTN services provider.
4. Customer has provisioned enough bandwidth to support the proposed design.



Please note: Before the Services are to be performed, CDW•G will provide a finalized Statement of Work (SOW) detailing the exact scoping and pricing of the Services to be provided, which will be executed by both parties prior to the start of Services. The SOW will reflect the terms and conditions as negotiated between the parties during the bidding and contracting process.

## CISCO LAN NETWORK QOS/VLAN REVIEW

As part of the LAN network QoS and VLAN review, Seller will perform the following:

1. Review existing QoS and VLAN configurations.
2. Compare existing configurations to Seller and Cisco best practices.
3. Determine configuration remediation work that is needed.
4. Develop recommendations and new template(s) as needed.
5. Review findings and present recommendations to Customer.

### *Assumptions*

1. Current network is stable and operational.

## PLANNING AND DISCOVERY

The Unified Communications project will begin with the planning and discovery phase. Key activities that will be completed in this phase include:

1. Project Kickoff – The project team will be chartered and staff will be assigned to project roles. The team will meet to discuss/revise the project scope and assumptions, and finalize any logistical details such as security clearance and equipment access.
2. Discovery – The project team will evaluate and document existing data infrastructure, physical facilities, telecommunications infrastructure, and representative station reviews.
3. Requirements Gathering – The project team will conduct interviews with selected Customer staff to understand and document telephony feature and function requirements.
4. Project Planning – The project team will develop project planning documents including a project plan which includes timelines, tasks, and resource assignments.

The planning and discovery phase will be critical in determining the actual duration and overall cost of this project. The involvement of Customer staff in all phases will be necessary to ensure the success of this project. This Statement of Work is subject to revision pending the discovery portion of the engagement.

## DESIGN

The design phase is a critical step in the project. During the design phase, Seller staff will determine, document, and review the system build and configuration. Iterative review and validation of requirements by Customer staff is critical to the success of the project. Once the design is complete, any changes to the design shall be considered out of scope. Key activities that will be completed in this phase include:

1. Analysis – The project team will review information gathered during discovery, review the new hardware configurations, and review Seller best practices in order to develop baseline design information.
2. Document Design – Seller staff will lead an effort to develop a final design custom to the Customer. This will be an interactive process between Seller engineers and Customer staff, as tradeoffs in design decisions, implementation impacts and issues, and the final selection of features for implementation are discussed. This will include Seller recommendations for changes to existing network infrastructure.
3. Configuration Development – Configuration templates for each type of hardware device will be developed from the finalized design. These templates will be used to facilitate the deployment of the infrastructure and reduce the chance of error caused by manual configuration.
4. Design Review – The design principles will be documented and a final design review will be conducted with all technical stakeholders. At the final design review, an overview of the design document will be presented for discussion, and a line-by-line walk through of the configuration templates will be used to map



Please note: Before the Services are to be performed, CDW•G will provide a finalized Statement of Work (SOW) detailing the exact scoping and pricing of the Services to be provided, which will be executed by both parties prior to the start of Services. The SOW will reflect the terms and conditions as negotiated between the parties during the bidding and contracting process.

design criteria to configurations. The design review will be used as an educational tool as well as a forum for transferring knowledge to staff performing implementations.

## IMPLEMENTATION AND TESTING

During the implementation and testing phase, Seller staff will stage, build, configure, and test equipment per the design and per the bill of materials for this project. The project team will execute a defined test plan to verify implementation and configuration of the hardware and software and to test specific functionality. Seller will also document the system configuration before turning the system over to Customer.

### CUSTOMER RESPONSIBILITIES

1. Procuring and providing the Unified Communications equipment listed in the bill of materials.
2. Providing a staging room with adequate table space, power, grounding, and network infrastructure to allow Seller to stage and configure the equipment.
3. Receiving the equipment, inventorying, and recording serial numbers and MAC addresses at the staging location.
4. Unpacking, assembling, placing, and testing all endpoints.
5. Participating in the test plan as per instructions provided by Seller.
6. Providing shipping addresses for each site along with contact names for shipment to Customer's specified locations if required.

## TRAINING

During the training phase, Seller will provide administrative training for key Customer technical staff as well as end-user training to ensure Customer end-users effectively utilize the new system.

### KNOWLEDGE TRANSFER AND ADMINISTRATION TRAINING

Seller will provide up to eight (8) hours of knowledge transfer and basic Unified Communications administration training for up to four (4) Customer staff members in a classroom setting. This will include moves, adds, changes, and management where applicable, and will cover the following topics:

1. Cisco Unified Communications Manager
2. Cisco Unity Connection
3. System backups

### END-USER TRAINING

Seller will provide a train-the-trainer class to designated staff covering standard user features and functionality. Additional training classes covering specialized features and functionality will be conducted for the appropriate staff. Standard features and functionality are those that are configured for all or the majority of users related to calling, messaging, presence, and voicemail functionality.

As part of the End-User training, Seller will:

1. Provide one (1), 4-hour train-the-trainer class for up to four (4) Customer staff designated as trainers, covering:
    - Cisco IP phones
    - Cisco Unified Communications Self Care Portal for end-users
    - Cisco Unity Connection voicemail



Please note: Before the Services are to be performed, CDW•G will provide a finalized Statement of Work (SOW) detailing the exact scoping and pricing of the Services to be provided, which will be executed by both parties prior to the start of Services. The SOW will reflect the terms and conditions as negotiated between the parties during the bidding and contracting process.

## CUTOVER AND FIRST DAY OF SERVICE

1. Once the activities as defined in the previous sections are complete, production cutover to the new system will take place. Seller will monitor the production system, and track and resolve incidents as follows:

| Location | Hours |
|---|---|
| City Hall | 8 |
| 3A and 3 Fire Stations | 4 |
| CMC and 3 Fire Stations | 4 |
| Senior Center | 4 |
| Fire Department | 4 |
| Public Works | 4 |
| Magnolia Park | 4 |
| Buena Clinton | 4 |
| Housing | 4 |

2. Once the new Unified Communications system is in production and first day issues have been resolved, Customer will move into a support phase. Customer will either transition to the Seller's Managed Services support organization or will assume full responsibility for all future support of the solution.
3. Seller will provide services only on Cisco Systems' generally available release hardware and software products. If any beta or controlled-introduction releases are introduced into the project, Seller reserves the right to present a change order.
4. If software and/or hardware bugs (defined as Cisco TAC cases that are not resolved within 24 hours) are identified by Seller to be manufacturer-related issues, the Seller team may temporarily disengage until the manufacturer is able to resolve the bug.
5. Seller will assist with investigating and troubleshooting call quality issues within the equipment configured and implemented by Seller. If the issue is believed to be outside of this equipment, Customer will be required to engage their third-party partners to troubleshoot the issue within their equipment.
6. Seller will assist Customer in testing the ability to dial Emergency Services (such as 911 and 9.911 within the US and Canada) from each site. Seller's recommends Customer periodically verify that Emergency Services call functionality continues to be operational after cutover.

## APPROVAL CRITERIA

The following is a list of the approval criteria for this project:

1. Cisco Unified Communications Manager configured and implemented.
2. Cisco Unity Connection configured and implemented.
3. Cisco Prime License Manager configured and implemented.
4. Cisco voice gateways configured and implemented.
5. Training provided to Administrators and End-Users.

## PROJECT CLOSURE AND COMPLETION

1. A project closure meeting will be scheduled to review the engagement and transfer the project documents. At this time, the Customer will have the opportunity to raise questions and to provide feedback pertaining to the engagement.



Please note: Before the Services are to be performed, CDW•G will provide a finalized Statement of Work (SOW) detailing the exact scoping and pricing of the Services to be provided, which will be executed by both parties prior to the start of Services. The SOW will reflect the terms and conditions as negotiated between the parties during the bidding and contracting process.

2. Hand-over of test acceptance items and completion of the test plan constitutes a completed project.

## ITEMS TO BE PROVIDED:

| Item | Description | Format |
|---|---|---|
| Project Plan | Documented Plan of the Project | PDF |
| Discovery Workbook | Documentation of Preliminary Implementation | PDF |
| Technical Design Document | Documentation of System Design | PDF, Word |
| Test Plan | Executed Test Plan of UC Components | PDF, Word |
| Training Materials | End-User and Administrative Training Materials | Various |

## SERVICES FEES

Services Fees hereunder are FIXED FEES, meaning that the amount invoiced for the Services will be $94,778.00.



Please note: Before the Services are to be performed, CDW•G will provide a finalized Statement of Work (SOW) detailing the exact scoping and pricing of the Services to be provided, which will be executed by both parties prior to the start of Services. The SOW will reflect the terms and conditions as negotiated between the parties during the bidding and contracting process.

# Project Plan: Option #2

| | | | |
|---|---|---|---|
| **Project Name:** | Cisco Hosted UC Implementation | **Seller Representative:** Rich Adams | |
| **Customer Name:** | City of Garden Grove) | | |
| **CDW Affiliate:** | CDW-G Direct | | |
| **Date Requested:** | June 29, 2017 | **Solution Architect:** Shawn Yamamoto | |
| **Seller Services Manager:** | Steve Radogna | | |
| **Version:** | 1 | | |

Please note: Before the Services are to be performed, CDW•G will provide a finalized Statement of Work (SOW) detailing the exact scoping and pricing of the Services to be provided, which will be executed by both parties prior to the start of Services. The SOW will reflect the terms and conditions as negotiated between the parties during the bidding and contracting process.

# PROJECT SCOPE

Seller agrees to provide hereunder **"CDW Cloud Collaboration™ Services" ("CCC"),** a hosted unified communications solution described herein and further detailed in the *CDW Cloud Collaboration Services Description* (**"Services Description"**), which Customer hereby acknowledges and accepts, as specified on Seller's website at http://www.cdw.com/content/terms-conditions/cloud-collaboration-services.aspx. In the event of a conflict between this SOW and the Services Description, this SOW shall prevail.

## CDW CLOUD COLLABORATION™ SERVICES ("CCC")

Services include the following:

- Implementation Services
- Seller-owned Hosted Unified Communications applications on Seller-owned servers
- Managed Services

## IMPLEMENTATION SERVICES

### CCC SERVICES APPLICATIONS

Seller will configure and implement the following Seller-owned and -hosted CCC applications and features, providing a hosted Cisco unified communications solution for Customer as part of this project:

- **Cisco Unified Communications Manager Software**, which supports the call processing for communications endpoints, such as IP phones and desktop unified communication clients, includes multiple Communications Manager server applications deployed at Seller's locations to achieve redundancy and resiliency in the event of a partial failure in the CCC Services.
- **Cisco Unity Connection Voice Messaging Software**, which Seller will deploy at a Seller data center in a non-redundant configuration, providing voice messaging for all standard users.

### CUSTOMER-PROVIDED HARDWARE AND SOFTWARE

Seller will configure the following Customer-provided hardware and software for integration into the CCC Services:

- Cisco IP Phones
  - This includes up to 575 Cisco IP Phones.
- Cisco Voice Gateways
  - Seller will configure the following gateways per locations listed below

### CISCO UNIFIED COMMUNICATIONS MANAGER SOFTWARE

As part of the Cisco Unified Communications Manager configuration, Seller will also:

- Provide station review for phones, switch and router configurations, and for Communications Manager and Unity Connection configurations as needed.
- Configure hunt groups, coverage paths, and pickup groups as determined in the Design and Planning phases.
- Configure Mobility (Single Number Reach) for up to 50 standard users with two (2) remote destination each, as determined in the Design phase.

Please note: Before the Services are to be performed, CDW•G will provide a finalized Statement of Work (SOW) detailing the exact scoping and pricing of the Services to be provided, which will be executed by both parties prior to the start of Services. The SOW will reflect the terms and conditions as negotiated between the parties during the bidding and contracting process.

### Cisco Unity Connection Voice Messaging Software

As part of the Cisco Unity Connection configuration, Seller will also:

- Configure up to 10 Call Handlers/Auto Attendant applications based on the Design and Planning phases.
- Configure voicemail up to 489 voicemail users

### UC Certificates

Cisco Unified Communications applications utilize certificates to authenticate users securely and encrypt sensitive information. As part of the Cisco Unified Communications implementation, Seller will:

- Determine certificate needs based on the applications and features deployed.
- Generate certificate-signing requests from the Unified Communications servers.
- Assist Customer with certificate creation.
- Install issued certificates on the Unified Communications servers.

Assumptions

- An internal trusted certificate authority is available to issue certificates to Unified Communications servers.

### Routers and Gateways

As part of the Routers and Gateway configurations, Seller will:

- Determining Customer's dial plan requirements.
- Configure sixteen (16) Cisco Gateways listed below.

| Location | GW Model | Phone Count | PSTN Type |
|---|---|---|---|
| City Hall Secondary | 4321 | | SIP |
| City Hall Primary | 4321 | 181 | SIP/PRI Backup |
| Housing | 4321 | 24 | POTS Backup/FXO |
| 3A | 881 | 3 | POTS Backup/FXO |
| CMC | 881 | 6 | POTS Backup/FXO |
| Senior Center | 4321 | 10 | POTS Backup/FXO |
| Fire Department | 4321 | 23 | POTS Backup/FXO |
| Fire Station 2 | 881 | 2 | POTS Backup/FXO |
| Fire Station 3 | 881 | 2 | POTS Backup/FXO |
| Fire Station 4 | 881 | 2 | POTS Backup/FXO |
| Fire Station 5 | 881 | 2 | POTS Backup/FXO |
| Fire Station 6 | 881 | 2 | POTS Backup/FXO |
| Fire Station 7 | 881 | 2 | POTS Backup/FXO |
| Public Works | 4331 | 52 | POTS Backup/FXO |
| Magnolia Park | 4321 | 10 | POTS Backup/FXO |
| Buena Clinton | 4321 | 11 | POTS Backup/FXO |

Please note: Before the Services are to be performed, CDW•G will provide a finalized Statement of Work (SOW) detailing the exact scoping and pricing of the Services to be provided, which will be executed by both parties prior to the start of Services. The SOW will reflect the terms and conditions as negotiated between the parties during the bidding and contracting process.

ASSUMPTIONS

- All analog voice gateway device connections terminate in the same closet that the equipment resides.

## TRAINING

Seller will provide the following:

- (8) hours of basic Cisco Unified Communications Manager and Unity Connection messaging administration of moves/adds/changes and management, including use of the CCC Administrative Portal. Customer is responsible for staff attendance, scheduling, and availability of IP telephones during session.

END-USER TRAINING

- Up to two (2) 4- hour End-user train the trainer sessions

.

## APPROVAL CRITERIA

The following is a list of the Approval Criteria for Implementation Services. At the conclusion of the implementation, Seller will transition Customer into Support Phase. Please see www.cdw.com for full Seller Implementation Methodology.

- CCC and other Unified Communications applications providing service to approximately 575 total users/devices. This includes:
    - Cisco Unified Communications Manager Software
    - Cisco Unity Connection Voice Messaging Software
- Fax server supporting up to 489 users
- Failover testing.

## SELLER-OWNED HOSTED UNIFIED COMMUNICATIONS APPLICATIONS ON SELLER-OWNED SERVERS

CCC will deliver a full set of Cisco unified communication and collaboration standard and optional services, including:

- Voice
- Video
- Audio conferencing
- Mobility service

At least one Seller-owned Cisco Unified Communications Manager (CUCM) cluster will be deployed to provide service to IP phones located at one or more Customer sites. Each CUCM cluster will contain at least two (2) CUCM servers for resiliency, and be dedicated to support a single customer enterprise.

A Seller-owned Cisco Unity Connection messaging application will be deployed within this dedicated cluster as

CCC monthly user license fees provide features and services supported by the applications described above. The monthly fees for these licenses include virtual server instance charges, required storage charges, rack space charges, power and cooling charges, as well as monitoring and management charges, most moves-adds-changes, and major version upgrades.

Please note: Before the Services are to be performed, CDW•G will provide a finalized Statement of Work (SOW) detailing the exact scoping and pricing of the Services to be provided, which will be executed by both parties prior to the start of Services. The SOW will reflect the terms and conditions as negotiated between the parties during the bidding and contracting process.

# ITEM(S) PROVIDED TO CUSTOMER

The following will be provided to Customer by the completion of this project.

Table 1 – Item(s) Provided to Customer

| Item | Description | Format |
|---|---|---|
| Project Plan | Documented plan of the project | PDF |
| Detailed Design Document | Documentation of System Design | PDF, Word |
| IP Phone User Guides | End User training materials | Various |
| Training Materials | End-user and Administrative training materials | Various |
| Reports | Including Issue Logs | PDF, Word |

## ONE TIME SERVICES FEES

Services Fees hereunder are FIXED FEES, meaning that the amount invoiced for the Services will be $88,892.00

Please note: Before the Services are to be performed, CDW•G will provide a finalized Statement of Work (SOW) detailing the exact scoping and pricing of the Services to be provided, which will be executed by both parties prior to the start of Services. The SOW will reflect the terms and conditions as negotiated between the parties during the bidding and contracting process.

## MONTHLY RECURRING FEES

CDW PEOPLE WHO GET IT

# CLOUD COLLABORATION

### Budgetary Proposal

**Date:** July 11, 2017

**Project:** CCC
**Version:** 1.0

**To:** City of Garden Grove
0.00

**From:** Rich Adams
Shawn Yamamoto

**CDW Office:** 101 N. Brand Blvd.
Suite 550
Glendale, CA 91203

## Monthly Charges: 60 Month Contract

| Qty | | Description | Each, after discount | Total |
|---|---|---|---|---|
| | | **USER LICENSES:** | | |
| 489 | | Standard User License | 13.21 | 6,459.69 |
| 66 | | Foundation User License | 10.68 | 704.88 |
| 20 | | Basic User License | 8.95 | 179.00 |
| 0 | | Essential User License | 7.86 | 0.00 |
| 0 | | Additional Voice Messaging Mailbox License | 1.70 | 0.00 |
| 0 | | Emergency Responder License | 0.47 | 0.00 |
| 0 | | TelePresence License (required Foundation or Standard user license) | 11.00 | 0.00 |
| | | | **Section Total:** | **$7,343.57** |
| | | **ADDITIONAL SERVICES, PER USER:** | | |
| | | | **Section Total:** | **$0.00** |
| | | **ADDITIONAL SERVICES, SYSTEM-WIDE:** | | |
| 1 | | Voice Messaging: Add High Availibility | 425.00 | 425.00 |
| 16 | | Voice Gateway Management | 126.00 | 2,016.00 |
| | | Internet usage, if applicable, is billed at $40/megabit using the 95th percentile | | |
| | | | **Section Total:** | **$2,441.00** |
| | | | **Total CDW Monthly Charges:** | **$9,785** |

Please note: Before the Services are to be performed, CDW•G will provide a finalized Statement of Work (SOW) detailing the exact scoping and pricing of the Services to be provided, which will be executed by both parties prior to the start of Services. The SOW will reflect the terms and conditions as negotiated between the parties during the bidding and contracting process.

# Tab 8: Proposed Manpower Analysis

The Manpower Analysis shall include information regarding proposed person hours broken down by tasks that key staff is expected to devote to the Work. The plan should incorporate resumes of one page or less of the designated Project Manager and key project personnel including education, background, related experience, accomplishments and other pertinent information, and no more than two pages for the remaining information. Proposal should include an analysis of other commitments and availability for key staff.

## Response:

CDW•G estimates that the City of Garden Grove's VoIP solution will require approximately 416 hours of support from the CDW•G project team. A breakout by team member will be developed during the creation of the final Statement of Work (SOW) and is dependent on which option the City of Garden Grove selects (on premise or cloud hosted). Upon award, CDW•G will develop a final SOW detailing the exact scoping of the Services to be provided, which will be executed by both parties prior to the start of Services.

CDW•G has assembled a dedicated account team for the City, to ensure that you receive the comprehensive and personalized support you require and deserve. The City's primary contacts are account representative, David Salkover, and local field account executive, Rich Adams.

**David Salkover**

**Account Representative**

866.461.9703

davisal@cdwg.com

**Rich Adams**

**Local Account Executive**

866.224.6449

richada@cdw.com

David and Rich oversee all facets of your CDW•G account and are available on an as-needed basis to tackle all of the City's product quote, order placement, and problem resolution needs. Having managed numerous State and Local accounts in the State of California, David and Rich extremely familiar with the processes, challenges, and needs of customers like the City of Garden Grove. Your account team's ultimate goal is to become an extension of your organization, providing expert guidance, comprehensive support, and proactively seeking out new ways to increase the level of value you receive from your IT investments.

David and Rich are supported by sales manager, Jason Scwartz, and sales director, Tony Sivore, as well as CDW•G's technology specialists, pre-sales engineers, solution architects, and onsite manufacturer representatives, all of whom provide valuable guidance and

support. These individuals continually work to develop solutions tailored to meet the City's operational and budgetary needs.

## CDW•G Project Management

CDW•G is including CDW•G Project Manager to oversee the implementation of the City's VoIP solution. The CDW•G Project Manager will be a leader and team builder, consistently marshalling resources to ensure project value is delivered, the City's expectations are exceeded, and timelines and budgets are met. The Project Manager will use their knowledge and strategic thinking ability to fully understand your goals for the project and your goals will become their goals. The Project Manager will look ahead and develop accurate and successful business strategies, apply sound personnel management skills, develop and execute plans, identify and prioritize process improvement opportunities, establish policies and procedures, and leverage people and resources to maximize the business value of your project. Please see Tab 7 "Work Plan/ Technical Description" for a detailed description of CDW•G's project management methodology.

All CDW•G project managers hold PMP certification. Please see the attached link for details regarding PMP certification: http://www.pmi.org/certifications/types/project-management-pmp. If additional details are required, please reach out to your CDW•G account team.

## Staff Availability

We understand the District's request for respondents to provide resumes of the specific personnel. However, CDW•G's long-term practice has been to provide this information upon award. This allows us to effectively select a team that balances expertise with location and availability. We find this process not only lowers the cost to our customers, but also shortens the timeframe from contract execution to project start. Due to the length of government contracts and negotiations, it also frees up our bench of talent without tying any one person to a project until its kick-off is firm. All talent is internal to CDW•G without subcontractors, unless stated otherwise. Once a team here is assigned, they are assigned for the project's full lifecycle, be it one week or several months.

## Resumes

Upon award, CDW•G will designate a Project Manager and key personnel to complete the proposed solution. At that time staff will be selected to ensure that they have the necessary availability to fulfill their responsibilities and to ensure that the City's project is completed smoothly and accurately. Please see the attached sample resumes for CDW•G Engineers and Project Managers. Note that these specific resources may not be assigned to the City if awarded because assignments are based on availability. However, their qualifications and experience are representative of the resources that would be assigned to the City.

## Consulting Engineer Sample Resume

The CDW Consulting Engineer described below has expertise in Cisco Unified Communications, including troubleshooting, design, and implementation.

**Education and Certifications**

- Cisco Certified Network Professional-Voice
- Cisco Certified Network Professional
- Cisco Certified Network Associate-Voice
- Cisco Certified Network Associate
- Bachelor Degree

**Professional Skills**

- LAN/WAN configuration and troubleshooting.
- Network management through use of terminal applications: Telnet, TFTP, FTP and SSH

**Background/ Related Experience/ Accomplishments**

- **Unified Communication Installs.** Designed, configured and implemented many UC systems with a variety of different feature sets and technologies.
  - Designed and implemented full UC environments for small to medium sized businesses.
  - Designed a variety of technology sets including Voicemail services, IM and Presence services including Jabber, Emergency Responder, Contact Center Express, InformaCast Paging Integrations, and Mobile and Remote Access services.
  - Worked with a variety of carriers including AT&T, Verizon, Charter Business, Time Warner Cable, etc., and successfully implemented PRI and SIP services for these businesses.
  - Designed and implemented a variety of feature sets including Time of day routing, Call admission control, forced authorization codes, Single Number Reach, Cisco Attendant Console, etc.
- **Unified Communication Upgrades and Migrations.** Designed and implemented a variety of UC system upgrades, both in place, and migrations.
  - Designed, planned, staged, implemented, and tested numerous in place upgrades for UC systems, including CUCM, Unity Connection, IM and Presence, Contact Center Express, Cisco Emergency Responder, Attendant Console, InformaCast Paging, etc. The upgrades range from starting on versions 8.X or 9.X to 10.X and 11.X
  - Designed, planned, staged, implemented, and tested numerous migrations from older versions of UC applications (8.X and older) to 10.X and 11.X versions. These migrations were all done in a staged environment as to not be business impacting until the time of cutover.
- **Unified Communication Troubleshooting.** A part from UC installs and migrations, he has also been involved and resolved a variety of troubleshooting issues spanned across all UC applications.
  - Resolved issues related to UC applications including CUCM, Unity, IM and Presence, CER, UCCX, MRA, etc
  - Resolved issues related to voice gateways including issues with inbound and outbound calls and troubleshooting efforts related to SIP, PRI and analog circuits.
  - Resolved issues related to end user endpoints including phones, jabber clients, analog devices such as fax machines, video endpoints, etc.
- **Video Technology Experience.** Although expertise lies in Voice, the Consulting Engineer also has experience with Cisco Video technologies.
  - Implemented a Cisco video solution for a large urban county Fire Department, deploying video endpoints and integration to devices present in training rooms at all fire departments including overhead speaker systems, microphone systems, displays, projectors, etc.
  - Upgraded a variety of video applications and endpoints including C-60s, C-90's, DX, SX, and MX series endpoints, MCU's, VCS', and TMS'.
  - Resolved a variety of troubleshooting issues for the above mentioned video application and endpoints.

# Voice Consulting Engineer Sample Resume

The CDW Voice Consulting Egineer described below has spent the last 5+ years working and exceling in the networking field.

**Education and Certifications**

- Cisco Certified Network Associate, 2010
- Cisco Certified Wireless Associate, 2012
- Cisco Certified Voice Associate, 2012
- Cisco Certified Voice Professional , 2015
- Bachelor's degree

**Professional Skills**

- Administration of Cisco Unified Communications Suite comprising of Unified Communications Manager, Unity Connection, Unity, Unified Contact Center Express, Expressways and Presence
- Experience with Third Party Apps such as VistaPoint and InformaCast.
- Experience with VMware ESX 4.1 and 5.X
- Cisco IOS Switches and Routers
- Cisco IP Phones, handsets, and analog connectivity

**Background/ Related Experience/ Accomplishments**

- **Unified Communications Systems Deployment.** Shadowed a Senior Engineer in the migration of a legacy Nortel PBX system and deployment of a new Unified Communications system consisting of Call Manager and Unity Connection applications. Assisted by providing phone placement support to swap out all existing Nortel phones on end users' desks. Provided Day 1 Support for issues end users experienced regarding Call Manager and Unity Connection.
- **Unified Communications Remote Site Turn up.** Assisted in a large scale Unified Communications migration of numerous CME sites into one centralized Unified Communication cluster. Was responsible for verifying that call flows worked correctly on Call Manager and Unity Connection Applications while moving PRI/Analog circuits over to new 2921 gateways at each remote site. Provided Day 1 Support which entailed for fixing call flow, phone, and gateway issues. Created custom phone training guides for customer to pass on to end users.
- **Unified Communications Upgrade** Led a Unified Communications Upgrade of a Call Manager and Unity Connection cluster upgrading to version 10.5. Assisted in the drafting of an upgrade plan in which the downtime for the end users would be minimal. Configured Unified Messaging on Unity Connection for Outlook voicemail retrieval. Installed and configured Cisco I.M. and Presence for use of Jabber between end users.
- **Unified Communications Upgrade** Upgraded a Unified Communications cluster that was integrated into an existing Siemens PBX system and two other clusters to version 10.5. Began migrating remote sites from the existing cluster to new Call Manager and Unity Connection applications. Will convert three standalone CME remote sites to integrate into 10.5 cluster and upgrade Cisco Attendant Console Standard to version 10.
- **Video Endpoints Migration** Installed and configured a new Expressway cluster in order to utilize IP and SIP URI dialing from video endpoints along with Jabber capabilities in the customer's environment. Migrated the customer's video endpoints from VCS to Call Manager in order to use the Expressways rather than the legacy VCS for outbound dialing.

## Senior Consulting Engineer Sample Resume

The Senior Networking Consulting Engineer described below has over ten years of experience designing, configuring, deploying, securing, troubleshooting, and supporting network infrastructure solutions, including routing, switching, and security solutions.

**Education and Certifications**

- Cisco Certified Internetwork Expert, CCIE #30234 (Security); Cisco Certified Security Professional (CCSP); Cisco Certified Network Professional (CCNP); Cisco Certified Network Associate (CCNA)
- Juniper Networks Certified Specialist – Enterprise Routing & Switching (JNCIS-ENT); Juniper Networks Certified Specialist – Security (JNCIS-SEC); Juniper Networks Certified Internet Associate – Junos (JNCIA-Junos)
- Microsoft Certified Systems Engineer, MCSE (Windows NT and Windows 2000)
- Bachelors Degree

**Professional Skills**

- Network design, configuration, implementation, and support
- Security solutions including Firewall, VPN, Intrusion Prevention, Infrastructure Security
- Routing solutions including OSPF, EIGRP, BGP, QoS, Multicast, VRFs, Redundancy, Optimization
- Switching technologies including VTP, VLANs, Spanning-tree, EtherChannels, SPAN/RSPAN
- Cisco ASA, Firewall Switch Module (FWSM), PIX and IOS Zone-Based firewalls; Cisco Catalyst and Nexus 7000 & 5000-series switches; Cisco ASR, ISR, ISR G2 routers; Cisco Secure Access Control System (ACS); Cisco Intrusion Prevention System (IPS); Cisco Context-Aware (CX) Security
- Juniper SRX, SonicWall and Fortinet firewalls; Juniper EX switches

**Background/ Related Experience/ Accomplishments**

- **Data Center Upgrade and Migration for a leading broadcast satellite television company.** Responsible for the architecture/design of the migration of the primary data center's core network infrastructure from a Cisco 6500-based core network to a Nexus 7000-based core network environment.
- **High Network Infrastructure Upgrade for a Hospital.** Deployed a new data center for the hospital. Included design, configuration and deployment of a redundant Cisco 7000 Nexus core and Cisco 4500-X VSS distribution layer switches, Cisco 3900 internet edge routers for redundant BGP connectivity to two Service Providers, ASR 1004 routers for MPLS edge connectivity and redundant Active/Standby Cisco ASA 5525-X firewalls; migrated access layer connectivity in the hospital from 3Com switches to Cisco 3850 switches; migrated firewall services, including VPN connectivity, from SonicWall to Cisco ASA firewalls; migrated the network from a large flat layer 2 broadcast domain to a logically segmented network; supported the Wireless LAN deployment; improved overall network performance and availability, reduced outages.
- **MPLS Migration for an Insurance Company.** Designed and deployed the migration of network connectivity from 40 remote sites to the Head Office and to the Disaster Recovery site from an MPLS solution to a site-to-site VPN solution. Deployed two Cisco ASA Active/Standby failover pairs of firewalls at the Head Office as VPN head-ends for terminating the site-to-site VPNs from the 40 remote offices; deployed two Cisco ASA firewalls at the Disaster Recovery data center site for terminating the site-to-site VPNs from the 40 remote offices in case of failure at the Head Office; deployed EIGRP routing between the VPN edge and the internal core networks at the Home Office and Disaster Recovery sites; deployed Cisco ScanSafe at the remote sites.
- **Firewall Migration for a Firewall Services Company.** Designed and deployed firewall migration from Fortinet Fortigate firewalls to Juniper SRX firewalls. 3 data centers were migrated to Juniper SRX 1600 firewalls. Additionally, 7 remote sites were migrated to Juniper 240 firewalls. Also implemented site-to-site VPNs between all 3 data centers and between the major regional sites to their closest data center. These site-to-site VPNs were deployed for use as secondary/backup connectivity between the sites in case of failure of the primary MPLS connectivity.

## Project Manager Sample Resume

The Project Manager described below has over fifteen years of experience as a Project Manager.

**Education and Certifications**

- Cisco IPCC boot camp, 2002
- Cisco IPT Call Manager Certification, 2002
- Cisco ICD Certification, 2002
- Certified Cisco IPT Project Manager, 2002

**Professional Skills**

- Effectively applied technical knowledge and leadership skills over 18 years of progressively responsible positions with major technologies vendor
- Highly organized, with exceptional abilities to manage multiple projects
- Ability to communicate effectively with all levels of personnel internally and externally

**Background/ Related Experience/ Accomplishments**

- Unified Communications Deployment. Successfully assisted in the installation and management of over 100 UC / UCCE implementations.
- Telecommunications Standards. Set voice standards and documentation for existing and new large distribution centers, service centers, and appliance warehouses throughout the United States.
- Large Corporate Campus. Responsible for the design and build of the voice telecommunications standards for a large corporate campus new campus.
- Sales Engineering. Designed integrated applications and produced support documentation and price quotations.
- PBX Systems Designer. Supported the sales and implementation process through the identification of product and service.
- PBX installations. Responsible for the installation of ROLM/Siemens 9751 Model 10, 40, 50, and 70 CBX.
- PBX Systems Designer. Responsible for the coding of the software by working with the customer and coordinating the jobs of switch technicians, wiring technicians, and any network vendor for a smooth installation.
- Customer Service. Serviced and maintained ROLM CBX 8000 and PhoneMail systems for Minnesota customers.
- Customer Service. Serviced and maintained ROLM CBX and PhoneMail systems for Norstan customers in a five-state area.

## Senior Project Manager Sample Resume

The Senior Project Manager described below has over fifteen years of Project Management experience.

**Education and Certifications**

- Cisco Certification: TelePresence Video Sales Specialist
- Software Applications: Word processing, database, spreadsheet, gradebook, presentation software, computer visualization, image processing, server backup software, directory services analysis, internet filtering, student information systems, SAIS reporting, accounting software, project management software
- Operating Systems: UNIX, DOS, Windows (Windows 95–Windows 7), Macintosh
- System Administration: UNIX, Novell Netware, Novell ZENworks, Cisco, Windows 2000, Windows 2003
- Programming: HTML, FORTRAN, Basic, SQL
- Technical Training: Novell 4.11 and 5.0 Administration, ZENworks Advanced Technical Training, Network+, Interconnecting Cisco Networking Devices, SQL Database Management
- Bachelors Degree
- Masters Degree
- Project Management Institute: Project Management Professional Certification

**Professional Skills**

- Effectively applied technical knowledge and leadership skills over 18 years of progressively responsible positions with major technologies vendor
- Highly organized, with exceptional abilities to manage multiple projects
- Ability to communicate effectively with all levels of personnel internally and externally

**Background/ Related Experience/ Accomplishments**

Senior Project Manager, CDW

- Delights CDW customers by delivering customer-centric solutions.
- Manages IT projects for public, government and education accounts.
- Manages network implementations, refresh and upgrade projects, including core, edge and security. Manages implementations of both large and small wireless deployments, including large enterprise wireless projects across multiple sites. Manages Unified Communications, Contact Center Enterprise and Contact Center Express projects and upgrades for medium, large and enterprise customers.
- Practices engagement methodology throughout the project lifecycle.
- Builds successful teams consisting of sales, engineering and customer team members.
- Collaborates with teams to analyze the cost, timeline and resources necessary in deploying technology solutions.
- Led cross-functional team in datacenter build for large clothing manufacturing company.
- Oversaw and managed the implementation of two TX9200 and two TX1310 TelePresence immersive rooms. Managed the installation, configuration and testing of Cisco TelePresence infrastructure to support multiple endpoints, including TX9200, TX1319, X90s and integration of non-TelePresence endpoints.
- Served as project manager for CDW's enterprise video upgrade across multiple sites, multiple platforms including both internal IT and S3 IT engineers.
- Managed Unified Communications and Contact Center Express implementations for various companies, both single site and multiple site deployments.
- Trained end users on basic phone functionality, voicemail usage, Contact Center Agent, Contact Center Supervisor and Contact Center CUIC reporting.
- Coordinated and managed of multi-technology projects such as network replacement, wireless deployment and VMware. Other multi-technology projects included network, wireless and Unified Communications.
- Managed Microsoft implementation projects, including Office 2010 deployments, Exchange upgrades and migrations, Hyper-V, Threat Management Gateway, Lync, SQL server and System Center.

CDW·G
PEOPLE
WHO
GET IT™

# Appendix

The following documents are included in the Appendix:

- Addendum 1
- Addendum 2
- Addendum 3
- Addendum 4
- Addendum 5
- Addendum 6
- Addendum 7
- Addendum 8
- Addendum 9
- Addendum 10

ADDENDUM No. 1

Covering

CHANGE IN SPECIFICATIONS AND/OR PLANS

Date Issued: June 8, 2017

Date Effective: June 8, 2017

RFP No. S-1216

Contract: Provide all Labor, Materials, Equipment, Support, Training and Installation for the Implementation of a Voice over IP (VoIP) Phone Solution for the City of Garden Grove.

INTENT

1. This addendum is issued prior to receipt of proposals to provide for modifications in plans and/or specifications. Acknowledgment of this addendum shall be made and cost for work included in proposer's submittal.

2. The following questions were asked regarding the Scope of Work. ***The City's response can be found in bold and italicized font.***

    1. Pg. 23 – The proposal states under the Proposed Pricing Section that pricing should include "Any and all reoccurring charges related to providing a new phone system to the City of Garden Grove." Does this include service provider reoccurring charges? ***Yes, the City's goal is to have the new VoIP system replace all the cost and functionality of the existing Centrex system.***

    2. Pg. 23 – The proposal states under the Project Plan that "Vendor must provide all hardware and software required, including servers, software, switches, storage and anything else not otherwise stated." Does the city intend to modify its existing VMWare environment to support the VMware requirements of the selected telephone system? Will the City use its existing POE switches to provide the underlying IP network for the proposed VOIP systems? ***The City is open to best business practices. If proposers wish to submit an option to add to the City's existing VMware cluster that is acceptable. Proposers may also create a new separate cluster if they feel that is better for QoS, DR and BC purposes.***

3. Pg. 24 – The proposal states "Vendor must conduct a bill analysis to help determine number of lines/phones to implement." To allow this, would you please send us your current phone bills? ***This will be posted on the City's website at a later time if available.***

4. Project Plan Pg. 24 – The proposal states "System should have no single point of failure, the City's data center operates in an N+2 environment and the proposed VOIP system should offer the same level of protection." Does the city require N+2 redundancy? ***If adding to the City's existing cluster then yes, if creating a new dedicated cluster then n+1 should suffice. Again, the City is looking for best business practices for DR and BC purposes.***

5. Handset Requirements Pg. 25-Are there phones that will not have computers connected to them such as public area and break room phones that can be 10/100? If so of what type and quantity? ***The City would like an option with all 1 GB phones, but proposers may submit a secondary option with 20 10/100 phones with functionality like the 4-line phones the City has requested.***

   123 phones require 4 lines and 66 phones require 6 lines. Does this mean that 4 and 6 outside lines need to appear on these phones? ***The City will answer this by example. If John Doe has a 4 line phone, one line should be his, and the other 3 should be programmable to other employees. If John Doe's extension is 5001, he must also be able to answer/interact on 3 other lines/extensions (for example 5002, 5023, 5050).***

3. The contractor is hereby notified that Addendum No. 1 must be acknowledged and submitted as part of the proposal. Failure to do so could result in the City designating said proposal as "Non Responsive". All the terms and conditions of the PROPOSAL shall remain the same.

Issued by: Sandra Segawa

Sandra Segawa, C.P.M., CPPB
Purchasing Agent, City of Garden Grove

ADDENDUM No. 2

Covering

CHANGE IN SPECIFICATIONS AND/OR PLANS

Date Issued: June 12, 2017

Date Effective: June 12, 2017

RFP No. S-1216

Contract: Provide all Labor, Materials, Equipment, Support, Training and Installation for the Implementation of a Voice over IP (VoIP) Phone Solution for the City of Garden Grove.

INTENT

1. This addendum is issued prior to receipt of proposals to provide for modifications in plans and/or specifications. Acknowledgment of this addendum shall be made and cost for work included in proposer's submittal.

2. The following questions were asked regarding the Scope of Work. ***The City's response can be found in bold and italicized font.***

    1. We want to know how many analog ports to configure (faxes)? ***No analog lines needed for fax. The City would like contractors to propose a fax server.***

    2. Is it possible to get a copy of the RFP is WORD format?? ***No the City does not give out any RFP's in Word format.***

    3. Where is the 1Gbps Time Warner circuit delivered?? ***City Hall 2nd Floor***

4. What models of Cisco POE switches & routers are being used today??

***3650 48, 4x10GB***
***4500x 16 10GB***
***2960x 48, 2x10GB***
***3650 48, 4x10GB***
***2960x 48, 4x1GB***
***2960x 5 stack 48***
***3650 48, 4x10GB***
***2960x 48, 4x1GB***
***2960x 24***
***3650 48***
***2960x 48 4x1G***
***2960x 48, 4x1GB***
***2960x 24,4x1GB***
***2960-cx 8, 2x1GB copper, 2x1GB sfp***
***2960-cx 8, 2x1GB copper, 2x1GB sfp***
***2960x 48, 4x1GB***
***2960x 48, 4x1GB***
***2960x 24, 4x1GB***
***2960 48, 2x10GB***
***2960x 48, 4x1GB***
***2960x 48, 4x1GB***
***2960x 24, 2x1GB***
***2960x 48, 4x1GB***
***2960x 24, 4x1GB***

5. Where is the 100Mbps TPAC backup Internet circuit delivered? ***City Hall 2nd Floor***

6. Does the City have a preference of PRI vs. SIP for trunking to the PSTN? ***The City does not have a preference.***

7. Will the City consider waiving the C7 low voltage requirement? Why is this necessary? ***Based on the work required, the City will make this determination at a later time. This license is related to the installation, service and maintenance of telephone systems which is why it may be necessary for this project.***

3. The contractor is hereby notified that Addenda No. 1 and 2 must be acknowledged and submitted as part of the proposal. Failure to do so could result in the City designating said proposal as "Non Responsive". All the terms and conditions of the PROPOSAL shall remain the same.

Issued by: Sandra Segawa

Sandra Segawa, C.P.M., CPPB
Purchasing Agent, City of Garden Grove

ADDENDUM No. 3

Covering

CHANGE IN SPECIFICATIONS AND/OR PLANS

Date Issued: June 16, 2017

Date Effective: June 16, 2017

RFP No. S-1216

Contract: Provide all Labor, Materials, Equipment, Support, Training and Installation for the Implementation of a Voice over IP (VoIP) Phone Solution for the City of Garden Grove.

INTENT

1. This addendum is issued prior to receipt of proposals to provide for modifications in plans and/or specifications. Acknowledgment of this addendum shall be made and cost for work included in proposer's submittal.

2. **The Mandatory Site Study has been scheduled for Tuesday, June 20, 2017 at 8:00 a.m. local time.** Only those companies who attended the mandatory pre-proposal meeting on June 15, 2017 and signed in on the sign in sheet are invited to attend. Please meet in the first floor lobby of City Hall located at 11222 Acacia Parkway, Garden Grove. Parking is available across the street from City Hall. Please do not park behind City Hall.

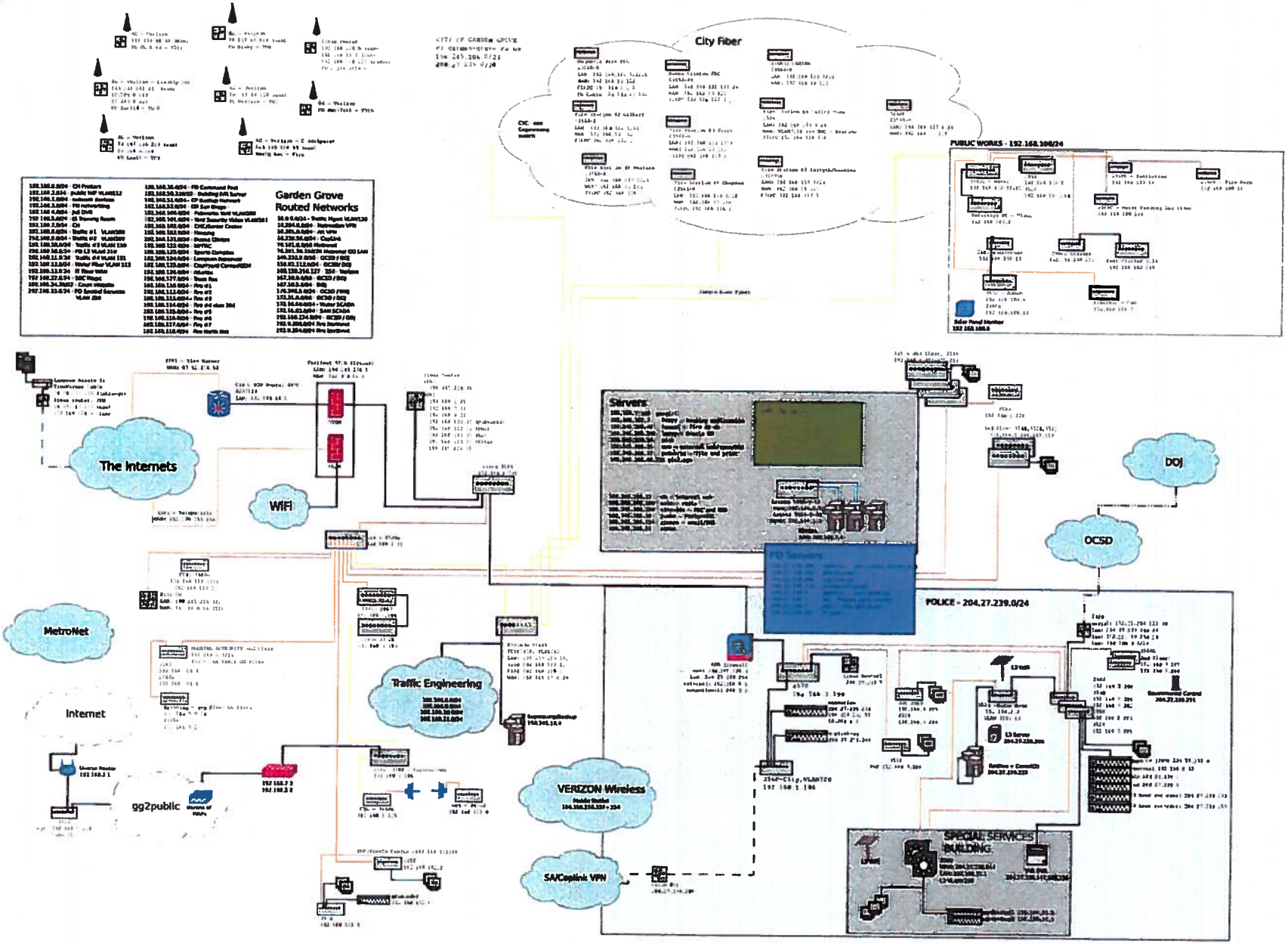
   Attendees will be required to sign in and ***must visit all locations with a representative from the City of Garden Grove in order to be considered present.*** Sites may not be visited independently. Please be on time and be prepared to stay until approximately 3:00 p.m. when the site study will conclude. Information about the sites that will be visited will be provided on the day of the site study.

3. The network diagram is attached for your reference and will also be posted on the City's website.

4. The contractor is hereby notified that Addenda No. 1, 2 and 3 must be acknowledged and submitted as part of the proposal. Failure to do so could result in the City designating said proposal as "Non Responsive". All the terms and conditions of the PROPOSAL shall remain the same.

Issued by: Sandra Segawa

Sandra Segawa, C.P.M., CPPB
Purchasing Agent, City of Garden Grove


City Fiber
Garden Grove Routed Networks
PUBLIC WORKS - 192.168.100/24
The Internets
WiFi
MetroNet
Internet
gg2public
Servers
DOJ
OCSD
POLICE - 204.27.239.0/24
Traffic Engineering
VERIZON Wireless
SA/Caplink VPN
SPECIAL SERVICES BUILDING

ADDENDUM No. 4

Covering

CHANGE IN SPECIFICATIONS AND/OR PLANS

Date Issued: June 19, 2017

Date Effective: June 19, 2017

RFP No. S-1216

Contract: Provide all Labor, Materials, Equipment, Support, Training and Installation for the Implementation of a Voice over IP (VoIP) Phone Solution for the City of Garden Grove.

INTENT

1. This addendum is issued prior to receipt of proposals to provide for modifications in plans and/or specifications. Acknowledgment of this addendum shall be made and cost for work included in proposer's submittal.

2. The following questions were asked regarding the Scope of Work. ***The City's response can be found in bold and italicized font.***

    1. If this is not a hosted solution similar to Centrex will you be able to pay two vendors? One the LEC or Local Exchange Carrier (like AT&T) and the second payment would go to the phone system provider? Both would be monthly if a Lease is provided but would go to two different entities. ***Yes, this is acceptable, however, please make sure ALL pricing is listed on proposal.***

    2. Though you sent a network diagram last week, I cannot read the detail and need the equipment specification in place at each location including the network addresses. ***A full resolution diagram is on located on the City's Planet Bids site.***

    3. Can we provide a quote using our Federal GSA schedule 70? GSA allows State and Local Governments to purchase from these schedule but some local governments opt not to. ***Yes, proposers can quote using GSA.***

    4. Please clarify if the upcoming walk-through is mandatory. If so, can a subcontractor representing the prime contractor fulfill this requirement? ***The site study is mandatory. Only those who were present at the Mandatory Pre-Proposal Meeting are invited to attend the site study.***

5. Does the City have any specific security requirements (ie Operating System RedHat vs. Centos, etc) ***In terms of operating systems, the City utilizes a blend of the latest versions of RedHat Enterprise and Windows Server, all implemented in a VMware environment. For security purposes, we want all server software as up-to-date as possible. We expect to be adhering to best practices for VoIP security.***

6. Please identify any Overhead Paging requirements including make, model, location and type of interface (trunk or analog station). ***At Public Works: Bogen Classic Series***

7. Please identify any Loud Bells/Ringers and door/gate openers including make, model, location and type of interface (trunk or analog station). ***Not Applicable***

8. Please identify the ERP system and if there is any requirement for the VoIP phone system to interface with it. ***The current ERP was developed in house. The City will going out to RFP for a new ERP system in the near future. There is no requirement for a VOIP interface.***

9. Please confirm that the City will ensure available Ethernet switch ports for each phone that does not share with the computer, each analog or trunk gateway and any servers (if VMWare is not utilized). ***Yes, the City will provide Ethernet switch ports.***

10. Does the City have any Contact Center needs? This is defined as a number of agents in queue taking calls for things like dispatching Emergency services, permitting, etc. ***Not required for this project, but may be a future need.***

11. Does the City have any IVR/"self-service" type needs? This is defined as a resident calling into an automated system to check the status of a permit, a case, etc. ***The City does have an IVR service, but it is hosted by a 3rd party.***

12. Can the City provide a breakdown of number of phones & phone numbers by physical location? ***The City has identified approximately 919 unique (714) 741-XXXX telephone numbers, and over 1400+ unique telephone numbers overall, across the docs provided. Are only the 714-741-XXXX numbers needed moving forward? For purposes of your proposal, please focus on the 741-xxxx numbers, we may add the others as a change request after a vendor has been selected.***

13. Would you please confirm the quantity of unique physical locations for 911 purposes? In regards to (page 22 attachment A) and Multiple Family Resource Centers and Gyms - how may total sites are there? ***The exact number of sites is unknown/undecided at this time. For purposes of your proposal, please focus on what is written in Attachment A. We may add the other sites as a change request after a vendor has been selected. To clarify, however, there are 2 Family Resource Centers and 1 Gym.***

14. Please confirm the number of phones that are located in the fire stations, which were specifically called out as needing some type of analog survivability ***Each fire station has two business (centrex lines) phone lines and more than two handsets. The analog "ring down lines" and analog circuits to Metronet are slated to be replaced with a digital Westnet solution. We are not sure if Metronet is setup to support digital with analog as backup. The Metronet lines are not part of the Centrex system and are billed separately.***

15. What is the make/model of your firewall? Is it licensed to support VPN? ***Fortinet FG-500D. Yes, it is licensed to support over 2000 VPNs.***

16. Who is responsible for configuring all of the VLAN's on the customer's network? **City IT staff configure the VLANs on the City's Network.**

17. Customer makes mention of an existing VMWare server in place, can this VMWare sever be used for the VoiP solution for the RFP? ***It can be used as long as the proposal provides enough resources to maintain our N+2 environment and keeps our overall Nimble enterprise storage utilization at 75%. We are looking for best business practices - if that means a distinct and separate cluster, that's what should be proposed.***

18. Each one of the sites other than City Hall, do they want some level of redundancy (Survivable Media Gateway) so that is the case of WAN failure or VMWare server failure, each location could stand on its own? ***Yes, please propose backup lines at each site, a number that you deem appropriate given the number of lines per location and best practices.***

19. Regarding "Entry" level handsets, 15 hard buttons is not typically referred to as "Entry" Level. Ask the City to redefine this as an addendum? ***Please quote whatever handsets you feel best suits our needs. The handset type should be clearer once we***

***the walk through is completed. The City wants, at a minimum, maintain the amount of handset functionality currently available.***

20. Under the Handsets section, color monitor is requested, did they mean color displays on the handsets? If so again, this is not considered to be an "Entry" level handset. ***Please quote whatever handsets you feel best suits our needs. The handset type should be clearer once we the walk through is completed.***

21. Does the customer have CAT5 or CAT6 cabling at all locations listed on the RFP, and at least one drop for each required Handset (QTY 575)? ***The City has CAT5 or better. If there is a location that requires wiring, the City will take care of it.***

22. Is there a requirement for a Central Answering Position (Attendant Console/s) or is the expectation that the Auto-Attendant functionality will allow for menu trees to direct the caller to the appropriate location? ***The City prefers to utilize an automated menu tree.***

23. In the RFP it mentions that the existing LAN/WAN infrastructure is Cisco, is the LAN PoE enabled, QOS, DiffServ? ***The City's Cisco switches have PoE enabled by default. Our Cisco switches, routers, firewalls all have some form of QOS but the City has never configured them. Our Linux routers also have QOS features of iproute2.***

24. UPS systems for the remote locations if Survivable Media Gateways are required? ***The City has or will provide all required UPS systems.***

3. The contractor is hereby notified that Addenda No. 1, 2, 3 and 4 must be acknowledged and submitted as part of the proposal. Failure to do so could result in the City designating said proposal as "Non Responsive". All the terms and conditions of the PROPOSAL shall remain the same.

Issued by: Sandra Segawa, C.P.M., CPPB
Purchasing Agent, City of Garden Grove

ADDENDUM No. 5

Covering

CHANGE IN SPECIFICATIONS AND/OR PLANS

Date Issued: June 20, 2017

Date Effective: June 20, 2017

RFP No. S-1216

Contract: Provide all Labor, Materials, Equipment, Support, Training and Installation for the Implementation of a Voice over IP (VoIP) Phone Solution for the City of Garden Grove.

INTENT

1. This addendum is issued prior to receipt of proposals to provide for modifications in plans and/or specifications. Acknowledgment of this addendum shall be made and cost for work included in proposer's submittal.

2. **Pages 1 and 2, Proposal Submittal Date, Revise item as follows:** The Proposal Submittal Date is hereby changed from 4:00 p.m., Friday, June 30, 2017 to a new Proposal Submittal Date of **4:00 p.m., Friday, July 14, 2017**. Questions may be submitted up until July 6, 2017.

3. The contractor is hereby notified that Addenda No. 1, 2, 3, 4 and 5 must be acknowledged and submitted as part of the proposal. Failure to do so could result in the City designating said proposal as "Non Responsive". All the terms and conditions of the PROPOSAL shall remain the same.

Issued by: Sandra Segawa

Sandra Segawa, C.P.M., CPPB
Purchasing Agent, City of Garden Grove

ADDENDUM No. 6

Covering

CHANGE IN SPECIFICATIONS AND/OR PLANS

Date Issued: June 20, 2017

Date Effective: June 20, 2017

RFP No. S-1216

Contract: Provide all Labor, Materials, Equipment, Support, Training and Installation for the Implementation of a Voice over IP (VoIP) Phone Solution for the City of Garden Grove.

INTENT

1. This addendum is issued prior to receipt of proposals to provide for modifications in plans and/or specifications. Acknowledgment of this addendum shall be made and cost for work included in proposer's submittal.

2. The following questions were asked regarding the Scope of Work. ***The City's response can be found in bold and italicized font.***

    1. Can you confirm the number of City of Garden Grove Sites that will be part of the new telephone system? We ask the question because the map on page 27 of the RFP shows 32 sites, the "service address" column of Appendix C lists 52 addresses, and the verbiage on page 22 suggests at least 40+ locations. ***Please see attached spreadsheets.***

    2. Can you provide a table that lists the approximate number of phones to be deployed per site? ***Please see attached spreadsheets.***

    3. Which email client(s) does the City utilize to access the Zimbra Collaboration Suite deployment? ***No email client, just the Chrome or Firefox web client.***

    4. Can you confirm which sites need backup call processing capabilities in the event of an IP WAN failure (assuming centralized call processing architecture)? ***All sites need at least one backup line.***

    5. Can you please tell us the capacity of the fiber backbone between sites (1gb, 10gb, OM1, OM3, multimode, single mode)? ***The City has mostly 1GB, Single Mode, and some sites are 10GB.***

3. The contractor is hereby notified that Addenda No. 1, 2, 3, 4, 5 and 6 must be acknowledged and submitted as part of the proposal. Failure to do so could result in the City designating said proposal as "Non Responsive". All the terms and conditions of the PROPOSAL shall remain the same.

Issued by: Sandra Segawa
Sandra Segawa, C.P.M., CPPB
Purchasing Agent, City of Garden Grove

| | |
|---|---|
| **City Hall - First Floor** | |
| Planning/Building | 32 |
| Information Desk | 1 |
| Engineering | 17 |
| Water/Business Tax | 13 |
| Recreation | 14 |
| **City Hall - Second Floor** | |
| Purchasing | 3 |
| Personnel | 13 |
| Finance | 17 |
| City Clerk | 5 |
| IT - North | 8 |
| IT - South | 6 |
| IT | 6 |
| **City Hall - Third Floor** | |
| City Manager | 20 |
| Community Development | 18 |
| Community Relations | 7 |
| Janitor | 1 |
| | |
| **Housing** | 24 |
| | |
| **Channel 3A** | 3 |
| | |
| **CMC** | 6 |
| **Senior Center** | 10 |
| | |
| **Fire Department** | 23 |
| **Fire Station 2** | 2 |
| **Fire Station 3** | 2 |
| **Fire Station 4** | 2 |
| **Fire Station 5** | 2 |
| **Fire Station 6** | 2 |
| **Fire Station 7** | 2 |
| | |
| **Public Works** | |
| **Water Services** | 9 |
| **Vehicle Maintenance** | 4 |
| **Building Maintenance** | 5 |
| **Signal Shop** | 1 |
| **Sign Shop** | 1 |
| **Sanitation** | 1 |
| **Meter Reading** | 2 |
| **Admin Building** | 14 |
| **Trailer 1** | 4 |
| **Trailer 2** | 8 |
| **Warehouse** | 3 |

| | |
|---|---|
| **Magnolia Park** | 10 |
| **Buena Clinton** | 11 |
| | |
| | |
| **Total** | 332 |

| Location | Phones | Ricoh Fax | Fax |
|---|---|---|---|
| **Main PD** | | | |
| Armory | 1 | | |
| Report Writing Small | 2 | | |
| CSO | 2 | | |
| IT | 2 | | |
| In Car Video | 1 | | |
| Report Writing Large | 5 | | |
| SGT | 3 | | |
| WC | 4 | | |
| CAU | 2 | | |
| Jail | 6 | | |
| Records | 16 | 2 | 1 |
| Stats | 2 | | |
| Rebecca Meeks | 1 | | |
| Communications | 8 | | |
| Alarm Coordinator | 1 | | |
| Crime Prevention | 6 | | |
| Cindy Nagamatsu | 1 | | |
| Tom Dare | 1 | | |
| Courtney Allision | 1 | | |
| IA | 1 | | |
| Professional Standards | 8 | | |
| Travis Whitman | 1 | | |
| Chief | 3 | 1 | 1 |
| 2nd Floor Reception | 2 | | |
| Detectives | 27 | | |
| CCAT | 6 | | |
| Conference Room East | 1 | | |
| Conference Room West | 1 | | |
| Bob Bogue | 1 | | |
| Ed Leiva | 1 | | |
| Property Evidence | 4 | | |
| JJC | 9 | 1 | |
| Boys and Girls club | 10 | | |
| | | | |
| **Special Services** | | | |
| Traffic | 9 | | |
| Reception | 1 | | |
| Intel | 5 | 1 | |
| Gangs | 13 | | |
| SIU | 5? | | |
| | | | |
| **Field Office** | | | |
| Western | 1 | | |
| Garden Grove Blvd | 1 | | |
| Bolsa | 1 | | |

| | | | |
|---|---|---|---|
| Lewis | 1 | | |
| Salinas Storage | 2 | | |
| | | | |
| **Total** | 174 | 5 | 2 |

ADDENDUM No. 7

Covering

CHANGE IN SPECIFICATIONS AND/OR PLANS

Date Issued: June 26, 2017

Date Effective: June 26, 2017

RFP No. S-1216

Contract: Provide all Labor, Materials, Equipment, Support, Training and Installation for the Implementation of a Voice over IP (VoIP) Phone Solution for the City of Garden Grove.

INTENT

1. This addendum is issued prior to receipt of proposals to provide for modifications in plans and/or specifications. Acknowledgment of this addendum shall be made and cost for work included in proposer's submittal.

2. The following questions were asked regarding the Scope of Work. ***Please see the attached questions and answers.***

3. The contractor is hereby notified that Addenda No. 1, 2, 3, 4, 5, 6, and 7 must be acknowledged and submitted as part of the proposal. Failure to do so could result in the City designating said proposal as "Non Responsive". All the terms and conditions of the PROPOSAL shall remain the same.

Issued by: Sandra Segawa

Sandra Segawa, C.P.M., CPPB
Purchasing Agent, City of Garden Grove

## Addendum Number 7-Questions and Answers

1. Page 6 of the RFP, "Qualifications of Proposer", asks that proposers provide "10 government references of similar VOIP implementations". Page 10, section D "References" states: "Please provide ten (10) references for the same type of services, preferably government agencies of similar implementations, for a minimum of five (5) consecutive years." **A proposal will not be disqualified if it lacks the preferred references, but it will affect the qualification score.**
    a. Will the City accept a response with less than 10 references?
    **Yes.**
    b. Will the City accept references that are from non-government agencies?
    **Yes.**
    c. Will the City accept references that are not specifically VOIP references but are for solutions similar to a VOIP solution?
    **Yes.**

2. Is the City of Garden Grove open to negotiating the legal terms and conditions contained in the RFP? Are there any terms and conditions that the City is not open to negotiating? **Please see more specific about the terms and conditions that you are referring to. This question is too broad.**

3. The total capacity of the City's VMware memory and hard drive space and how much of that is currently in use? ***Total capacity of storage is 45TB with 33TB in use. We use only shared storage, no local storage on physical servers. The City has 1TB in vRAM with about 340GB free.***

4. The number of cores the City has that are not in use that could be used for a proposed VoIP solution? ***The City has approximately 40 cores available. Our limitation is more vRAM than vCPU.***

5. The capacity of the City's Nimble SAN storage and the percentage of it that is currently in use? ***Total capacity of storage is 45TB with 33TB in use.***

6. As per addendum 3 Q17: Customer makes mention of an existing VMWare server in place, can this VMWare server be used for the VoIP solution for the RFP? It can be used as long as the proposal provides enough resources to maintain our N+2 environment and keeps our overall Nimble enterprise storage utilization at 75%. We are looking for best business practices - if that means a distinct and separate cluster, that's what should be proposed.

Can you confirm that our required resources can be configured on the customer's existing VM Host and still remain less than the 75% storage utilization threshold?

**The following minimum requirements must be configured for Linux and the communication software in the virtual environment:**

| Parameters | VM Settings |
|---|---|
| Guest Operating System | SLES 11 SP4 64 Bit |
| VM HD Capacity | Up to 50 users: 60 GB or more<br>Up to 100 users: 100 GB or more<br>Up to 500 users: 200 GB or more<br>OpenScape Business Contact Center: 200 GB or more<br>As of 500 users: 500 GB or more |
| Virtual Disk Mode | Default |
| Virtual Disk Format Type | Thin Provisioning (dynamic HD Capacity) or<br>Thick Provisioning (fixed HD Capacity) |
| vCPUs | 2<br>4 for OpenScape Business Contact Center or more than 500 users |
| vCPUs Shares (High/Normal) | High |
| vCPU Reservation | 2 GHz |
| vCPU Limit | Unlimited |

***Yes, at 500GB, the solution would still be under 75% utilization.***

7. Can you please clarify the N+2 requirement in further detail? ***The City can lose two physical hosts and still run our entire back office operations. We want to keep this requirement in place as our operations grow, including any VOIP solution.***

8. Will the City of Garden Grove provide dedicated power outlets where required upon installation if an onsite system is chosen? ***Yes.***

9. Addendum 6 phone count is 506, however the original RFP count is 575 (broken into 3 phone types), please confirm that 506 phone are only needed. ***Please use the count of 575 originally included in the RFP.***

ADDENDUM No. 8

Covering

CHANGE IN SPECIFICATIONS AND/OR PLANS

Date Issued: June 29, 2017

Date Effective: June 29, 2017

RFP No. S-1216

Contract: Provide all Labor, Materials, Equipment, Support, Training and Installation for the Implementation of a Voice over IP (VoIP) Phone Solution for the City of Garden Grove.

INTENT

1. This addendum is issued prior to receipt of proposals to provide for modifications in plans and/or specifications. Acknowledgment of this addendum shall be made and cost for work included in proposer's submittal.

2. The following questions were asked regarding the Scope of Work. ***The City's response can be found in bold and italicized font.***

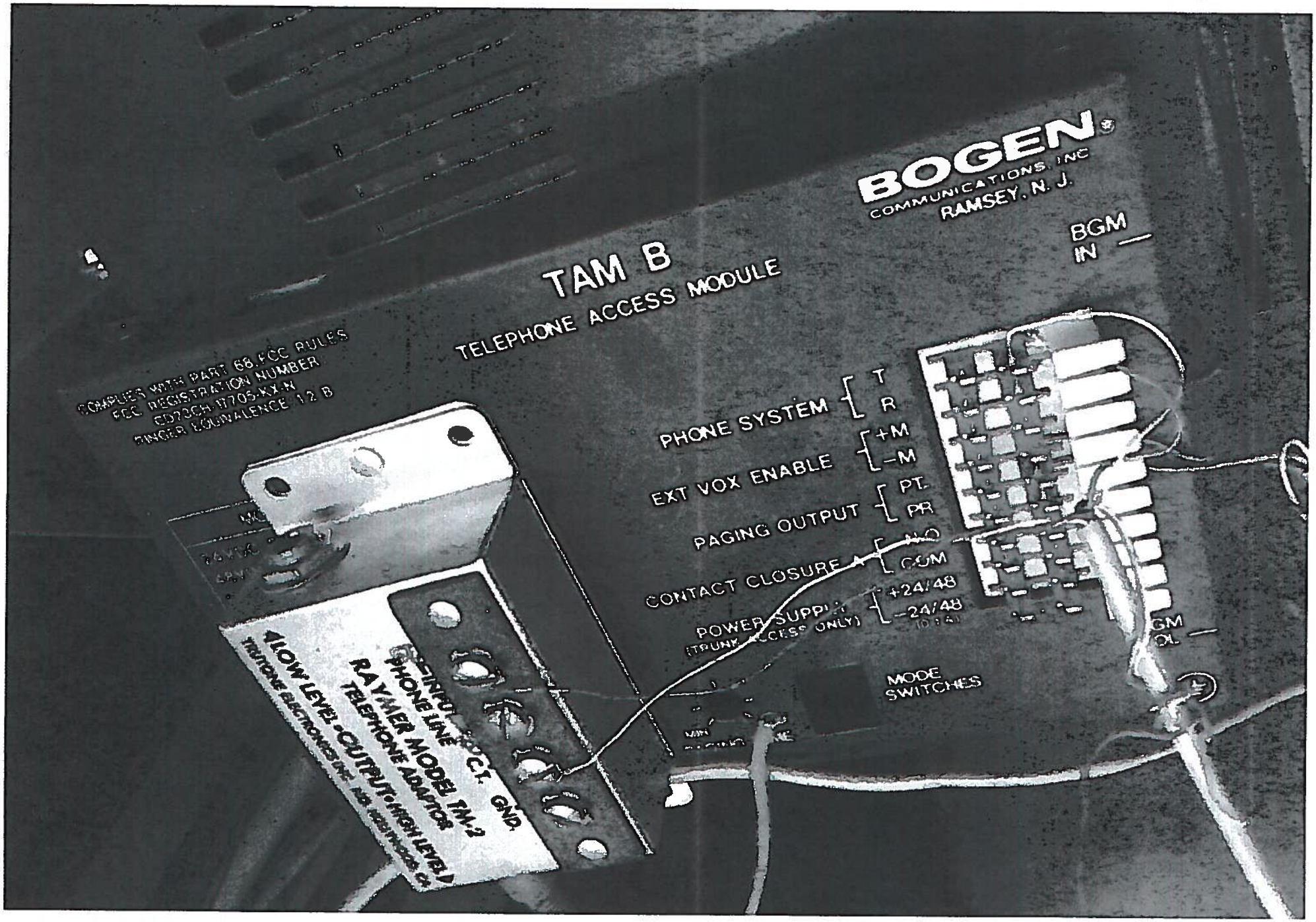
    1. What is the make and model of the Police Departments overhead paging system?? ***Bogen TAM B (see attached photo)***

    2. Are we connecting to any paging equipment located at any or all facilities and if so what type of paging equipment is in place today? ***Bogen TAM B (see attached photo)***

3. The contractor is hereby notified that Addenda No. 1, 2, 3, 4, 5, 6, 7 and 8 must be acknowledged and submitted as part of the proposal. Failure to do so could result in the City designating said proposal as "Non Responsive". All the terms and conditions of the PROPOSAL shall remain the same.

Issued by: Sandra Segawa

Sandra Segawa, C.P.M., CPPB
Purchasing Agent, City of Garden Grove


BOGEN
COMMUNICATIONS, INC
RAMSEY, N. J.
TAM B
TELEPHONE ACCESS MODULE
BGM IN
COMPLIES WITH PART 68, FCC RULES
FCC REGISTRATION NUMBER
CD72CH-11705-KX-N
RINGER EQUIVALENCE 1.2 B
PHONE SYSTEM T R
EXT VOX ENABLE +M -M
PAGING OUTPUT PT PR
CONTACT CLOSURE N.O. COM
POWER SUPPLY (TRUNK ACCESS ONLY) +24/48 -24/48
MODE SWITCHES
PHONE LINE
RAYMER MODEL TM-2
TELEPHONE ADAPTOR
4 LOW LEVEL 4 OUTPUT 4 HIGH LEVEL

ADDENDUM No. 9

Covering

CHANGE IN SPECIFICATIONS AND/OR PLANS

Date Issued: July 3, 2017

Date Effective: July 3, 2017

RFP No. S-1216

Contract: Provide all Labor, Materials, Equipment, Support, Training and Installation for the Implementation of a Voice over IP (VoIP) Phone Solution for the City of Garden Grove.

INTENT

1. This addendum is issued prior to receipt of proposals to provide for modifications in plans and/or specifications. Acknowledgment of this addendum shall be made and cost for work included in proposer's submittal.

2. The following questions were asked regarding the Scope of Work. ***The City's response can be found in bold and italicized font.***

    1. Do any of VOIP Systems will require Call Recording? If so how many lines? ***The City does not require call recording on any lines.***
    2. How many total local minutes and LD minutes are used by the City each month on average? ***The City's monthly average is 500 local hours and 450 long distance hours***.
    3. Is the proposal due date still pushed out till July 14th? ***The proposal due date is July 14, 2017.***

3. The contractor is hereby notified that Addenda No. 1, 2, 3, 4, 5, 6, 7, 8 and 9 must be acknowledged and submitted as part of the proposal. Failure to do so could result in the City designating said proposal as "Non Responsive". All the terms and conditions of the PROPOSAL shall remain the same.

Issued by:

Sandra Segawa, C.P.M., CPPB
Purchasing Agent, City of Garden Grove

ADDENDUM No. 10

Covering

CHANGE IN SPECIFICATIONS AND/OR PLANS

Date Issued: July 6, 2017

Date Effective: July 6, 2017

RFP No. S-1216

Contract: Provide all Labor, Materials, Equipment, Support, Training and Installation for the Implementation of a Voice over IP (VoIP) Phone Solution for the City of Garden Grove.

INTENT

1. This addendum is issued prior to receipt of proposals to provide for modifications in plans and/or specifications. Acknowledgment of this addendum shall be made and cost for work included in proposer's submittal.

2. The following questions were asked regarding the Scope of Work. ***The City's response can be found in bold and italicized font.***

    1. Is Multicasting currently turned on across the City network? ***No they are not.***

    2. Is Layer 3 routing enabled between City sites? ***To most sites, but not between all sites.***

    3. Do you currently have an Emergency Operations Center that is independent of the City Hall and Police Department? If so, where is it located? ***The City's EOC is in our main Fire Station, which is only across the street from City Hall. The Fire Station depends on City Hall for internet.***

    4. Can the City of Garden Grove provide an itemized inventory list of all the equipment that will be decommissioned and removed by the awarded contractor? ***There would not be anything on the IT side of things. Any equipment that would have to be decommissioned and/or removed would be only the current AT&T property.***

***Please be advised that the deadline for submitting questions was today, July 6, 2017. The City cannot guarantee a response to questions after this deadline.***

3. The contractor is hereby notified that Addenda No. 1, 2, 3, 4, 5, 6, 7, 8, 9, and 10 must be acknowledged and submitted as part of the proposal. Failure to do so could result in the City designating said proposal as "Non Responsive". All the terms and conditions of the PROPOSAL shall remain the same.

Issued by:

Sandra Segawa, C.P.M., CPPB
Purchasing Agent, City of Garden Grove