

OFFICE OF THE CITY ATTORNEY
ROBERT E. SHANNON, City Attorney
333 West Ocean Boulevard, 11th Floor
Long Beach, CA 90802-4664

AGREEMENT

32219

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3 THIS AGREEMENT is made and entered, in duplicate, as of June 6, 2011
4 for reference purposes only, pursuant to a minute order adopted by the City Council of
5 the City of Long Beach at its meeting on May 17, 2011, by and between SIGMANET,
6 INC., a corporation, located at 4290 East Brickell Street, Ontario, California, 91716
7 ("Consultant"), and the CITY OF LONG BEACH, a municipal corporation ("City").

8 WHEREAS, the City requires specialized services requiring unique skills to
9 be performed in connection with the Cisco Phone Upgrade Project; and

10 WHEREAS, City has selected Consultant in accordance with City's
11 administrative procedures and City has determined that Consultant and its employees
12 are qualified, licensed, if so required, and experienced in performing these specialized
13 services; and

14 WHEREAS, City desires to have Consultant perform these specialized
15 services, and Consultant is willing and able to do so on the terms and conditions in this
16 Agreement;

17 NOW, THEREFORE, in consideration of the mutual terms, covenants, and
18 conditions in this Agreement, the parties agree as follows:

19 1. SCOPE OF WORK OR SERVICES.

20 A. Consultant shall furnish specialized services more particularly
21 described in Exhibit "A", attached to this Agreement and incorporated by this
22 reference, in accordance with the standards of the profession, and City shall pay
23 for these services in the manner described below, not to exceed Eight Hundred
24 Eleven Thousand Dollars (\$811,000.00), at the rates or charges shown in Exhibit
25 "A".

26 B. Consultant may select the time and place of performance for
27 these services provided, however, that access to City documents, records, and the
28 like, if needed by Consultant, shall be available only during City's normal business

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hours and provided that milestones for performance, if any, are met.

C. Consultant has requested to receive regular payments. City shall pay Consultant thirty (30) days following receipt from Consultant and approval by City of invoices showing the services or task performed, the time expended (if billing is hourly), and the name of the Project. Consultant shall certify on the invoices that Consultant has performed the services in full conformance with this Agreement and is entitled to receive payment. Each invoice shall be accompanied by a progress report indicating the progress to date of services performed and covered by the invoice, including a brief statement of any Project problems and potential causes of delay in performance, and listing those services that are projected for performance by Consultant during the next invoice cycle. Where billing is done and payment is made on an hourly basis, the parties acknowledge that this arrangement is either customary practice for Consultant's profession, industry, or business, or is necessary to satisfy audit and legal requirements which may arise due to the fact that City is a municipality.

D. Consultant represents that Consultant has obtained all necessary information on conditions and circumstances that may affect its performance and has conducted site visits, if necessary.

E. CAUTION: Consultant shall not begin work until this Agreement has been signed by both parties and until Consultant's evidence of insurance has been delivered to and approved by the City.

2. TERM.

The term of this Agreement shall commence on July 11, 2011, and shall terminate on June 30, 2014, unless sooner terminated as provided in this Agreement, or unless the services or the Project is completed sooner.

3. COORDINATION AND ORGANIZATION.

Consultant shall coordinate its performance with City's representative. Consultant shall advise and inform City's representative of the work in progress on the

1 Project in sufficient detail so as to assist City's representative in making presentations
2 and in holding meetings on the Project.

3 4. INDEPENDENT CONTRACTOR.

4 In performing its services, Consultant is and shall act as an independent
5 contractor and not an employee, representative, or agent of City. Consultant shall have
6 control of Consultant's work and the manner in which it is performed. Consultant shall be
7 free to contract for similar services to be performed for others during this Agreement
8 provided, however, that Consultant acts in accordance with Section 9 and Section 11 of
9 this Agreement. Consultant acknowledges and agrees that a) City will not withhold taxes
10 of any kind from Consultant's compensation, b) City will not secure workers'
11 compensation or pay unemployment insurance to, for or on Consultant's behalf, and c)
12 City will not provide and Consultant is not entitled to any of the usual and customary
13 rights, benefits or privileges of City employees. Consultant expressly warrants that
14 neither Consultant nor any of Consultant's employees or agents shall represent
15 themselves to be employees or agents of City.

16 5. INSURANCE.

17 A. As a condition precedent to the effectiveness of this
18 Agreement, Consultant shall procure and maintain, at Consultant's expense for the
19 duration of this Agreement, from insurance companies that are admitted to write
20 insurance in California and have ratings of or equivalent to A:V by A.M. Best
21 Company or from authorized non-admitted insurance companies subject to
22 Section 1763 of the California Insurance Code and that have ratings of or
23 equivalent to A:VIII by A.M. Best Company, the following insurance:

24 (a) Commercial general liability insurance (equivalent in scope to
25 ISO form CG 00 01 11 85 or CG 00 01 10 93) in an amount not less than
26 \$1,000,000 per each occurrence and \$2,000,000 general aggregate. This
27 coverage shall include but not be limited to broad form contractual liability,
28 cross liability, independent contractors liability, and products and

1 completed operations liability. City, its boards and commissions, and their
2 officials, employees and agents shall be named as additional insureds by
3 endorsement (on City's endorsement form or on an endorsement
4 equivalent in scope to ISO form CG 20 10 11 85 or CG 20 26 11 85), and
5 this insurance shall contain no special limitations on the scope of
6 protection given to City, its boards and commissions, and their officials,
7 employees and agents. This policy shall be endorsed to state that the
8 insurer waives its right of subrogation against City, its boards and
9 commissions, and their officials, employees and agents.

10 (b) Workers' Compensation insurance as required by the California
11 Labor Code and employer's liability insurance in an amount not less than
12 \$1,000,000. This policy shall be endorsed to state that the insurer waives
13 its right of subrogation against City, its boards and commissions, and their
14 officials, employees and agents.

15 (c) Professional liability or errors and omissions insurance in an
16 amount not less than \$1,000,000 per claim.

17 (d) Commercial automobile liability insurance (equivalent in scope
18 to ISO form CA 00 01 06 92), covering Auto Symbol 1 (Any Auto) in an
19 amount not less than \$500,000 combined single limit per accident.

20 B. Any self-insurance program, self-insured retention, or
21 deductible must be separately approved in writing by City's Risk Manager or
22 designee and shall protect City, its officials, employees and agents in the same
23 manner and to the same extent as they would have been protected had the policy
24 or policies not contained retention or deductible provisions.

25 C. Each insurance policy shall be endorsed to state that
26 coverage shall not be reduced, non-renewed or canceled except after thirty (30)
27 days prior written notice to City, shall be primary and not contributing to any other
28 insurance or self-insurance maintained by City, and shall be endorsed to state that

1 coverage maintained by City shall be excess to and shall not contribute to
2 insurance or self-insurance maintained by Consultant. Consultant shall notify City
3 in writing within five (5) days after any insurance has been voided by the insurer or
4 cancelled by the insured.

5 D. If this coverage is written on a "claims made" basis, it must
6 provide for an extended reporting period of not less than one hundred eighty (180)
7 days, commencing on the date this Agreement expires or is terminated, unless
8 Consultant guarantees that Consultant will provide to City evidence of
9 uninterrupted, continuing coverage for a period of not less than three (3) years,
10 commencing on the date this Agreement expires or is terminated.

11 E. Consultant shall require that all subconsultants or contractors
12 that Consultant uses in the performance of these services maintain insurance in
13 compliance with this Section unless otherwise agreed in writing by City's Risk
14 Manager or designee.

15 F. Prior to the start of performance, Consultant shall deliver to
16 City certificates of insurance and the endorsements for approval as to sufficiency
17 and form. In addition, Consultant shall, within thirty (30) days prior to expiration of
18 the insurance, furnish to City certificates of insurance and endorsements
19 evidencing renewal of the insurance. City reserves the right to require complete
20 certified copies of all policies of Consultant and Consultant's subconsultants and
21 contractors, at any time. Consultant shall make available to City's Risk Manager
22 or designee all books, records and other information relating to this insurance,
23 during normal business hours.

24 G. Any modification or waiver of these insurance requirements
25 shall only be made with the approval of City's Risk Manager or designee. Not
26 more frequently than once a year, City's Risk Manager or designee may require
27 that Consultant, Consultant's subconsultants and contractors change the amount,
28 scope or types of coverages required in this Section if, in his or her sole opinion,

1 the amount, scope or types of coverages are not adequate.

2 H. The procuring or existence of insurance shall not be
3 construed or deemed as a limitation on liability relating to Consultant's
4 performance or as full performance of or compliance with the indemnification
5 provisions of this Agreement.

6 6. ASSIGNMENT AND SUBCONTRACTING.

7 This Agreement contemplates the personal services of Consultant and
8 Consultant's employees, and the parties acknowledge that a substantial inducement to
9 City for entering this Agreement was and is the professional reputation and competence
10 of Consultant and Consultant's employees. Consultant shall not assign its rights or
11 delegate its duties under this Agreement, or any interest in this Agreement, or any portion
12 of it, without the prior approval of City, except that Consultant may with the prior approval
13 of the City Manager of City, assign any moneys due or to become due the Consultant
14 under this Agreement. Any attempted assignment or delegation shall be void, and any
15 assignee or delegate shall acquire no right or interest by reason of an attempted
16 assignment or delegation. Furthermore, Consultant shall not subcontract any portion of
17 its performance without the prior approval of the City Manager or designee, or substitute
18 an approved subconsultant or contractor without approval prior to the substitution.
19 Nothing stated in this Section shall prevent Consultant from employing as many
20 employees as Consultant deems necessary for performance of this Agreement.

21 7. CONFLICT OF INTEREST.

22 Consultant, by executing this Agreement, certifies that, at the time
23 Consultant executes this Agreement and for its duration, Consultant does not and will not
24 perform services for any other client which would create a conflict, whether monetary or
25 otherwise, as between the interests of City and the interests of that other client. And,
26 Consultant shall obtain similar certifications from Consultant's employees, subconsultants
27 and contractors.

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8. MATERIALS.

Consultant shall furnish all labor and supervision, supplies, materials, tools, machinery, equipment, appliances, transportation, and services necessary to or used in the performance of Consultant's obligations under this Agreement.

9. OWNERSHIP OF DATA.

All materials, information and data prepared, developed, or assembled by Consultant or furnished to Consultant in connection with this Agreement, including but not limited to documents, estimates, calculations, studies, maps, graphs, charts, computer disks, computer source documentation, samples, models, reports, summaries, drawings, designs, notes, plans, information, material, and memorandum ("Data") shall be the exclusive property of City. Data shall be given to City, and City shall have the unrestricted right to use and disclose the Data in any manner and for any purpose without payment of further compensation to Consultant. Reuse of Data by City for other purposes shall be at City's sole risk. Copies of Data may be retained by Consultant but Consultant warrants that Data shall not be made available to any person or entity for use without the prior approval of City. This warranty shall survive termination of this Agreement for five (5) years.

10. TERMINATION.

Either party shall have the right to terminate this Agreement for any reason or no reason at any time by giving fifteen (15) calendar days prior notice to the other party. In the event of termination under this Section, City shall pay Consultant for services satisfactorily performed and costs incurred up to the effective date of termination for which Consultant has not been previously paid. The procedures for payment in Section 1.B. with regard to invoices shall apply. On the effective date of termination, Consultant shall deliver to City all Data developed or accumulated in the performance of this Agreement, whether in draft or final form, or in process. And, Consultant acknowledges and agrees that City's obligation to make final payment is conditioned on Consultant's delivery of the Data to the City.

1 11. CONFIDENTIALITY.

2 Consultant shall keep the Data confidential and shall not disclose the Data
3 or use the Data directly or indirectly other than in the course of performing its services,
4 during the term of this Agreement and for five (5) years following expiration or termination
5 of this Agreement. In addition, Consultant shall keep confidential all information, whether
6 written, oral, or visual, obtained by any means whatsoever in the course of performing its
7 services for the same period of time. Consultant shall not disclose any or all of the Data
8 to any third party, or use it for Consultant's own benefit or the benefit of others except for
9 the purpose of this Agreement.

10 12. BREACH OF CONFIDENTIALITY.

11 Consultant shall not be liable for a breach of confidentiality with respect to
12 Data that: (a) Consultant demonstrates Consultant knew prior to the time City disclosed
13 it; or (b) is or becomes publicly available without breach of this Agreement by Consultant;
14 or (c) a third party who has a right to disclose does so to Consultant without restrictions
15 on further disclosure; or (d) must be disclosed pursuant to subpoena or court order.

16 13. ADDITIONAL COSTS AND REDESIGN.

17 A. Any costs incurred by the City due to Consultant's failure to
18 meet the standards required by the scope of work or Consultant's failure to
19 perform fully the tasks described in the scope of work which, in either case,
20 causes the City to request that Consultant perform again all or part of the Scope of
21 Work shall be at the sole cost of Consultant and City shall not pay any additional
22 compensation to Consultant for its re-performance.

23 B. If the Project involves construction and the scope of work
24 requires Consultant to prepare plans and specifications with an estimate of the
25 cost of construction, then Consultant may be required to modify the plans and
26 specifications, any construction documents relating to the plans and specifications,
27 and Consultant's estimate, when the lowest bid for construction received by City
28 exceeds by more than ten percent (10%) Consultant's estimate. This modification

1 shall be submitted in a timely fashion to allow City to receive new bids within four
2 (4) months after the date on which the original plans and specifications were
3 submitted by Consultant.

4 14. AMENDMENT.

5 This Agreement, including all Exhibits, shall not be amended, nor any
6 provision or breach waived, except in writing signed by the parties which expressly refers
7 to this Agreement.

8 15. LAW.

9 This Agreement shall be governed by and construed pursuant to the laws of
10 the State of California (except those provisions of California law pertaining to conflicts of
11 laws). Consultant shall comply with all laws, ordinances, rules and regulations of and
12 obtain all permits, licenses, and certificates required by all federal, state and local
13 governmental authorities.

14 16. ENTIRE AGREEMENT.

15 This Agreement, including all Exhibits, constitutes the entire understanding
16 between the parties and supersedes all other agreements, oral or written, with respect to
17 the subject matter in this Agreement.

18 17. INDEMNITY.

19 Consultant shall, with respect to services performed in connection with this
20 Agreement, indemnify, hold harmless and defend the City, its Boards, Commissions, and
21 their officials, employees and agents (collectively in this Section, "City") from and against
22 any and all liability, claims, demands, damage, loss, causes of action, proceedings,
23 penalties, costs and expenses (including attorney's fees, court costs, and expert and
24 witness fees) (collectively "Claims" or individually "Claim"). Claims include allegations
25 and include Claims for property damage, personal injury or death arising from any
26 negligent act or omission of Consultant, its officers, employees, agents, sub-consultants,
27 or anyone under Consultant's control (collectively "Indemnitor"); recklessness; and willful
28 misconduct.

1 18. AMBIGUITY .

2 In the event of any conflict or ambiguity between this Agreement and any
3 Exhibit, the provisions of this Agreement shall govern.

4 19. COSTS .

5 If there is any legal proceeding between the parties to enforce or interpret
6 this Agreement or to protect or establish any rights or remedies under it, the prevailing
7 party shall be entitled to its costs, including reasonable attorneys' fees.

8 20. NONDISCRIMINATION .

9 A. In connection with performance of this Agreement and subject
10 to applicable rules and regulations, Consultant shall not discriminate against any
11 employee or applicant for employment because of race, religion, national origin,
12 color, age, sex, sexual orientation, gender identity, AIDS, HIV status, handicap, or
13 disability. Consultant shall ensure that applicants are employed, and that
14 employees are treated during their employment, without regard to these bases.
15 These actions shall include, but not be limited to, the following: employment,
16 upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or
17 termination, rates of pay or other forms of compensation, and selection for training,
18 including apprenticeship.

19 B. It is the policy of City to encourage the participation of
20 Disadvantaged, Minority and Women-owned Business Enterprises in City's
21 procurement process, and Consultant agrees to use its best efforts to carry out
22 this policy in its use of subconsultants and contractors to the fullest extent
23 consistent with the efficient performance of this Agreement. Consultant may rely
24 on written representations by subconsultants and contractors regarding their
25 status. Consultant shall report to City in May and in December or, in the case of
26 short-term agreements, prior to invoicing for final payment, the names of all
27 subconsultants and contractors hired by Consultant for this Project and information
28 on whether or not they are a Disadvantaged, Minority or Women-Owned Business

1 Enterprise, as defined in Section 8 of the Small Business Act (15 U.S.C. Sec.
2 637).

3 21. NOTICES.

4 Any notice or approval required by this Agreement shall be in writing and
5 personally delivered or deposited in the U.S. Postal Service, first class, postage prepaid,
6 addressed to Consultant at the address first stated above, and to the City at 333 West
7 Ocean Boulevard, Long Beach, California 90802, Attn: City Manager. Notice of change
8 of address shall be given in the same manner as stated for other notices. Notice shall be
9 deemed given on the date deposited in the mail or on the date personal delivery is made,
10 whichever occurs first.

11 22. COPYRIGHTS AND PATENT RIGHTS.

12 A. Consultant shall place the following copyright protection on all
13 Data: © City of Long Beach, California _____, inserting the appropriate year.

14 B. City reserves the exclusive right to seek and obtain a patent
15 or copyright registration on any Data or other result arising from Consultant's
16 performance of this Agreement. By executing this Agreement, Consultant assigns
17 any ownership interest Consultant may have in the Data to the City.

18 C. Consultant warrants that the Data does not violate or infringe
19 any patent, copyright, trade secret or other proprietary right of any other party.
20 Consultant agrees to and shall protect, defend, indemnify and hold City, its officials
21 and employees harmless from any and all claims, demands, damages, loss,
22 liability, causes of action, costs or expenses (including reasonable attorneys' fees)
23 whether or not reduced to judgment, arising from any breach or alleged breach of
24 this warranty.

25 23. COVENANT AGAINST CONTINGENT FEES.

26 Consultant warrants that Consultant has not employed or retained any
27 entity or person to solicit or obtain this Agreement and that Consultant has not paid or
28 agreed to pay any entity or person any fee, commission, or other monies based on or

1 from the award of this Agreement. If Consultant breaches this warranty, City shall have
2 the right to terminate this Agreement immediately notwithstanding the provisions of
3 Section 10 or, in its discretion, to deduct from payments due under this Agreement or
4 otherwise recover the full amount of the fee, commission, or other monies.

5 24. WAIVER.

6 The acceptance of any services or the payment of any money by City shall
7 not operate as a waiver of any provision of this Agreement or of any right to damages or
8 indemnity stated in this Agreement. The waiver of any breach of this Agreement shall not
9 constitute a waiver of any other or subsequent breach of this Agreement.

10 25. CONTINUATION.

11 Termination or expiration of this Agreement shall not affect rights or
12 liabilities of the parties which accrued pursuant to Sections 7, 10, 11, 17, 19, 22, and 28
13 prior to termination or expiration of this Agreement.

14 26. TAX REPORTING.

15 As required by federal and state law, City is obligated to and will report the
16 payment of compensation to Contractor on Form 1099-Misc. Contractor shall be solely
17 responsible for payment of all federal and state taxes resulting from payments under this
18 Agreement. Contractor shall submit Contractor's Employer Identification Number (EIN),
19 or Contractor's Social Security Number if Contractor does not have an EIN, in writing to
20 City's Accounts Payable, Department of Financial Management. Contractor
21 acknowledges and agrees that City has no obligation to pay Contractor until Contractor
22 provides one of these numbers.

23 27. ADVERTISING.

24 Consultant shall not use the name of City, its officials or employees in any
25 advertising or solicitation for business or as a reference, without the prior approval of the
26 City Manager or designee.

27 28. AUDIT.

28 City shall have the right at all reasonable times during the term of this

OFFICE OF THE CITY ATTORNEY
ROBERT E. SHANNON, City Attorney
333 West Ocean Boulevard, 11th Floor
Long Beach, CA 90802-4664

1 Agreement and for a period of five (5) years after termination or expiration of this
2 Agreement to examine, audit, inspect, review, extract information from, and copy all
3 books, records, accounts, and other documents of Consultant relating to this Agreement.

4 29. THIRD PARTY BENEFICIARY.

5 This Agreement is not intended or designed to or entered for the purpose of
6 creating any benefit or right for any person or entity of any kind that is not a party to this
7 Agreement.

8 IN WITNESS WHEREOF, the parties have caused this document to be duly
9 executed with all formalities required by law as of the date first stated above.

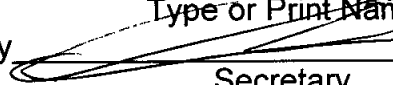
10 SIGMANET, INC., a California corporation

11
12 JUNE 14, 2011

11 By 
12 _____
13 President

13 AHMED AL-KHATIB
14 _____
15 Type or Print Name

14 JUNE 14, 2011

14 By 
15 _____
16 Secretary

15 STEPHEN MONTROS
16 _____
17 Type or Print Name

17 "Consultant"

18 CITY OF LONG BEACH, a municipal
19 corporation


19 6.30.11 2011

20 By 
21 _____
22 Assistant City Manager
23 EXECUTED PURSUANT
24 SECTION 301 OF
25 THE CITY CHARTER.

26 "City"

27 This Agreement is approved as to form on June 17
28 2011.

ROBERT E. SHANNON, City Attorney

By 

Deputy

EXHIBIT A



Statement of Work

For

City of Long Beach

Cisco Unified Communication System Upgrade

Date: November 30, 2010

SOW Version 4.0

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SIGMAnet, Inc.
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CONTRACTING PARTIES

This Statement of Work ("**SOW**") with an Effective Date of November 30th, 2010 between SIGMAnet, Inc., (hereafter called "**SIGMAnet**") and City of Long Beach, (hereinafter called "**Client**"). For the purposes of this SOW, the Client has an address of 333 W Ocean Blvd/ 7th floor Long Beach, CA 90802 and SIGMAnet has an address of 4290 East Brickell Street, Ontario, CA 91761.

This agreement is valid for thirty (30) days from the date of this document unless extended by SIGMAnet in writing or executed by the contracting parties. It is intended for SIGMAnet and Client's use exclusively and cannot be reproduced by or for other parties without SIGMAnet's prior written approval.

STATEMENT OF CONFIDENTIALITY

This document contains proprietary and confidential information. All data submitted to Client is provided in reliance upon the recipient's agreement not to use or disclose any information referenced herein except in connection with its business dealings with SIGMAnet. The recipient of this document agrees to inform present and future employees of Client who receive or have access to the information contained in this document of its confidential nature.

The recipient also agrees to instruct each employee that they must not disclose any information concerning this document to others except to the extent that said matters are generally known to, and are available for use by, the public. The recipient of this document agrees that it will not duplicate or permit others to duplicate any material contained herein without the express prior written consent of SIGMAnet.

BY ACCEPTANCE OF THIS DOCUMENT, THE RECIPIENT AGREES TO BE BOUND BY THE AFOREMENTIONED STATEMENT.

NOTICE

Any notice required or permitted here under, except a request for service by the Client, shall be in writing and delivered either by hand delivery or sent by certified mail, return receipt requested and postage prepaid, to the receiving party at the address set forth on the front page of the this agreement or pursuant to a Master Services Agreement ("**MSA**") and contains the terms stated herein or at such address as designated in writing by such party to the other.

The notice shall be addressed C/O the Client Project Manager or Vendor Liaison when sent to SIGMAnet and C/O SIGMAnet Single Point of Contact ("**SPOC**") or Service/Project Manager when sent to the Client.

EXECUTIVE SUMMARY

The City of Long Beach Technology Services Department is seeking proposals from qualified vendors to assist the City with a software and hardware upgrade of the currently installed Cisco Call Manager (CM) environment. The Cisco CM cluster currently supports approximately 2700 users at multiple City locations and a Cisco IPCC Express supports 100 agents. In addition, the Cisco CM is interfaced to a Nortel 81C PBX that services other phones within the City environment. The City's Nortel Call Pilot provides nearly all of the City's voicemail services. The interface to the Nortel would continue to be supported after the upgrade until migration from Nortel is completed.

The proposed Migration is made up of three distinct phases to be implemented in succession. Each phase is accompanied by a specific set of SIGMAnet/Client responsibilities.

- CallManger 4.1.(3) sr7 cluster will be migrated over to Cisco Unified Communication Manager 8.0(2)
- IPCC 4.0 server migrated over to UCCX 8.x
- Unity Connection 8.x Implementation, integration and migration

CONTACT & ESCALATION INFORMATION

	Resource	Contact Info	Escalates To:
1.1	Mounir Sayed Sales Manager	msayed@SIGMAnet.com Cell: 909.912.9259	VP of Sales
1.2	I-Ning Yang UC Practice Manager	IYang@SIGMAnet.com Office: 909.230.6921 Cell: 909.912.9245	Executive VP
1.3	Sanjay Sharma Project Manager	ssharma@sigmanet.com Cell: 858.204.8489	Senior Project Manager
1.4	Dennis Smith Senior Project Manager	DSmith@SIGMAnet.com Office: 909.230.7039 Cell: 909.912.9233	Executive VP

PROJECT SCHEDULE

Client will detail the project scheduled start date. SIGMAnet must receive ten (10) days notice of any work the Client wishes to perform.

Standard work will be performed during normal business hours defined as Monday - Friday 8:30 a.m. to 5:30 p.m. Work considered necessary to be completed after hours, weekends and on holidays may be scheduled at 1.5 times the standard rate. All requests for out of hours, weekend and holiday work must be received with ten (10) days notice.

PROJECT LOCATIONS

Client has specified that the following two (2) site locations are to be where the work detailed in this SOW are to be performed. Upon execution of the SOW, Client will provide detailed site information, to include address, access hours, on site contact and any other site specific information.

City of Long Beach City Hall at 333 W. Ocean Blvd
 City of Long Beach Emergency Operations Center at 2900 e. Redondo Blvd

SCOPE OF WORK

Professional Services

SIGMAnet will perform the following professional services for the Client to install, configure and test Cisco Unified Communication Manager, IPCC Express and Unity Connection. The project will be broken into three (3) phases:

Phase 1	Unified Communication Manager Upgrade
Phase 2	IPCC Upgrade
Phase 3	Unity Connection Install, Integration and migration

The current network diagram provided by the Client is detailed in Exhibit A. SIGMAnet will produce an updated diagram at the completion of the project. Proposed UC environment provided by the Client is detailed in Exhibit B.

Phase I

The following phase will define the programming of Phase II and Phase III as well as define responsibilities for those phases.

Enterprise Wide

1. Establish City Wide Dial-Plan for all sites
 - a) Design and Document old and new dial-plan
 1. Identify all DID ranges for all sites
 2. Identify all Toll Free number and terminations for all sites
 3. City of Long Beach will identify all PSTN circuits for each sites
 - b) Identify any issues with the current dial plan and come up with new dial plan if necessary
 - c) Identify and assign responsible parties
2. Go thru existing configuration of Cisco IPT environment and identify any gap not identified by the RFP
3. Identify IP subnet schema and VLAN information for the voice/data switching environment
4. Install and configure new Voice Gateways (Cisco ISR routers)
5. Migrate PRI and T1 from 6608 blade on the 6500 switch to the new ISR voice gateways
6. Configure Server name and IP information for the new servers in City Hall and EOC

7. Obtain new license files from Cisco
8. Install Upgrade Utility on Unified CM 4.1
9. Run UU to generate summary report of errors and suggested corrective actions
10. Keep fixing the issues until validation is successful
11. Export the data on existing CM by running the Data Migration Assistant
12. Install UCM 7.1 on new server
13. Install the latest DevPak for phone firmware
14. Complete DMA process and import backed up data into new Publisher
15. Upgrade 7.1 to 8.x
16. Install new subscriber
17. Apply patches if necessary
18. Customize UCM features to meet the city's requirements
19. AD integrate Call Manager to the Active Directory Domain
20. Integrate with Telesoft TeleMaster (City of Long beach may need to work with telesoft to make some minor changes)
21. Perform comprehensive check of the system and validate operational readiness
22. New Server Flash cut and test
23. Document all inbound calls flows
24. Test DR backup and data restore on non-production servers
25. Administration training for 4 Admin
 - a) Provide CallManager 8.x, UCCX 8.x Admin Training to key personnel's
26. Train the Trainer
27. Documentation
 - a) Establish complete Dial-Plan documentation to be utilized throughout the project
 - b) DR plan
 - c) New Network Diagram
 - d) Written plan and procedure to migrate the PBX from PRIs to SIP service

Phase I Responsibilities

SIGMAnet will work directly with City of Long Beach key Personnel to Plan, Design, and Implement the items listed above. Responsibilities are as follows:

SIGMAnet

The following is a list of configuration details to be programmed /performed by SIGMAnet:

- Perform After Hours upgrade for the CallManager 4.x Cluster located in City Hall to version 8.x
- Export the CallManager database in Excel format and deliver to client to develop existing dial plan documentation
- Assist in the design process of a new dial-plan that can scale with City of Long Beach
- Assist with the creation of the migration path from the existing dial-plan to the new dial-plan if necessary
- Change CallManager's integration for users from DC Directory (CallManager) to Active Directory
- Perform System Admin and Train the Trainer training as outlined in the Training section of this document

Client

The following is a list of details to be performed by Client:

- Document current dial-plan for all sites
- Document current phone users for all sites
- Document current active IPCC agents for all sites
- Provide SFTP server with login credential to setup UCM backup
- Work with SIGMAnet to document a new dial-plan that can scale with City of Long Beach
- Provide SIGMAnet the Dial-Plan documentation to be utilized throughout the project at least two weeks prior to Phase I implementation
- Assist with the creation of the migration path from the existing dial-plan to the new

- Identify and assign responsible parties for Phase I Migration
- Populate all Active Directory User Accounts with required IP Phone extension information at least one (1) week prior to implementing Unified Communication Manager Active Directory integration
- Populate all City of Long Beach Active Directory User Accounts with required IP Phone extension information
- Provide space, power and network connectivity for new servers in the data center.

Phase II

The following solution will be implemented utilizing the Standard SIGMAnet / Client responsibilities listed below for UCCX. This phase assumes Phase I of this SOW has been successfully completed.

UCCX will be performed at the same time as the Call Manager upgrade by another SIGMAnet Inc resource.

IPCCX Upgrade

1. Assess the existing call flow and queue scripts
2. Determine if any changes needs to be made before the migration
3. Perform complete backup of existing IPCC 4 system
4. Backup historical data
5. Install IPCCX 8.x on Primary server at City Hall
6. Install and configure IPCCX HA at ECOC to provide redundancy
7. Using DMA tool to migration all configurations and call center scripts
8. Integrate with UCM 8.x
9. Perform comprehensive check of the UCCX and validate operational readiness

Phase II Responsibilities

SIGMAnet will work directly with City of Long Beach personnel identified in Phase I to implement the items listed above. SIGMAnet will provide onsite engineering support in Long Beach. The standard Unified Contact Center responsibilities outlined in this document will be combined with the following Phase II specific responsibilities below:

SIGMAnet

The following is a list of configuration details to be programmed /performed by SIGMAnet:

- Perform all required programming for items listed above in accordance with Client provided documentation
- Perform After Hours upgrade for the UCCX 4.x Cluster located in City Hall to version 8.0
- Perform IPCC 8.x redundant server implementation and testing at ECOC
- Modify UCCX users accordingly to ensure successful operation of new Active Directory integration
- Perform System Admin and Train the Trainer training as outlined in the Training section of this document

Client

The following is a list of details to be performed by Client:

- The maximum allowed round-trip time (RTT) between Cisco Unified CCX server is 80 ms
- Dedicate a minimum 2 Mbps traffic dedicated to IPCCX traffic
- Provide an up to date list of agents for each UCCX Queue to be migrated from IPCC to UCCX at least two weeks prior to going onsite.
- Perform the installation of Supervisor and Agent desktop software on user's PC

Phase III

The following solution will be implemented utilizing the Standard SIGMAnet / Client responsibilities listed below for Unity Connection. This phase assumes Phase I and II of this SOW has been successfully completed.

Unity Connection Implementation

1. Install and Configure Unity Connection Server
2. Setting up the Phone System Integration
3. Setup Auto Attendant
4. Setup call handlers and directory Handler
5. Popular the System with User and Call Management Data
6. Customize the system for city of Long Beach required features
7. Configure TIMG for CO, message waiting indicator
8. Setup integration with Centramgram
9. Setup integration with Nortel Call Pilot
10. Perform comprehensive system verification process
11. Perform 50 Centramgram migrations
12. Perform 50 Nortel Pilot migration

Phase III Responsibilities

SIGMAnet will work directly with City of Long Beach personnel identified in Phase III to implement the items listed above. SIGMAnet will provide onsite engineering support in Long Beach. The standard Unity Connection responsibilities outlined in this document will be combined with the following Phase II specific responsibilities below:

SIGMAnet

The following is a list of configuration details to be programmed /performed by SIGMAnet:

- Perform all required programming for items listed above in accordance with Client provided documentation
- Perform installation of Unity Connection 8.x with licenses provided by the customer (Previous procured from AT&T)
- Perform Unity Connection 8.x redundant server implementation and testing at ECOC
- Perform System Admin and Train the Trainer training as outlined in the Training section of this document

Client

The following is a list of details to be performed by Client:

- The maximum allowed round-trip time (RTT) between Cisco Unified CCX server is 150 ms
- Dedicate a minimum 14 Mbps traffic dedicated to Unity Connection traffic
 - 100/100 ports of voicemail: 14 Mbps
 - 150/150 ports of voicemail: 21 Mbps
 - 200/200 ports of voicemail: 28 Mbps
 - 250/250 ports of voicemail: 35 Mbps
- Provide a test Centramgram account for integration
- Provide current Cisco ESW contract for the Unity Connection
- Provide current Cisco UCSS contract for license upgrade

Unified Communication Manager Responsibilities

While Cisco Unified Communication Manager offers many features, not all features available will be programmed for the installation of Communication Manger to be determined complete. SIGMAnet will program the Communication Manger to the guidelines set below. Additional features not specifically

mentioned in this document will be considered "out of scope" and change management procedures will be required to implement.

SIGMAnet

The following is a list of configuration details to be programmed by SIGMAnet for each Unified Communication Manager cluster/site:

- Provide DHCP services for phones in the Voice VLAN/subnet
- Corporate directory from either LDAP compliant database or DC Directory
- One (1) CallManager group defining a primary and backup subscriber for each Subscriber in the Cluster
- One (1) resource group defining conferencing, termination, Music on Hold and annunciate services
- Four (4) Classes of Restriction (CoR) or Classes of Service (CoS); Unrestricted, Domestic Long Distance, Local including Toll-free, Campus (no off network calls)
- 911 and 9-911 will be available from every phone in every CoS
- One (1) phone template for each phone type, two (2) phone template for 7940 and higher models
- One (1) phone softkey template for the cluster
- 900, 976, blocked as pay-per-call numbers

The following is a list of configuration details for each site connected to the Cisco Unified Communication Manager cluster(s):

- One (1) region to define audio Codec, video bandwidth and relationship to other regions
- One (1) presence group for presence or line-state status
- One (1) date/time group to define time zone and date/time format
- Call Routing
- One (1) Gateway routing groups
- Two (2) Additional Route patterns for additional dialing rules
- One (1) Additional Hunt Group
- Zero (0) Client Matter Codes
- One (1) Forced Account Code to be assigned to one (1) Route Pattern
- Five (5) Translation patterns
- One (1) Call Park range
- One (1) Call Pickup Group
- One (1) Directory Number for each phone listed in BOM
- Five Percent (5%) Additional Directory Numbers
- Two (2) MeetMe Conferencing range
- One (1) Music on Hold (MoH) pre-recorded source
- One (1) Cisco CallManager Attendant Console

Where phones are located near an existing computer, phone will utilize the single network connection for both phone and computer.

Client

- Provide final, completed System Planning documents at least two (2) weeks prior to the beginning of the on-site installation
- Provide Music on Hold (MoH) source files (.wav) or selection from included MoH files
- Provide routing configuration between the existing network (Data VLAN) and the Voice VLAN for System Administration and user administration
- PC for Cisco CallManager Attendant Console
 - Minimum Requirements: Pentium II 366-MHz processor PC, 128 MB of RAM, Microsoft Windows 2000 or Windows XP (these are minimum requirements if Attendant Console is the only application running)
- Ensure all phone locations are properly cabled, terminated and labeled

- Phones include a five (5) foot patch cable. Any additional cabling required is to be performed by Client's cabling vendor
- Provide SFTP server for backup to a location on network resource that is part of existing backup procedures
- Work with SIGMAnet to establish an Enterprise Wide Dial-Plan
- Work with SIGMAnet to develop a comprehensive migration strategy for the city
- Provide an onsite engineer for each site in the Migration to assist with the Migration and perform City of Long Beach responsibilities
- Perform all required Active Directory programming needed to support the AD integration with CallManager and Unity Connection
- Identify and provide all DID numbers and terminating device for each site to be migrated
- Identify and provide all Toll Free numbers and terminating device for each site to be migrated
- Identify and provide SRST requirements for DID & Toll Free call treatment(s) for numbers terminating at remote sites that are being serviced by Unity Connection and IPCCX

Exceptions / Special Caveats

- None

Additional Services / Features

- No Special Features

Special Considerations / Instructions / Responsibilities

- Additional Hardware may be required for Transcoding and conferencing to be implemented

Voice Gateway Responsibilities

While Cisco Gateways (Routers) offer many features, not all features available will be programmed for the installation of Gateway(s) to be determined complete. SIGMAnet will program the Gateway(s) to the guidelines set below. Additional features not specifically mentioned in this document will be considered "out of scope" and change management procedures will be required to implement.

SIGMAnet

The following is a list of global configuration details for each Gateway:

- Install and configure voice modules listed in BOM
- Rack, Stack and Power all Gateways listed in BOM
- Upgrade IOS according to feature set required and SIGMAnet recommended version
- Configure dial-plans according to Client requirements

Client

- Order all required Telephony Circuits with required features
- Provide SIGMAnet with Telco programming parameters for voice trunks (loopstart/groundstart/ISDN switchtype, DID's etc.)
- Have all Telephony Circuits Demarc extended to the location of the Voice Gateway(s)
- Provide all required line/patch cables needed to connect to the gateway
- Provide adequate power , grounding and rack space

Exceptions / Special Caveats

- None

Additional Services / Features

Special Considerations / Instructions / Responsibilities

Unified Contact Center Express Responsibilities

While Cisco UCCX offers many features, not all features available will be programmed for the installation of UCCX to be determined complete. SIGMAnet will program UCCX to the guidelines set below. Additional features not specifically mentioned in this document will be considered "out of scope" and change management procedures will be required to implement.

SIGMAnet

The following is a list of global configuration details for Cisco Unified Contact Center Express

- Install all purchased Licenses
- Perform Preliminary Discovery Workshop:
 - Identify scripts to be migrated
 - Document script parameter for all scripts to be migrated
 - Match Client provided access numbers to each script
 - Review Client provided Call Flow if any
 - Review Client provided Holiday schedule if any
 - Review any Client provided special closings and routing requirements
 - Document currently configured Agents
 - Document current queue/agent relationships
 - Determine Skills Matrix
 - Request Prompt document(s)
- Perform Migration Programming (After all Preliminary documentation & Planning is complete):
 - Migrate Scripts
 - Migrate Queues
 - Migrage Resources
 - Migrate/record prompts
 - Configure Call Routing
- Program and test initial call flow(s) and functionality in accordance with Clients approved design
- Software Installation:
 - Install Agent Desktop software (CAD) on up to two (2) designated agents
 - Install Supervisor Desktop software on up to two (2) designated supervisors
- Test call delivery to Desktop Agents to ensure functionality
- Test Supervisory Control on all Supervisor Agents to ensure functionality
- Client testing for all installed applications
- Minor modification made after Client tests
- Perform system backup

Excluded:

- Custom reporting
- Customization of Agent Desktop
- Other services and features not specifically outlined above

Client

- Provide Keyboard, Video, Mouse (KVM) and all associated connectors unless purchased separately for all purchased servers
- Provide all required RJ45 patch cables necessary to connect Clients existing patch panel to new Cisco Server(s)
- Provide adequate rack space, power/ground and network connectivity to support all purchased equipment
- Provide, install and configure UPS Battery Backup System to support purchased equipment to meet company's requirements (unless purchased through SIGMAnet)
- Provide answers to System Planning form with all required information 2 to 3 weeks prior to installation date
- Provide Holiday schedule document with all (Current Year) city Holidays

- Provide any special instructions for routing or closure call flow
- Provide Prompt documentation for current/suggested call flow/functionality
- Ensure PC for IPCC Express Cisco Agent/Supervisor software meet minimum requirements
- Ensure PC for IPCC Express Cisco Agent have correct NIC card to meet call monitoring and recording requirement.
- Install all remaining Supervisor and Desktop Agent applications
- Provide backup location on network resource that is part of existing backup procedures

Exceptions / Special Caveats

- Unknown

Additional Services / Features

- Unknown

Special Considerations / Instructions / Responsibilities

- Unknown

Training

The following training session will be provided to the customer:

Train-the-Trainer Training

SIGMAnet will perform two Train-the-Trainer sessions that will cover the following:

- Unified Communication Manager: typical operation of phone and phone features
- Unified Contact Center Express: Specific agent processes: login/logout, ready state, phone/desktop agent features. Supervisor process: monitoring, scheduling and reporting.
- Installation of Cisco Agent and Supervisor Software
- Unified Unity Connection: typical operation of VM features and configuration of users

Both Train-the-Trainer sessions will be in Long Beach California while SIGMAnet staff is onsite. All attendees required by the Client must attend one of these sessions. The Train-the-Trainer session will consist of up to 4 hours of instruction and will be provided prior to day one support (could fall on a weekend). No training will be performed during the migration unless all open items have been resolved. All Train-the-Trainer details will be planned, coordinated and executed by City of Long Beach staff. SIGMAnet will provide City of Long Beach personnel any requirements at least two weeks prior to the planned training date.

Classroom Based Training

No End User Training will be provided by SIGMAnet.

Project Deliverables

In addition to the tasks listed above, SIGMAnet will also provide documentation at the completion of the project which will include the following:

- Network Diagrams
- Manufacturer Documentation and manuals
- Configuration Files
- Other Project Related Documentation
- Copies of all training materials

PROJECT REPORTING

SIGMAnet will provide Project Management oversight for this project. The duties of the Project Manager will include:

- Project contact lists of all personnel (Client, SIGMAnet, vendors, other 3rd parties)
- Project plan creation and management
- Single point of contact for all communications
- Resource allocation for all project based engineering services
- Weekly written status updates which show prior actions, future actions, project calendar w/important dates, caveats, issues, assumptions, trouble tickets & resolutions
- Project change control activity (with a description of any out-of-scope services and associated charges to Client)
- Conference call hosting (web, audio, video) on daily/weekly or other schedules as needed
- On-site Client meetings with details emailed to you afterwards and tasks added to project
- On-site quality inspection and feedback
- Verification of project deliverables and Project Completion Sign off

FINAL SIGN-OFF

Upon notification of completion of the project, SIGMAnet/Client will schedule a final project meeting within two (2) weeks (unless an otherwise mutually agreeable time is determined) to review and finalize sign-off of the services delivered as satisfactory and complete.

In order to refuse acceptance of the Services performed, Client must provide SIGMAnet with full details that show that services do not substantially conform to the SOW. SIGMAnet shall address such non-conformance in a timely manner. SIGMAnet shall compile an action plan to correct any deficiencies and the process for acceptance detailed herein shall be repeated until such time as all deficiencies have been resolved and the services meet the requirements of the SOW. Acceptance may not be withheld due to defects in services that do not represent a material non-conformance with the requirements of the SOW.

Upon satisfactory completion of the SOW, Client will be requested to sign a Project Completion Document (PCD) at which point the project will be considered closed.

ASSUMPTION / CONSTRAINTS / DEPENDENCIES

- SIGMAnet will provide and/or validate work completion procedures and QA criteria
- Upon execution of this SOW, SIGMAnet will start the project planning process and coordinate all project activities and schedule with the Client
- SIGMAnet will not be held liable for lost or corrupted Client data
- SIGMAnet will not be responsible for disaster recovery (for example application software and reloading data after a natural disaster, fire, etc.)
- Activities not explicitly defined within this SOW will be considered out-of-scope
- The Client will provide any relevant technical data germane to the successful completion of the project based on the Client's criterion

CLIENT RESPONSIBILITIES

- Where applicable, Site shall be ready prior to the date scheduled for SIGMAnet to perform the Services. Costs associated with Customer's failure to (1) make the Site ready (as determined by SIGMAnet); or (2) meet any of the other responsibilities specified in this SOW shall be billed at SIGMAnet's then-current time and materials rates plus travel and other related expenses.

- Delays caused by the lack of completed site preparation or Customer failure to meet any responsibilities specified in this SOW shall be billed at SIGMANet's time and materials rates including travel and other expenses. Any additional costs incurred by Customer as a result of delays shall be the sole responsibility of the Customer.
- In situations where customer has failed to execute their assigned responsibilities in the time required as specified in this SOW and when doing so compresses the time allotted under SIGMANet's responsibilities that time shall be billed at SIGMANet's current afterhour's rates.
- Unless under an Agency Agreement, Customer is responsible for the ordering, installing, and testing of all data and voice circuits prior to the scheduled installation date. The Customer must ensure that Telco demarcations/circuits are extended to the equipment termination location and their identifications clearly labeled. Any delays caused by the lack of completed Telco coordination shall be billed at SIGMANet's time and materials rates including travel and other expenses. Any additional costs incurred by Customer as a result of delays shall be the sole responsibility of the Customer.
- Provide SIGMANet with network drawings (if available) depicting Client's network environment
- Client will provide a detailed inventory of all network equipment that may be directly impacted by this SOW at each location, which will include make, model and s/w version of the device
- Provide SIGMANet detailed information as to Client's current network layout that includes subnet allocation, network device locations and IP addresses where required
- Provide SIGMANet with all internal policies, procedures, standards, or service level agreements relevant to SIGMANet's performance of the services where required
- Provide SIGMANet with admin access, SNMP community strings, etc. to all network devices, servers, applications and other infrastructure as necessary to perform the work in this engagement
- Provide SIGMANet access to workstations, servers, or other network equipment, devices and facilities as required in this engagement to the extent and in the manner specified by SIGMANet
- Provide each SIGMANet team member with a safe, well-equipped working environment that includes a desk, chair, telephone, office supplies, and access to a photocopy machine, parking and security access
- Provide SIGMANet with a personnel list and scheduled interview times prior to the commencement of Services and timely access to the following personnel or functional equivalent as/if required:
 - Network Director-- current physical and logical network infrastructure, current security issues and improvement opportunities
 - Call Center Manager--help desk, break/fix, and desktop move, add and change ("MAC") activity
 - Network Engineers- implement network connections, IP addresses, and network MAC activity
- Client will be responsible for all network cabling

PRICING

Hardware

Any hardware required for this project will be quoted separately in a separate Bill of Materials ("BOM"), which can be found in Exhibit E. Payment for product will be at standard Client account terms, invoiced when products are delivered.

BOM Reference: RFP response

Should any additional hardware items be required during the implementation of this project, above and beyond the hardware detailed in the bill of materials for this project, they will be quoted by SIGMANet and will require Client approval before they are purchased.

Professional Services

SIGMANet will provide Professional Services Resources to fulfill the scope of the SOW. This team will be responsible for completing the specific tasks listed in the Scope of Work. The price is inclusive of Engineers, Project Management and project support services. The price for each site is as follows:

Please see RFP response

Payment for professional services will be invoiced as follows. An initial payment of 34% of the project total will be due at the commencement of the project. An additional 33% will be invoiced after the first four (4) sites are completed. The final 33% will be invoiced at the project completion.

- 34% upon project commencement
- 33% upon completion of Call Manager & IPCC Migration
- 33% upon project completion

Out-of-Scope Services (T&M)

Any services requested of SIGMANet personnel that are not explicitly described in the Scope of Work section, and all work that was fairly and reasonably outside the contemplation of both parties at the time this contract was made, are considered to be Out-of-Scope services. If such services are requested, SIGMANet will estimate the price of such services based on pricing table below for OOS Rates and contact the Client Vendor Liaison (or other Client-designated individual) to provide a description of the services and estimated price. Once authorized by the Client Vendor Liaison, SIGMANet will perform the work, document the service provided (and associated price) and invoice Client accordingly. OOS rates are based on standard business hours and are billed in 30-minute increments on a per resource basis. Rates for any other resource not listed below will be provided as needed based on the OOS request.

Time & Materials Project Rates (T&M per hour)	Unit Price	Total Price
Project Manager	\$125.00	TBD
Project Coordinator	\$50.00	TBD
Senior Cisco Engineer	\$175.00	TBD

Additional Work Effort (T&M)

In the event the agreed upon time, work effort or identified tasks required to complete the deliverables is exceeded, due to no fault of SIGMANet or its Technicians and personnel, and additional time is required, an additional charge will be incurred (see Table above) at thirty (30) minute increments on a per Technician basis. This charge shall continue until the agreed upon work is completed or by Client request, in writing, to cease.

Travel Costs

Based on the Client locations for this project, travel cost will not be required

CHANGE CONTROL PROCEDURE

Changes to the SOW may be requested at any time by either party. Since a change could affect the price, schedule, or other terms of this SOW, both the Client Project Manager and the SIGMANet Project Manager must approve each change before amending the SOW and implementing the change.

This procedure will be used by the Client and SIGMANet to control changes to the SOW and changes to any previously approved deliverables.

- The requesting party will create a Project Change Request ("PCR"), which will serve as the vehicle for communicating change. The PCR must describe the change, the rationale for the change, and the effect the change will have on the SOW

- The requesting party's designated Project Manager will review the proposed change and determine whether to submit the request to the other party
- The Client Project Manager and SIGMAnet Project Manager will review the proposed change and approve it, investigate it further, or reject it
- All change control documents shall be reviewed by the appropriate legal departments before work is performed
- Approved changes will be incorporated in to the SOW through written change authorizations (change orders), as appropriate
- Exhibit "C" will serve as the Project Change Request for SIGMAnet

ACCEPTANCE

IN WITNESS WHEREOF, the parties hereto have caused this SOW to be executed by their respective authorized representatives.

City of Long Beach

ACCEPTED AND AGREED TO BY:

Signature of Client representative: _____	Date: _____
Printed Name: _____	
Title: _____	
Billing Information (Name): _____	
Billing Information (Address): _____	
Purchase Order Number: _____	

SIGMAnet

ACCEPTED AND AGREED TO BY:

Signature of SIGMAnet representative: _____	Date: _____
Printed Name: _____	
Title: _____	

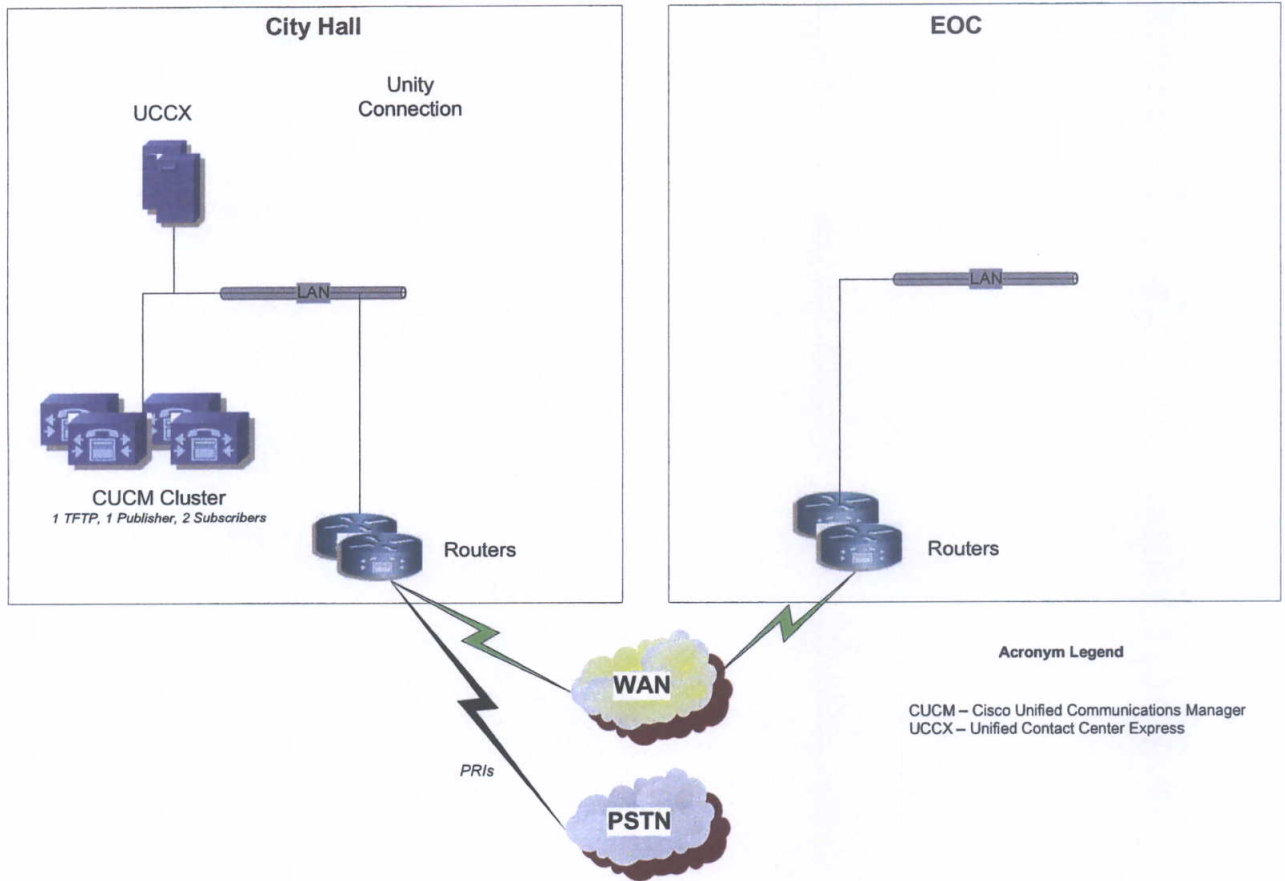
APPROVED AS TO FORM
June 1, 2011
ROBERT E. SHANNON, City Attorney
By Gary J. Anderson
GARY J. ANDERSON
DEPUTY CITY ATTORNEY

REVISION INFORMATION

Revision	Version	Author	Date
Draft	1.0	Ining Yang	08/18/10
Draft	3.0	Ining Yang	09/18/10
Final	4.0	Ining Yang	11/30/10

EXHIBIT A

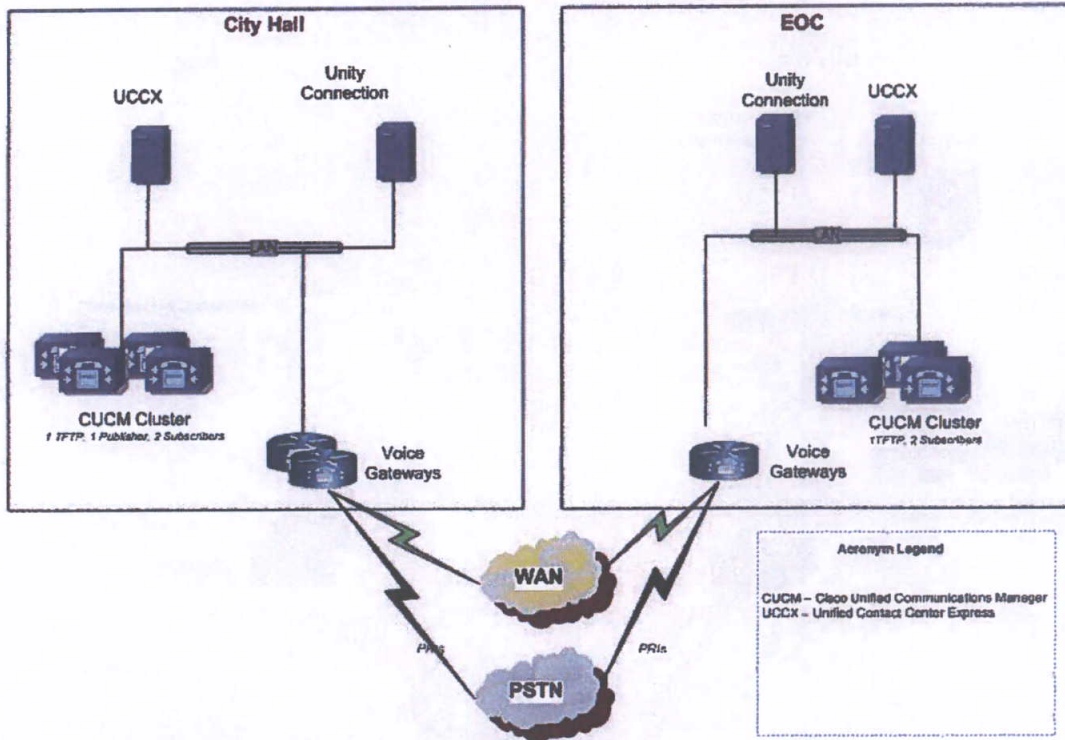
Existing Voice Network Diagram



Description: Page-1 Unified Communications Architecture			Approved: _____	Date: _____
Page: 1 of 1	Created Date: 11/6/2009	Last Edit Date: 1/15/2010	City of Long Beach	Filename: VOIP systems rfp final v2.doc

EXHIBIT B

Proposed UC Environment



Project: Page-1 Unified Communications Architecture			Approved: _____	Date: _____
Page: 1 of 1	Created: 11/16/2008	Last Edit Date: 1/15/2010	City of Long Beach	Version: VnoDiscrmo01

EXHIBIT C
Project Change Request Form

Change Request Number:	001	Date:	
Client Name:		Project Type:	
Prepared By:		Other (Explain):	
Change Request Type:		Project Start Date:	
Other (Explain):	Effective Date:		
Description of Change Request:			
Description:			
Description of Impact:			
Description:			
Estimated amount of price change - Time and Materials:			
Role	Quantity	Hours per	Total Hours
\$ Bill Rate			\$ Total Price
Estimated amount of price change - Per Unit:			

Agreement to implement along with signature of company representative authorizes stated work and changes to begin.

Authorized Signature:

Print Name:

Title:

SIGMAnet Authorized Signature:

Print Name:

Title:

Date:

Date:

Accepted:	
Accepted with Modifications:	
Rejected:	

(Please attach Modifications)

Internal Tracking and Review		
SIGMAnet Delivery Management review:		SALES Review:
Date		Date



SIGMANet, Inc.
4290 E. Brickell St.
Ontario, CA 91761

T 909.230.7500
F 909.937.9125
www.sigmanet.com

December 20, 2010

Sanford W. Taylor
Manager, Infrastructure Services Bureau
City of Long Beach
333 West Ocean Blvd. 12th Floor
Long Beach, CA 90802

CC: Ginger Shugart
Gary J. Anderson

RE: Addendum 1 for SIGMANet RFP Response for City of Long Beach Cisco Unified Communication System Upgrade No. TS 10-034.

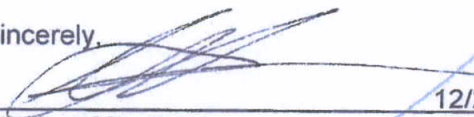
Dear Mr. Taylor,

The information given in this Addendum No. 1 is an official change, and is hereinafter incorporated into SIGMANet's RFP response and all SOW's that pertain to the City of Long Beach RFP TS 10-034 Cisco Unified Communication System Upgrade.

Pursuant to your request, SIGMANet understands the City's obligation under the Public Records Act to provide a copy of its contract(s) when a request is made, with or without the consent of the contractor. SIGMANet is pleased to respond to The City's request by making all references to any requirements or obligations in any SIGMANet "Statement of Confidentiality" in our RFP response or in any SOW presented to the City completely null and void.

We are excited about this opportunity and we firmly believe that SIGMANet is most capable organization to help The City to achieve all of its technical and business objectives. We look forward to working with The City and please do not hesitate to contact us with any questions or if further information is required.

Sincerely,



Stephen Monteros
Vice President
SIGMANet, Inc.

12/20/2010
Date

SUPERIOR SERVICE LOWER TCO
HIGHER FLEXIBILITY SUPERIOR SERVICE
LOWER TCO 1-STOP-SHOP
HIGHER FLEXIBILITY LOWER TCO
SUPERIOR SERVICE
1-STOP-SHOP HIGHER FLEXIBILITY
HIGHER FLEXIBILITY
1-STOP-SHOP
LOWER TCO SUPERIOR SERVICE



Pricing



Response to Request for Proposal Cisco Unified Communication System Upgrade for the City of Long Beach Technology Services Department

December 6, 2010

Providing Technology Solutions for over 24 Years!



City Of Long Beach Account Management Team

Corporate Senior Vice President

Neil Wada
Office: 909.230.7021
Email: nwada@sigmanet.com

Enterprise Account Manager

Mounir Sayed
Office: 909.230.7041
Email: msayed@sigmanet.com

Operations Director of San Diego

I-ning Yang
Office: 909.230-6921
Email: iyang@sigmanet.com

Inside Account Manager

Thien Cheng
Office: 909.230.7044
Email: tcheng@sigmanet.com

SIGMAnet Office Locations:

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Tel: 909.230.7500
Fax: 909.937.9125

San Diego Sales Office

6185 Corner Stone Court, Suite 101
San Diego, CA 92121

Orange County Sales Office

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8. Cost

- 8.1 Vendors must provide detailed fixed prices, including out-of-pocket expenses, for all costs associated with the solution provided.

SIGMAnet Response:

SIGMAnet Understands.

- 8.2 The City is requesting pricing for Servers, Switches, Gateways, Phones, Software, licensing and maintenance (8X5NBD SmartNet) for the Cisco UC solution. Proposers may provide cost for all solutions or just some of the solutions. Exhibit B contains an itemized list of the components that may be required for the Cisco UC environment. Add any components or services necessary for upgrading and maintaining the VOIP system that have not been included in this RFP. Delete any components or services not necessary for upgrading and maintaining the VOIP system. Substitute any components or services necessary for upgrading and maintaining the VOIP system that are undersized or oversized in this RFP. Please use the Exhibit D.xls to provide pricing for the Cisco UC environment.

SIGMAnet Response:

Please see below for proposed pricing:

Description	Extended Price
UC Upgrade – City Hall	\$262,068.10
EOC	\$49,297.80
Nortel Migration	\$343,190.14
UCSS for existing licenses	\$6,840.00
Emergency Responder – Optional	\$98,135.20
Advanced Quality Monitoring - Optional	\$88,365.20
Meetingplace 7.x - Optional	\$124,892.78
CUBEE Licenses - Optional	\$28,712.80

Total Price without optional: \$661,396.04

Total price with optional: \$1,001,502.02

- 8.3 Include Nortel trade in discounts. All price quotes will be valid for 12 months.

SIGMAnet Response:

Pricing is based on Cisco promotion.

Please refer to 8.2 for pricing information.

- 8.4 Use Exhibit E.xls to provide pricing for labor broken down by site, project and major tasks/deliverables.

SIGMAnet Response:

Please refer to Appendix B: Labor Pricing Information.

Professional Services:

Labor charges with options:

Professional Services: \$147,840.00

Labor charges without options:

Professional Services: \$96,840.00

Training:

Cisco Learning Credits for 4 Admin Cisco Certified Classes: \$12,600.00.

Item	Quantity	Unit Price	Total Price
Cisco Learning Credits - Optional	4	\$3,150.00	\$12,600.00
Professional Services - Optional	1	\$147,840.00	\$147,840.00
Professional Services - Without Options	1	\$96,840.00	\$96,840.00
Total Price with optional:			\$160,440.00
Total Price without optional:			\$96,840.00

Appendix A: Cisco UC Pricing Information

UC Upgrade – City Hall

Name	Description	Qty	Unit Price	Discount %	Extended Price
1. CommDev-SW					
VMW-UC-STD-K9-1A	VMware ESXi 4.0 Standard (2 CPU), 1 yr support required	4	2,980.00	62.00	4,529.60
Software					
VMW-VS-STD-1A	VMware vSphere Standard (1 CPU), 1 yr support required	8	Included	0.00	0.00
Services					
CON-ISV1-UCSTD1A	ISV 24X7 VMware vSphereESXi 4.0 Std,2 CPU,1yr sup	12	0.00	22.00	0.00
VMW-UC-STD-K9-1A	VMware ESXi 4.0 Standard (2 CPU), 1 yr support required	2	2,980.00	62.00	2,264.80
Software					
VMW-VS-STD-1A	VMware vSphere Standard (1 CPU), 1 yr support required	4	Included	0.00	0.00
Services					
CON-ISV1-UCSTD1A	ISV 24X7 VMware vSphereESXi 4.0 Std,2 CPU,1yr sup	6	0.00	22.00	0.00
Routers					
C3925-VSEC/K9	Cisco 3925 Voice Sec. Bundle, PVDM3-64, UC and SEC License P	2	11,995.00	62.00	9,116.20

Hardware						
3900-FANASSY	Cisco 3925/3945 Fan Assembly (Bezel included)	2	Included	0.00		0.00
C3900-SPE100/K9	Cisco Services Performance Engine 100 for Cisco 3925 ISR	2	Included	0.00		0.00
ISR-CCP-EXP	Cisco Config Pro Express on Router Flash	2	Included	0.00		0.00
MEM-3900-1GB-DEF	1GB DRAM (512MB+512MB) for Cisco 3925/3945 ISR (Default)	2	Included	0.00		0.00
MEM-CF-256MB	256MB Compact Flash for Cisco 1900, 2900, 3900 ISR	2	Included	0.00		0.00
PVDM3-64	64-channel high-density voice and video DSP module	2	Included	0.00		0.00
PWR-3900-AC	Cisco 3925/3945 AC Power Supply	2	Included	0.00		0.00
CAB-AC	AC Power Cord (North America), C13, NEMA 5-15P, 2.1m	4		0.00	62.00	0.00
CAB-CONSOLE-USB	Console Cable 6 ft with USB Type A and mini-B	2		30.00	62.00	22.80
PVDM3-128	128-channel high-density voice and video DSP module	2		6,400.00	62.00	4,864.00
PVDM3-64	64-channel high-density voice and video DSP module	2		3,200.00	62.00	2,432.00
PWR-3900-AC/2	Cisco 3925/3945 AC Power Supply (Secondary PS)	2		500.00	62.00	380.00
VVIC3-2MFT-T1/E1	2-Port 3rd Gen Multiflex Trunk Voice/WAN Int. Card - T1/E1	6		2,000.00	62.00	4,560.00
Software						
SL-39-IPB-K9	IP Base License for Cisco 3925/3945	2	Included	0.00		0.00
SL-39-SEC-K9	Security License for Cisco 3900 Series	2	Included	0.00		0.00
SL-39-UC-K9	Unified Communication License for Cisco 3900 Series	2	Included	0.00		0.00
S39UK9-15102T	Cisco 3925-3945 IOS UNIVERSAL	2		0.00	62.00	0.00
Services						

CON-SNT-3925VSEC	SMARTNET 8X5XNBD Cisco 3925 Voice Sec. Bundle, UC and SEC	6	1,100.00	22.00	5,148.00
Switch Blades					
UCS-C210M1-VCD2	Bare Metal UCS C210M1 Svr.,2xE5540 CPU,36GB RAM,10x146GB HDD	4	23,600.00	62.00	35,872.00
Hardware					
UC-A03-D146GA2	146GB 6Gb SAS 10K RPM SFF HDD/hot plug/drive sled mounted	40	Included	0.00	0.00
UC-N01-M302GB1	2GB DDR3-1333MHz RDIMM/PC3-10600/dual rank 1Gb DRAMs	24	Included	0.00	0.00
UC-N01-M304GB1	4GB DDR3-1333MHz RDIMM/PC3-10600/dual rank 1Gb DRAMs	24	Included	0.00	0.00
UC-N20-X00002	2.53GHz Xeon E5540 80W CPU/8MB cache/DDR3 1066MHz	8	Included	0.00	0.00
UC-N2XX-ABPCI03	Broadcom BCM5709 Quad Gig E card (10/100/1GbE)	4	Included	0.00	0.00
UC-R210-ODVDRW	DVD-RW Drive for UCS C210 M1 Rack Servers	4	Included	0.00	0.00
UC-R2X0-PSU2-650W	650W power supply unit for UCS C210 M1 Rack Server	8	Included	0.00	0.00
UC-R2XX-LBBU2	Battery Back-up for 6G based LSI Mega RAID Card	4	Included	0.00	0.00
UC-R2XX-PL003	LSI 6G Mega RAIDPCle Card (RAID 0, 1, 5, 6, 10, 60) - 512WC	4	Included	0.00	0.00
UC-CAB-N5K6A-NA	Power Cord, 200/240V 6A North America	8	0.00	62.00	0.00
Services					
CON-UCS5-UCSC210M	UC SUPPORT 8X5XNBDOS Bare Metal UCS C210M1 Svr.,2xE5540 CPU,	12	550.00	22.00	5,148.00
UCS-C210M1-VCD2	Bare Metal UCS C210M1 Svr.,2xE5540 CPU,36GB RAM,10x146GB HDD	2	23,600.00	62.00	17,936.00

Hardware						
UC-A03-D146GA2	146GB 6Gb SAS 10K RPM SFF HDD/hot plug/drive sled mounted	20	Included	0.00		0.00
UC-N01-M302GB1	2GB DDR3-1333MHz RDIMM/PC3-10600/dual rank 1Gb DRAMs	12	Included	0.00		0.00
UC-N01-M304GB1	4GB DDR3-1333MHz RDIMM/PC3-10600/dual rank 1Gb DRAMs	12	Included	0.00		0.00
UC-N20-X00002	2.53GHz Xeon E5540 80W CPU/8MB cache/DDR3 1066MHz	4	Included	0.00		0.00
UC-N2XX-ABPCI03	Broadcom BCM5709 Quad Gig E card (10/100/1GbE)	2	Included	0.00		0.00
UC-R210-ODVDRW	DVD-RW Drive for UCS C210 M1 Rack Servers	2	Included	0.00		0.00
UC-R2X0-PSU2-650W	650W power supply unit for UCS C210 M1 Rack Server	4	Included	0.00		0.00
UC-R2XX-LBBU2	Battery Back-up for 6G based LSI Mega RAID Card	2	Included	0.00		0.00
UC-R2XX-PL003	LSI 6G Mega RAIDPCIe Card (RAID 0, 1, 5, 6, 10, 60) - 512WC	2	Included	0.00		0.00
UC-CAB-N5K6A-NA	Power Cord, 200/240V 6A North America	4		0.00	62.00	0.00
Services						
CON-UCS5-UCSC210M	UC SUPPORT 8X5XNBDOS Bare Metal UCS C210M1 Svr.,2xE5540 CPU,	6		550.00	22.00	2,574.00
Voice and IP Communications						
CCX-70-UPGRADE	CCX 7.0 UPGRADE CCX 3.x, 4.x, 5.x, 6.x to CCX 7.0	1		0.00	62.00	0.00
Hardware						
CCX-70-UPG	CCX 7.0 Upgrade FROM 3.x, 4.x, 5.x, 6.x or 7.0 TO 7.0	1		0.00	62.00	0.00
UCSS-CCX	UCSS for Cisco Unified Contact Center Express	1		0.00	62.00	0.00

Software						
CCXIVR-W03-COA-KIT	CCX and IP IVR COA Kit: Win2003 and COA	2	Included	0.00		0.00
CCX-70-7845I-HAS	CCX 7.0 HA Server Software for 7845I or exact IBM equivalent	1	0.00	62.00		0.00
CCX-70-PRE-PRE-HAU	CCX 7.0 UPG 4.0, 4.1, 5.0 or 6.0 PRE HA to PRE HA	1	0.00	62.00		0.00
CCX-70-PU-S1	CCX 7.0 UPG 3.x, 4.x, 5.x, 6.x PRE Seat Qty 1	150	278.00	62.00		15,846.00
CCX-70-W2K-W03-HAU	CCX 7.0 UPG 4.0 HA to 7.0 HA; Includes Qty 2 Win2003 OS	1	3,990.00	62.00		1,516.20
UCSS-CCX-P-3-1	UCSS for CCX PRE for Three Year - 1 users	150	311.00	62.00		17,727.00
Services						
CON-ESW-70PUS1	ESSENTIAL SW UPG 3.x, 4.x, 5.x, 6.x PRE	450	205.00	22.00		71,955.00
CON-ESW-70UPG	ESSENTIAL SW CCX 7.0 Upgrade FROM	1	0.00	22.00		0.00
CUCM-USR-LIC	Top Level Sku For User License	1	0.00	62.00		0.00
Software						
CUCM-PAK	Include PAK Auto-expanding PAK for CUCM	1	Included	0.00		0.00
CUCM-USR	Include PAK Auto-expanding User for CUCM	5,600	Included	0.00		0.00
LIC-CUCM-USR-B	Unified Communications Manager Enh Single User-1000 to 10K	2,800	Included	0.00		0.00
UCM-7845-80-UKIT	CUCM 8.0 Upgrade Media Kit	1	Included	0.00		0.00
UCSS-UCM-PAK	Include PAK Auto-expanding UCSS PAK for CUCM	1	Included	0.00		0.00
MIG-CUCM-USR	Upgrade ala carte CM to ENH USR, 1 User	2,800	3.00	62.00		3,192.00
MIG-LIC-ANALOG	Upgrade from ala carte CM to Analog USR, 1 User	491	3.00	62.00		559.74

MIG-PUBLIC-IP-DEV	Public Space phone migration to User Licensing	8	3.00	62.00	9.12
UCM-7845-80	CUCM 8.0 7845	10	0.00	62.00	0.00
UCSS-ANLG-3-1	UCSS for UCM analog user for three Year - 1 users	491	7.00	62.00	1,306.06
UCSS-PUB-3-1	UCSS for UCM Pub user for three Year - 1 users	8	23.00	62.00	69.92
UCSS-UCM-3-1	UCSS for UCM User for three Year - 1 users	2,800	26.00	62.00	27,664.00
Services					
CON-ESW-EUSRB1K	ESSENTIAL SW Unified CommMgrEnhSgl User 1001 to 10K	8,400	4.00	22.00	26,208.00
CON-ESW-MIGLICAN	ESSENTIAL SW Upgrade f/ala carte CM to Analog USR,1U	1,473	1.00	22.00	1,148.94
CON-ESW-MIGPUBIP	ESSENTIAL SW Public Space phone migration to User Lic	24	1.00	22.00	18.72
UC Upgrade-City Hall (US Dollar)					262,068.10

EOC

Name	Description	Qty	Unit Price	Discount %	Final Price	Extended Price
CommDev-SW						
VMW-UC-STD-K9-1A	VMware ESXi 4.0 Standard (2 CPU), 1 yr support required	2	2,980.00	62.00	1,132.40	2,264.80
Software						
VMW-VS-STD-1A	VMware vSphere Standard (1 CPU), 1 yr support required	4	Included	0.00	0.00	0.00
Services						
CON-ISV1-UCSTD1A	ISV 24X7 VMware vSphereESXi 4.0 Std,2 CPU,1yr sup	6	0.00	22.00	0.00	0.00
Routers						
C3925-VSEC/K9	Cisco 3925 Voice Sec. Bundle, PVDM3-64, UC and SEC License P	2	11,995.00	62.00	4,558.10	9,116.20
Hardware						
3900-FANASSY	Cisco 3925/3945 Fan Assembly (Bezel included)	2	Included	0.00	0.00	0.00
C3900-SPE100/K9	Cisco Services Performance Engine 100 for Cisco 3925 ISR	2	Included	0.00	0.00	0.00
ISR-CCP-EXP	Cisco Config Pro Express on Router Flash	2	Included	0.00	0.00	0.00
MEM-3900-1GB-DEF	1GB DRAM (512MB+512MB) for Cisco 3925/3945 ISR (Default)	2	Included	0.00	0.00	0.00
MEM-CF-256MB	256MB Compact Flash for Cisco 1900, 2900, 3900 ISR	2	Included	0.00	0.00	0.00
PVDM3-64	64-channel high-density voice and video DSP module	2	Included	0.00	0.00	0.00

PWR-3900-AC	Cisco 3925/3945 AC Power Supply	2	Included	0.00	0.00	0.00
CAB-AC	AC Power Cord (North America), C13, NEMA 5-15P, 2.1m	4	0.00	62.00	0.00	0.00
CAB-CONSOLE-USB	Console Cable 6 ft with USB Type A and mini-B	2	30.00	62.00	11.40	22.80
PVDM3-128	128-channel high-density voice and video DSP module	2	6,400.00	62.00	2,432.00	4,864.00
PVDM3-64	64-channel high-density voice and video DSP module	2	3,200.00	62.00	1,216.00	2,432.00
PWR-3900-AC/2	Cisco 3925/3945 AC Power Supply (Secondary PS)	2	500.00	62.00	190.00	380.00
VVIC3-2MFT-T1/E1	2-Port 3rd Gen Multiflex Trunk Voice/WAN Int. Card - T1/E1	6	2,000.00	62.00	760.00	4,560.00
Software						
SL-39-IPB-K9	IP Base License for Cisco 3925/3945	2	Included	0.00	0.00	0.00
SL-39-SEC-K9	Security License for Cisco 3900 Series	2	Included	0.00	0.00	0.00
SL-39-UC-K9	Unified Communication License for Cisco 3900 Series	2	Included	0.00	0.00	0.00
S39UK9-15102T	Cisco 3925-3945 IOS UNIVERSAL	2	0.00	62.00	0.00	0.00
Services						
CON-SNT-3925VSEC	SMARTNET 8X5XNBD Cisco 3925 Voice Sec. Bundle, UC and SEC	6	1,100.00	22.00	858.00	5,148.00
Switch Blades						
UCS-C210M1-VCD2	Bare Metal UCS C210M1 Svr.,2xE5540 CPU,36GB RAM,10x146GB HDD	2	23,600.00	62.00	8,968.00	17,936.00
Hardware						
UC-A03-D146GA2	146GB 6Gb SAS 10K RPM SFF HDD/hot plug/drive sled mounted	20	Included	0.00	0.00	0.00
UC-N01-M302GB1	2GB DDR3-1333MHz RDIMM/PC3-10600/dual rank 1Gb DRAMs	12	Included	0.00	0.00	0.00
UC-N01-M304GB1	4GB DDR3-1333MHz RDIMM/PC3-10600/dual rank 1Gb DRAMs	12	Included	0.00	0.00	0.00

UC-N20-X00002	2.53GHz Xeon E5540 80W CPU/8MB cache/DDR3 1066MHz	4	Included	0.00	0.00	0.00
UC-N2XX-ABPCI03	Broadcom BCM5709 Quad Gig E card (10/100/1GbE)	2	Included	0.00	0.00	0.00
UC-R210-ODVDRW	DVD-RW Drive for UCS C210 M1 Rack Servers	2	Included	0.00	0.00	0.00
UC-R2X0-PSU2-650W	650W power supply unit for UCS C210 M1 Rack Server	4	Included	0.00	0.00	0.00
UC-R2XX-LBBU2	Battery Back-up for 6G based LSI Mega RAID Card	2	Included	0.00	0.00	0.00
UC-R2XX-PL003	LSI 6G Mega RAIDPCIe Card (RAID 0, 1, 5, 6, 10, 60) - 512WC	2	Included	0.00	0.00	0.00
UC-CAB-N5K6A-NA	Power Cord, 200/240V 6A North America	4		0.00	62.00	0.00
Services						
CON-UCS5-UCSC210M	UC SUPPORT 8X5XNBDOS Bare Metal UCS C210M1 Svr.,2xE5540 CPU,	6		550.00	22.00	429.00
					EOC(US Dollar)	49,297.80

Nortel Migration

Name	Description	Qty	Unit Price	Discount %	Final Price	Extended Price
Bundles						
VG224-4PACK Hardware	4 Pack of VG224 High Density Analog Gateway	4	0.00	62.00	0.00	0.00
MEM-224-1X128D-U	128MB DRAM Memory for VG224 (Factory Upgrade)	16	Included	0.00	0.00	0.00
MEM-224-1X64F-U	64MB Flash Memory for VG224 (Factory Upgrade)	16	Included	0.00	0.00	0.00
CAB-AC	AC Power Cord (North America), C13, NEMA 5-15P, 2.1m	16	0.00	62.00	0.00	0.00
VG224-MP Software	VG224 for MultiPack	16	4,125.00	62.00	1,567.50	25,080.00
SVGVG-12422T Services	Cisco VG200 Series IP SUBSET/VOICE	16	Included	0.00	0.00	0.00
CON-SNT-VG224-MP	SMARTNET 8X5XNBD VG224 for MultiPack	48	432.00	22.00	336.96	16,174.08
IP Phones						
CP-7911G= Hardware	Cisco UC Phone 7911G	139	225.00	62.00	85.50	11,884.50
CP-7915= Hardware	7915 UC Phone Grayscale Expansion Module	50	395.00	62.00	150.10	7,505.00
CP-PWR-CORD-NA=	7900 Series Transformer Power Cord, North America	50	10.00	62.00	3.80	190.00
CP-PWR-CUBE-3=	IP Phone power transformer for the 7900 phone series	50	45.00	62.00	17.10	855.00

CP-SINGLFOOTSTAND=	Footstand kit for single 7914, 7915, or 7916	50	33.00	62.00	12.54	627.00
CP-7942G=	Cisco UC Phone 7942, spare	83	370.00	62.00	140.60	11,669.80
CP-7962G=	Cisco UC Phone 7962, spare	341	470.00	62.00	178.60	60,902.60
Voice and IP Communications						
CCX-70-ADDON-PRE	CCX 7.0 PRE Configurable - ADD to an EXISTING deployment	1	0.00	62.00	0.00	0.00
Software						
CCX-70-ADDON-KIT	CCX 7.0 Add On Kit	1	Included	0.00	0.00	0.00
CCX-70-P-SEAT1	CCX 7.0 PRE Seat Qty 1 (agent or supervisor)	20	1,850.00	62.00	703.00	14,060.00
Services						
CON-ESW-70PSE1	ESSENTIAL SW CCX 7.0 PRE Seat 1	60	205.00	22.00	159.90	9,594.00
CUCM-USR-LIC	Top Level Sku For User License	1	0.00	62.00	0.00	0.00
Software						
CUCM-PAK	Include PAK Auto-expanding PAK for CUCM	1	Included	0.00	0.00	0.00
CUCM-USR	Include PAK Auto-expanding User for CUCM	3,378	Included	0.00	0.00	0.00
LIC-CUCM-USR-A	Unified Communications Manager Enhanced Single User-Under 1K	563	Included	0.00	0.00	0.00
UCM-7845-80-KIT	CUCM 8.0 Media Kit	1	Included	0.00	0.00	0.00
ANLG-DEV-ADD	Analog/App Only Device Add-on	250	40.00	62.00	15.20	3,800.00
LIC-CUCM-USR	License - 1 Enhanced User	563	210.00	62.00	79.80	44,927.40
UCM-7845-80	CUCM 8.0 7845	1	0.00	62.00	0.00	0.00
Services						
CON-ESW-ANLGDEVA	ESSENTIAL SW Analog, non-app device add-on	750	1.00	22.00	0.78	585.00

CON-ESW-EUSRA1	ESSENTIAL SW Unified CommMgrEnhSngle User Under 1K	1,689	10.00	22.00	7.80	13,174.20
UCSS-CCX Software	UCSS for Cisco Unified Contact Center Express	1	0.00	62.00	0.00	0.00
UCSS-CCX-P-3-1	UCSS for CCX PRE for Three Year - 1 users	20	311.00	62.00	118.18	2,363.60
UCSS-MSG Software	UCSS for Messaging Products - Unity/Unity Cxn	1	0.00	62.00	0.00	0.00
UCSS-MSG-3-1	UCSS for Messaging - 3 Years - 1 User	2,226	20.00	62.00	7.60	16,917.60
UCSS-UCM Software	Top level SKU, Unified CallManager Software Subscription	1	0.00	62.00	0.00	0.00
UCSS-ANLG-3-1	UCSS for UCM analog user for three Year - 1 users	250	7.00	62.00	2.66	665.00
UCSS-UCM-3-1	UCSS for UCM User for three Year - 1 users	563	26.00	62.00	9.88	5,562.44
UNITYCN7-LIC-UPG Software	Unity Connection, SW Feature License Add-ons	1	0.00	62.00	0.00	0.00
UNITYCN7-PAK	Product Activation Key for Unity Connection 7.0	1	Included	0.00	0.00	0.00
UNITYCN7-USR	One Unity Connection User - All user Features	2,226	65.00	62.00	24.70	54,982.20
Services						
CON-ESW-UNICN7U	ESSENTIAL SW One Unity Connection	6,678	8.00	22.00	6.24	41,670.72
Nortel Migration(US Dollar)						343,190.14

UCSS for Existing Licenses

Name	Description	Qty	Unit Price	Discount %	Final Price	Total Price
Voice and IP Communications						
L-UCSS-MSG Software	UCSS for Messaging Products - Unity/Unity Cxn	1	0.00	62.00	0.00	0.00
L-UCSS-MSG-3-1	UCSS for Messaging - 3 Years - 1 User	900	20.00	62.00	7.60	6,840.00
						6,840.00

Emergency Responder - Optional

Name	Description	Qty	Unit Price	Discount %	Final Price	Extended Price
Voice and IP Communications						
EMRGNCY-RSPNDR	EMRGNCY RSPNDR	1	0.00	62.00	0.00	0.00
Software						
ER-USR-LIC-10	EMRGNCY RSPNDR USR LIC 10 PHNS	500	Included	0.00	0.00	0.00
ER80-SW-LIC	EMRGNCY RSPNDR 80 SW LIC	1	Included	0.00	0.00	0.00
ER80-SW-MED-K9	EMRGNCY RSPNDR 80 SW MEDIA	1	Included	0.00	0.00	0.00
ER-USR-LIC-10-NEW	EMRGNCY RSPNDR USR LIC 10 PHNS NEW	500	200.00	62.00	76.00	38,000.00
ER80-SW-NEW-K9	EMRGNCY RSPNDR 80 SW NEW	1	0.00	62.00	0.00	0.00
Services						
CON-ESW-ERUSRL1	ESSENTIAL SW EMRGNCY RSPNDR USR LIC 10 PHNS	1,500	30.00	22.00	23.40	35,100.00
MCS-7845-I3-IPC1	Bare Metal MCS 7845 IBM server 1x5540 CPU, 6GB RAM,4x146HDD	2	24,000.00	62.00	9,120.00	18,240.00
Hardware						
CAB-AC	AC Power Cord (North America), C13, NEMA 5-15P, 2.1m	4	0.00	62.00	0.00	0.00
Services						
CON-SNT-7845I3P	SMARTNET 8X5XNBD Bare Metal MCS 7845	2	1,920.00	22.00	1,497.60	2,995.20
UCSS-ER	UCSS Emergency Responder Top Level SKU	1	0.00	62.00	0.00	0.00
Hardware						
UCSS-ER-1-10	UCSS EMRGNCY RSPNDR 1YR 10 USRS	500	20.00	62.00	7.60	3,800.00

Advanced Quality Monitoring - Optional

Name	Description	Qty	Unit Price	Discount %	Final Price	Extended Price
Voice and IP Communications						
CCX-70-ADDON Hardware	CCX 7.0 ADD ON to Existing Deployment	1	0.00	62.00	0.00	0.00
CCX-70-ADDON-PRE	CCX 7.0 PRE Configurable - ADD to an EXISTING deployment	1	0.00	62.00	0.00	0.00
UCSS-CCX Software	UCSS for Cisco Unified Contact Center Express	1	0.00	62.00	0.00	0.00
CCX-70-AQM-MEDKIT	CCX 7.0 PRE Advanced Quality Manager Media Kit	1	Included	0.00	0.00	0.00
CCX-70-AQM-SEAT1	CCX 7.0 PRE Advanced Quality Manager Seat Qty 1	170	595.00	62.00	226.10	38,437.00
UCSS-AQM-3-1	UCSS for Advanced QualMgmt for Three Years - 1 User	170	88.00	62.00	33.44	5,684.80
Services						
CON-ESW-70AQMSE1	ESSENTIAL SW CCX 7.0 PRE Advanced Quality Manager	510	77.00	22.00	60.06	30,630.60
MCS-7845-I3-CCX1 Hardware	HW Only MCS-7845-I3 1x5540 CPU, 6GB RAM,4x146HDD	1	24,000.00	62.00	9,120.00	9,120.00
CAB-AC	AC Power Cord (North America), C13, NEMA 5-15P, 2.1m	2	0.00	62.00	0.00	0.00
Services						
CON-SNT-7845CCX1	SMARTNET 8X5XNBD HW Only MCS-7845-I3	3	1,920.00	22.00	1,497.60	4,492.80

Optional/Advanced Quality Monitoring(US Dollar) 88,365.20

Meetingplace 7.x - Optional

Name	Description	Qty	Unit Price	Discount %	Final Price	Extended Price
Communication server						
MP-3545-40 Hardware	Cisco Unified MeetingPlace MP-3545 40UL Bundle	1	79,999.00	62.00	30,399.62	30,399.62
MP-3545MS-A	Cisco Unified MeetingPlace Audio blade, 250IP audio ports	1	Included	0.00	0.00	0.00
MP-3545MS-CHAS	Cisco Unified MeetingPlace 3545 Media Server Chassis	1	Included	0.00	0.00	0.00
MP-APPSW-7.0	Cisco Unified MeetingPlace Feature Server Software 7.0	1	Included	0.00	0.00	0.00
MP-AUDIO-UL-1	Cisco Unified MeetingPlace audio conf. single user license	40	Included	0.00	0.00	0.00
CAB-AC	AC Power Cord (North America), C13, NEMA 5-15P, 2.1m	2	0.00	62.00	0.00	0.00
MP-3545MS-A	Cisco Unified MeetingPlace Audio blade, 250IP audio ports	1	59,999.00	62.00	22,799.62	22,799.62
MP-INTEG-MSFT-7.0	Cisco Unified MeetingPlace Microsoft Integration Package	1	34,995.00	62.00	13,298.10	13,298.10
Software						
MP-LANG-7.0	Cisco Unified MeetingPlace Multi-lingual System License	1	Included	0.00	0.00	0.00
MP-MOC-7.0	Cisco Unified MeetingPlace MOC Integration	1	Included	0.00	0.00	0.00
MP-OUTLOOK-7.0	Cisco Unified MeetingPlace Outlook Integration	1	Included	0.00	0.00	0.00
MP-VIDEO-UL-1	Cisco Unified MeetingPlace video single user license	6	Included	0.00	0.00	0.00

MP-WEB-UL-1	Cisco Unified MeetingPlace web conf. single user license	6	Included	0.00	0.00	0.00
MP-WEBCONFSW-7.0	Cisco Unified MeetingPlace Web Conferencing Software 7.0	1	Included	0.00	0.00	0.00
Services						
CON-ESW-INTMSF70	ESSENTIAL SW Unified MTPLACE Microsoft Integrat-inPkg	3	0.00	22.00	0.00	0.00
CON-ESW-MPAPSW7	ESSENTIAL SW Unified MTPLACE Feature Svr SW 7.0	3	1,500.00	22.00	1,170.00	3,510.00
CON-ESW-MPAUDUL1	ESSENTIAL SW Unified MTPLACE Audio ConfSnglUsrLic	120	48.00	22.00	37.44	4,492.80
CON-ESW-MPLANG70	ESSENTIAL SW Unified MTPLACE MultiLingual Sys Lic	3	360.00	22.00	280.80	842.40
CON-ESW-MPMOC70	ESSENTIAL SW Unified MTPLACE MOC Integration	3	1,080.00	22.00	842.40	2,527.20
CON-ESW-MPOUTLK7	ESSENTIAL SW Unified MTPLACE Outlook Integration	3	1,080.00	22.00	842.40	2,527.20
CON-ESW-MPVIDUL1	ESSENTIAL SW Unified MTPLACE Video SnglUsrLic	18	72.00	22.00	56.16	1,010.88
CON-ESW-MPWIBC70	ESSENTIAL SW Unified MTPACE Web Conf SW 7.0	3	1,500.00	22.00	1,170.00	3,510.00
CON-ESW-MPWIBUL1	ESSENTIAL SW Unified MTPLACE Web ConfSnglUsrLic	18	54.00	22.00	42.12	758.16
CON-SNT-MP3545CH	SMARTNET 8X5XNBD MTPLACE 3545 Media Svr Chassis	3	1,200.00	22.00	936.00	2,808.00
CON-SNT-MP3545MA	SMARTNET 8X5XNBD MTPLACE AudioBlade 250IP Audio Ports	6	4,000.00	22.00	3,120.00	18,720.00
Voice and IP Communications						
MCS-7845-I3-RC2	MP MCS-7845-I3,4x300 HDD,8GB RAM,Quad-Cores	1	26,000.00	62.00	9,880.00	9,880.00

Hardware

CAB-AC	AC Power Cord (North America), C13, NEMA 5-15P, 2.1m	2	0.00	62.00	0.00	0.00
Services						
CON-SNT-M7845RC2	SMARTNET 8X5XNBD MP MCS-7845-I3,4x300 HDD	1	2,080.00	22.00	1,622.40	1,622.40
UCSS-MTPLACE	UCSS MeetingPlace Bundle	1	0.00	62.00	0.00	0.00
Hardware						
UCSS-MP-INTG-1-1	UCSS MeetingPlace Integrations 1 year - 1 ul	40	30.00	62.00	11.40	456.00
UCSS-MP-WEB-1-1	UCSS MeetingPlace Web Licenses 1 year - 1 ul	40	117.00	62.00	44.46	1,778.40
Software						
UCSS-MP-AUD-1-1	UCSS MeetingPlace Audio Licenses 1 year - 1 ul	40	104.00	62.00	39.52	1,580.80
UCSS-MP-VID-1-1	UCSS MeetingPlace Video Licenses 1 year - 1 ul	40	156.00	62.00	59.28	2,371.20
Optional MeetingPlace 7.x(US Dollar)						124,892.78

CUBEE Licenses - Optional

Name	Description	Unit Price	Discount %	Final Price	Qty	Total Price
Default						
FL-CUBEE-100-RED=	Unified Border Element Ent Lic, 100 Sessions, Redundancy	12,995.00	62.00	4,938.10	4	19,752.40
FL-CUBEE-25-RED=	Unified Border Element Ent Lic, 25 Sessions, Redundancy	3,895.00	62.00	1,480.10	4	5,920.40

Router Blades

SL-39-SEC-K9=	Security Paper PAK for Cisco 3900 Series	2,000.00	62.00	760.00	4	3,040.00
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CUBE Licenses(US Dollar) 28,712.80

Project Total(US Dollar) 28,712.80

Appendix B: Labor Pricing Information

Project Labor Costs

S#	Item Description	Total	Resource 1	Resource 2	Resource 3	Resource 4	Resource 5	Resource 6
A	City Hall							
A.1	CM 4.x to UCM 8.x							
A.1.1	Perform complete backup of the UCM Publisher system and prepare for the upgrade using the Data Migration tool.	\$2,800						
A.1.2	Install VMware ESXi on new Cisco UCS Servers	\$5,200						
A.1.3	Install UCM and complete DMA process.	\$5,600						
A.1.4	Install / Upgrade Subscribers	\$2,240						
A.1.5	Upgrade code on Cisco VoIP phones	\$2,120						
A.1.6	Upgrade codes on Cisco VG224 and VG248	\$4,200						
A.1.7	Upgrade PSTN gateways	\$2,240						
A.1.8	Resolve any issues with the current Dial Plan and correct any overlapping Dial Plans.	\$2,800						
A.1.9	Customize UCM features to meet the City's requirements.	\$3,600						
A.1.10	Perform comprehensive check of the system and validate operational readiness.	\$2,240						
A.1.11	Day 1 2 3 Supprt	\$2,400						
A.1.12	Documentation	\$2,240						
	CM 4.x to UCM 8.x Total	\$37,680						
A.2	IPCCX to UCCX							
A.2.1	Assess existing call flow and queue scripts	\$5,600						
A.2.2	Make changes to scripts for the migration	\$4,240						

A.2.3	Install VMware ESXi on new Cisco UCS Servers	\$1,800					
A.2.3	Install new IPCCX server and HA Server	\$2,240					
A.2.4	Migrate from 4.x to 8.x	\$5,240					
A.2.5	Perform comprehensive check of the system and validate operational readiness.	\$2,240					
	IPCCX to UCCX Total	\$21,360					
A.3	Install Unity Connection Server 1						
A.3.1	Install and Configure Unity Connection	\$3,200					
A.3.2	Setup Auto Attendant	\$2,240					
A.3.3	Setup directory handler and call handler	\$1,120					
A.3.4	Populate the System with User and Call Management Data	\$4,000					
A.3.5	Configure TIMG for CO, message waiting indicator	\$4,000					
A.3.6	Integration with Centigram and 50 migration	\$3,360					
A.3.7	Integration with Nortel Pilot and 50 migration	\$3,360					
A.3.8	Documentation	\$2,240					
	Install Unity Connection Server 1 Total	\$23,520					
B	ECOC						
B.1	Install 2 UCM subscribers						
B.1.1	Install VMware ESXi on new Cisco UCS Server	\$1,800					
B.1.2	Install / Upgrade Subscribers	\$2,240					
	Install 2 UCM subscribers Total	\$4,040					
B.2	Install Unity Connection Server 2						
B.2.1	Integrate second Unity connection server with Primary	\$2,240					
	Install Unity Connection Server 2 Total	\$2,240					
C	Nortel Migration						
C.1	Nortel Migration	\$8,000					

96,840.00

Project Total

Attachments

Attached please find the following attachments:

- Attachment A – Certification of Compliance with Terms and Conditions of RFP
- Attachment B – Pro-Forma Agreement.
- Attachment C – Statement of Non-Collusion.
- Attachment D – Equal Benefits Ordinance Disclosure Form.