City of Manhattan Beach

Request for Proposal

#992-15

For a new

Telecommunications Platform

RFP Issued: 9/8/2014

Bidder's Conference: 9/16/2014

Response Due Date: 10/08/2014

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EXECUTIVE OVERVIEW

In this section, the Vendor should deliver an introduction to, and summary of, the Request for Proposal (RFP) response and its specific fit for the City of Manhattan Beach. It should be structured so anyone reading only this section will have a clear understanding of the response and why the solution best fits the City of Manhattan Beach's specific requirements. City of Manhattan Beach requires a Visio (or equivalent) drawing that shows the internetworking of all equipment quoted, on the next page for easy reference. Please limit this response to 2-4 pages and directly address City of Manhattan Beach's stated requirements.

Response:

Response: "COMPLY"

The lifespan of your new VoIP telephone system—whichever one you choose—exceeds, statistically, the expected tenure of everyone who has created or read this RFP Response. This is to say, that the odds are that each one of us will change jobs, employers and/or professions while your new VoIP system is installed. Statistically, this is true.

Given that this is the case, and we live in uncertain economic times, we think the best way to evaluate the solutions before you is to imagine the following scenario:

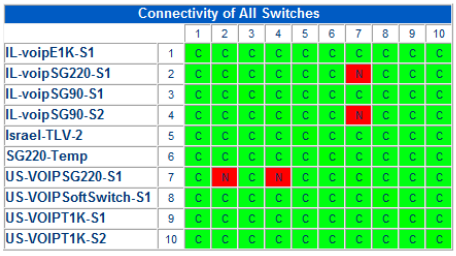
- It's March 19th, 2023.
- The City has just experienced a VoIP CPU failure.
- Further financial austerity has constrained all IT budgets.
- No one is available internally who has ever managed the system.
- No documentation exists.
- The only employee available has never worked on a phone system, but received an alert of an equipment failure by email.

Admittedly, this is a worst-case scenario, but we see these types of situations all the time.

In such an instance, ShoreTel's web-based management tool, ShoreWare Director, provides an intuitive interface in PLAIN ENGLISH. There are no acronyms or industry jargon. We favor point & click simplicity and drop-down menus to speed system management.

Our network health graph is easy to understand—it shows the health of every ShoreTel ShoreGear appliance on the network. Green is good. Red is bad. Immediately, your staff member knows where the problem is.

Because our solution is resilient—and not merely redundant—a spare appliance or a slice of your VMWare with a current database has already taken the place of the failed unit. These are 1U / half-width Solid State appliance with No Spinning Media. They take less power than a light bulb—and are relatively cheap: $1,000 to $3,000 or even FREE if placed in VMWare



As ShoreTel has NEVER abandoned a client, the odds are they never will. A company that invested in ShoreTel 1.0 in 1997 who stayed current on support is running ShoreTel 14.2 today with just one (1) hardware refresh.

As much as this opportunity is about selecting the right technology, it is more about the forming the right partnership with the supporting VAR.

PACKET FUSION: We have one mission in life and that is to be the best UC partner on the planet. We have grown to $20M+ in sales by focusing exclusively on ShoreTel VoIP Solutions and are their largest VAR in the Western U.S. We are

the vendor of choice for over 30 California government/educational agencies and over 500 ShoreTel customers world-wide.

PFI was formed in 2002 to better support end users both in technology and service and to also fill the gap of quality service being delivered to small and medium sized organizations. We are respected in the industry due to our customer service levels and our level of certification with ShoreTel.

Packet Fusion's key vendor relationship as Platinum Partner with ShoreTel attests to the skill, experience and record of customer satisfaction. Our value lies in our expertise and in our ability to understand the customer's needs and requirements and when dealing with VoIP, we are experts at designing the entire network to ensure the solution functions correctly. The network design/configuration is as important, if not more important, as the chosen solution.

Packet Fusion provides telephony solutions to mid-market and enterprise companies. We specialize in Voice over IP, Video, LAN/WAN applications, wireless technology, switching, routing and advanced, enterprise communication networks. We offer a world class portfolio of products and services with unparalleled customer satisfaction.

Through strong vendor relationships and exceptionally skilled in-house resources, we've built an extensive portfolio of infrastructure hardware, management systems and applications. Whether you have a 20-person single site or a 5,000-line worldwide enterprise, Packet Fusion will provide a specialized team to ensure a successful project completed on time and on budget. Our experienced engineers work closely with your team to design, implement and maintain communications solutions that satisfy critical business needs. We build strong, long-lasting relationships with our customers based on consistent quality and responsiveness.

Packet Fusion offers a variety of communication networking services. Unique to our organization, and a key benefit for you, is our commitment to making certain that not only the proper hardware is identified and delivered, but also that the network is set up and functioning properly, users are trained, and monitoring and support mechanisms are in place to ensure the network's effectiveness as well as your company's overall success.

Packet Fusion Services Include:

- Network Operations Center (NOC) 24 x 7 x 365
- 4 Hour Onsite Emergency Response
- Consulting and Implementation
- VoiP Lan / Wan Assessments
- Contact Center Design and Implementation
- Disaster Recovery / Business Continuity Planning
- Training for end users & system administrators
- Dedicated Account Management
- Dedicated Project Management

ShoreTel Awards / Accolades:

- Circle of Excellence (top 10 vendors worldwide) – 2007, 2008, 2009, 2010, 2011, 2012 and 2013
- Partner of the Year (#1 partner worldwide) – 2008 & 2010

- Partner of the Year (#2 partner worldwide) – 2011
- Government/Education Partner of the year - 2011
- Major Account Partner (MAP) of the Year – 2008 & 2010
- Volume Achievement (#2 worldwide) - 2010 & 2011
- Million Dollar Club – 2006, 2007, 2008, 2009, 2010 and 2011
- Customer Satisfaction above 95% (currently at 98.69%)
- #1 Volume in Western US, 5 years running.
- "Gold" certified ShoreTel VAR. Highest certification available
- Currently service the 3 largest multi-site single system image of ShoreTel
  - Gensler & Associates - 3,700 lines - 37 locations worldwide
  - CNET/CBSi - 3,200 lines - 14 locations worldwide
  - Robert Half International - 14,000 lines - 200+ locations worldwide

We have 19 engineers today dedicated to ShoreTel. Our 24/7/365 NOC is located in San Mateo with 100% of all internal mission critical applications being replicated in our Southern California office. A standard offering of ours is the proactive monitoring of your network. We utilize Kaseya and have custom-tailored it to work specifically with ShoreTel. We have done such a good job with it that Kaseya uses us to use their software to monitor their own ShoreTel system.

Packet Fusion is pleased and excited to work with The City of Manhattan to replace their phone, call center and voicemail infrastructure with a ShoreTel IP Telephony System. We understand you have put a lot of time and consideration into the preparation of this project and we are confident that we have put together a comprehensive solution at an extremely competitive price point.

Packet Fusion believes it is critical that The City of Manhattan select a solution that provides dial tone with a level of availability and reliability that meets or exceeds that of TDM-based solutions with 99.999% uptime with complete redundancy built in throughout the solution. For this reason, we are proposing a ShoreTel VoIP system.

The high level design is shown in the diagrams and throughout our proposal as well as described in the following text.

WE LOVE YOUR DESIGN!

OUR SOLUTION:

Our solution utilizes ShoreTel Gateways (IP/FXO/FXS/ISDN) at each location for local call control. The beauty of our telephony solution is that all sites (up to 200) are part of a single system image with no single point of failure. A single system image allows you to spread the above gateways (1 rack U/ ½ width) across your IP network and it is one phone system.

- Feature transparency between all locations.
- IP phones register locally to gateways, not back to a Big Iron central server.
- Single database for all telephony and voicemail functionality and management.
- Single licenses structure. Move users from location to location easily.
- All users get true Unified Communications (UC) with our Personal Communicator
- Unmatched redundancy / resiliency.

ShoreTel's system architecture and especially your design has no single point of failure and is a SINGLE SYSTEM with one database to manage for the entire system. Our unique distributed model has multiple built-in redundancies at all levels to safeguard voice communications and deliver 99.999% of availability. Even in the event of a power failure, ShoreTel provides automatic fail over to the PSTN for continuous dial tone. In the event of a server failure, ShoreTel accepts calls without disruption or loss of dial tone – switching and routing is facilitated by the distributed ShoreGear switches. Temporary loss of voice applications (voice mail, automated attendant, etc.) can be avoided by implementing high availability servers (included in our proposal) or in a VMWare environment.

The ShoreGear voice modules are 100% distributed and do not rely on each other. If a ShoreGear voice switch goes out of service, only the users on that individual switch are impacted. IP phones associated with that ShoreGear switch have the ability to failover to another ShoreGear switch (N+1) which was included in your design. The phone will automatically do this with no reboot. N+1 has been configured to ensure the most redundant solution. This additional ShoreGear switch can be located anywhere in you network, but we have placed it at the Piedmont campus.

Mean Time Between Failure on ShoreGear Switches is projected at 15-20 years. All hardware devices are self-contained, solid state devices with no moving parts (other than a fan and on/off switch). VxWorks/LINUX, the embedded OS was developed for high availability systems – flight control systems and health care applications (pace makers run VxWorks).

This architecture is extremely robust and will provide the safe and secure dial tone for The City of Orange, this includes the following:

- ✓ Inherent remote survivability – With call control distributed to each location, dial tone is not dependent on the wide area network (which is typically the weakest link). In the event of a WAN outage, the call control is already running on the local ShoreGear voice switches and operation will continue without event.

- ✓ Embedded control – Each and every ShoreGear voice switch has >99.999% availability since the solution uses flash memory instead of spinning media. The call control also runs on VxWorks which is used in pacemakers and the Mars lunar rover.

- ✓ N+1 redundancy (included) – In the unlikely event a voice switch does fail, they can be configured with "N+1 reliability" so IP phones can automatically re-register to another voice switch at the site.

- ✓ PSTN failover – In the event the WAN does fail, the system supports PSTN failover such so that calls from an extension at one site will automatically route to an extension at another site using the PSTN.

While redundancy / resiliency is a key element of ShoreTel value proposition, its desktop applications steal the show. Every desktop will have ShoreTel Personal Communicator (PC) implemented. PC provides a visual, information-rich interface for managing and controlling communications. The Communicator works with the user's telephone whether they are at work using an IP phone, on the road using a softphone, or even while teleworking using their home telephone. Communicator is available in two versions. A Personal version for basic requirements and presence or a Professional version featuring softphone and peer to peer video.

The strength of the ShoreTel solution is the fact that we are open and provide The City of Manhattan the flexibility of either using the native unified communications applications (ShoreTel Communicator), unified messaging (voice mail with Outlook integration) or integrate with Microsoft Lync (optional). You can mix and match based upon your business requirements, which gives you great flexibility.

The ShoreTel Communicator integrates natively with MS Outlook without the need to touch your MS Exchange. This solution provides Contact, Calendar and Inbox (voice mail) integration without any additional hardware or software.

In City Hall, we will deploy the ShoreGear appliances to provide call control for the phones and PSTN gateways. The ShoreWare Director will also be placed in City Hall to provide a centralized administration system for all other sites as well as the N+1 switch for local and WAN redundant fail over for IP resources. Also, we are proposing the ShoreTel's Workgroups for the ACD Call Center with an option to go to the next level or highest level of contact center with ShoreTel's Enterprise Contact Center (ECC). We believe, while we do not comply with all the desired items for the call center, that Workgroups is a very powerful in-skins call center and significantly less expensive (roughly $20,000 less expensive) than ECC.

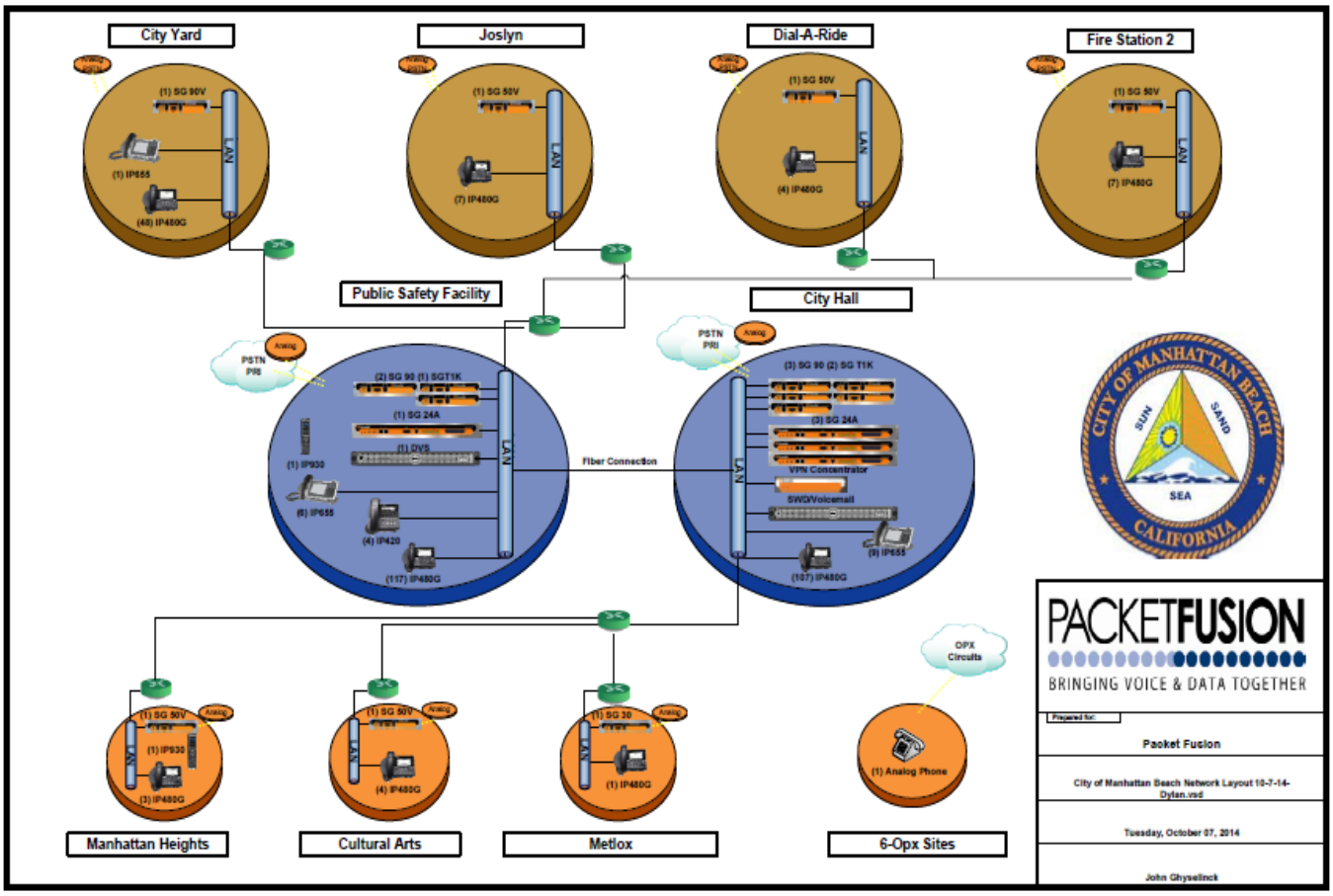
We will be deploying ShoreGear appliances at each and every other location for local survivability. At Public Safety, we have also place a Distributed Voicemail Server (DVS) to provide voicemail for Public Safety and City Hall. We have placed ShoreGear (SG) "50V's" appliance at all other locations with the exception for Metlox where we place an SG30 to save money. The SG "V's" have local voicemail and auto attendant for business continuity in WAN failures. Should any of these "V's" fail, the N+1 appliance at City Hall will take over call control for those users and the voicemails will fail up to the DVS at Public Safety. Should the DVS also fail, voicemail will all fail up to the ShoreWare Director at City Hall = 3 layers of redundancy/resiliency!!!!!

As mentioned, with the distributed architecgture, we are proposing ShoreGear voice switches, at each location to maintain survivability at each location in the event of a WAN failure for emergency purposes and to support gateway connectivity to the PSTN as well as faxes and modems The ShoreGear voice switches will also provide all the call control intelligence, via flash memory, for all the IP phones at each location.

The remote locations would have a child relationship to the parent ShoreWare Director / Voicemail server to ensure uptime and business continuity in the event of a WAN failure for another layer of redundancy/resiliency.

As an option, we have also included the required software and professional service to integration with Microsoft Lync, per the requirements set forth in this RFP along with pricing for the requested optional items – Call Accounting and a 10 port Conference Bridge.

Below is what your environment will look like:



SHORETEL: Our proposal leverages ShoreTel's unique distributed / single-system architecture to provide the most redundant / resilient UC system available today.

The IT industry today is embracing Cloud, Mobility and Collaboration initiatives more than ever before.

CLOUD: ShoreTel is the clear leader in Cloud-based VoIP, having recently purchased M5, which is now called ShoreTel Sky. While we can deliver a full UC cloud solution with all call control in the cloud, we don't feel this is the right solution for the County. Where cloud does come in play is to augment our on-premise ShoreTel solution. Imagine if you wanted applications/features such as: Conferencing, Mobility, Disaster Recovery, Voicemail, Call Center, etc., and you could choose if you want them on-premise or in the cloud all while being managed by the same single web interface. This will be delivered in 2014.

MOBILITY: With ShoreTel's acquisition of Agito Networks 3 years ago, we became the leader in the mobility space. Today, we have a fully-integrated mobility solution that allows seamless UC feature sets from IP phone, to desktop to smart phone. Conference, Transfer, Presence, IM, Video, Voicemail, etc., are standard features on our mobility client that works over WiFi, Cellular and 3G/4G/LTE. We support iPhone, Android and Blackberry handsets.

COLLABORATION: ShoreTel's in-skin Service Appliance 400 (SA-400) is our audio/web/IM engine. Scalable to 1,000 ports audio, 500 Web and 20,000 IM users, this appliance allows for seamless integration to Outlook, to

ShoreTel's desktop Communicator and to our Mobility offering. From desktop sharing to IM and presence on your smart phone this appliance is managed by the same single web-based portal by which the remainder of your ShoreTel system is managed.

We have also taken the liberty of addressing the requested optional items as follows:

SHORETEL RECORDING – OPTIONAL

"COMPLY"- With the press of a button, the user can record a call. The call would be recorded to their voicemail box and saved as standard WAV file. This is included in the base price.

"OPTIONAL COMPLY" – this requires the ShoreTel Call Recording solution.

The ShoreTel Call Recorder Application is composed of both the Call Recorder service and the associated ShoreTel Call Recorder administration application. The ShoreTel Call Recorder service is a Microsoft Windows service and is also referred to in this document as a "Record Server." Record Server instances run on one or more ShoreTel headquarters (HQ) and/or application (DVS) servers and, through the configuration of "Recording Profiles", can automatically record calls and then place copies of the resulting recordings in potentially multiple file system locations. The service can also optionally inject recordings into one or more ShoreTel voice mail boxes.

In addition to the Call Recorder Service, the Call Recorder Administration Utility is a separate administrative program which can be installed on the same server as the Record Server or on any workstation which can access the Record Server(s) via a local area network. This program allows the configuration of one or more Record Servers even where some of those servers are remote from the PC where the administrative program is running. The settings that can be configured include those which control the overall operation of a given Record Server as well as the settings for each of the Recording

Profiles configured within this Record Server.

The ShoreTel Recorder Client allows users/agents to control the decision as to which call recordings are saved when the call disconnects using a small Windows application which runs from the user's tray. The ShoreTel Call Recorder Web Player provides web-based file management and playback functions. It allows users/agents to locate, listen to, download and delete the recording files. The player plays back recordings on user/agent's computer or phone. The use of the player is optional. Customers can use Windows Media Player for playback if the playback function is seldom needed. In order to both distribute media resource loading and decrease WAN streaming load imposed by having all calls recorded on a single ShoreTel voice mail server, multiple copies of the Enhanced Call Recorder service can be installed. Record Servers are typically distributed one per DVS and one on the Headquarters server such that each can manage recordings within its own site. Each Record Server uses a dedicated ShoreTel route point configured for its use. While a call is being recorded, data will stream from the trunk used to connect a caller to this route point which will be hosted on the same machine where the Record Server is running. To minimize WAN traffic, the route point extension should be located at the same site as the trunks being recorded.

Features

The ShoreTel Call Recorder supports many powerful and flexible features including:

- The ability to record a single call for multiple purposes and then save the recording to multiple file system locations and/or inject the recording into multiple ShoreTel voice mail boxes.

- Easy configuration via a rich client to create and modify "Recording Profiles" that determine which calls are recorded and when Recording Profiles include a list of stations to be considered for recording.

- Which calls are actually selected for recording is based on the Recording Profile's record filter. A record filter can base the decision on one or more of the following:

- The connected ID (the caller or called number)

- A specific ShoreTel Call Property set to a specific value or to 'any' value

SHORETEL CONFERENCING - COMPLY

While the ShoreTel system can be configured to accommodate 6 party Ad-Hoc conferencing inherently, which is what we have configured the proposed solution to do, the ShoreTel system has an optional, but included, Conference Bridge that provides meet me conferencing, application and desktop sharing. The solution provides leader codes, participant codes. It integrates into the Personal Communicator for instead desktop sharing as well as into MS Outlook for booking meetings with conference services. The bridge comes is 10-port increments and has an audio-only or audio+web license. We have included a 10 port bridge to also reside in the Town's existing VMWare environment to save roughly $2,000. We have also included the OS.

Unifying voice and data helps improve collaboration and productivity ShoreTel's Converged Conferencing delivers a next-generation collaboration solution that unifies audio conferencing, desktop/application sharing, instant messaging, virtual meeting rooms, on-line presentations, and multi-media recording with one easy-to-use interface. The system's simplified management and exceptional reliability enables organizations to easily manage collaborative activities in-house and helps reduce costs. Key features include:

Reliability Built In

ShoreTel Converged Conferencing is built on an embedded, Linux-based appliance with redundant disk-drives to provide enterprise-class reliability. The system's web-based management and report interface make it simple and easy to administer.

Secure Audio and Web Conferencing

Passwords and SSL streaming keep documents secure while secure pass codes, locked conferencing, and a visual display of who's on the call keep the audio calls safe from eavesdroppers as well.

Outlook Integration

Schedule your audio and web conference right inside your Outlook appointment by simply responding "Yes" to a conference and having the software automatically assign your access codes and paste them into your meeting invitation.

Conference Recording

Multimedia recordings store the audio from the call, along with the documents presented to keep an archive of the event or to enable the distribution of the information to a broad audience without having to repeat the session over and over again.

Dial-Out Capability

Eliminate the dead time associated with waiting for parties to join a conference on time by simply dialing out and proactively bringing them into the meeting. In addition, the Web-based interface lets customers and foreign employees request a call-back.

With all of these vital collaboration tools available at the click of the mouse, communications - both internal and external - improve to provide faster responses to your customers and more informed decisions for your business.

ShoreTel Converged Conferencing is an internal solution that pays for itself through the elimination of expensive audio and web conferencing services. What's more, with the ability to share your documents and applications - and even take control of a remote PC - you can reduce travel costs across the enterprise by eliminating the need for so many face-to-face visits.

CALL ACCOUNTING - OPTIONAL

We have also provided the required Call Accounting system to reside at the PD. If bill back is not a requirement, you could also save another $4,885 as the inherent CDR capabilities provide in-depth reporting capabilities to satisfy all your requirement with the exception of rate tables and bill back.

Here is a brief description of the inherent (FREE) solution provided by the ShoreTel system:

Manage your Toll and WAN usage The ShoreTel system provides centralized Call Detail Reporting for multi-location enterprises. Rather than having multiple CDR databases and the inherent complexity of reviewing such data, the call detail reporting spans all locations. Without the inherent complexity, you can spot under-utilized trunks driving down service provider feeds, as well as track network performance across your WAN links.

Call Detail Reporting

The ShoreWare Call Detail Recording service generates call records for all locations into a single, unified database on the ShoreWare server—there is no need for "buffer boxes" and "polling devices" to integrate CDR data from multiple sites. Bundled reports provide information on trunk, user, workgroup, and network activity. Using database tools, knowledgeable individuals can create custom reports tailored for specific needs. The ShoreWare CDR Service also generates call records into a text file for use by third-party call accounting packages.

Call Detail Reporting

CDR database

Integrated archival

Bundled reports:

User activity

Trunk activity

Workgroup agent activity

Workgroup queue activity

WAN activity

Third party integration

Space-delimited CDR output

FAX SERVER - OPTIONAL

While ShoreTel does not have a fax mail server, we provide several different options and find that Multi-Tech to be the most economical feature rich solution.

MULTI-TECH

Our family of fax server solutions allows users to receive faxes wherever they are as e-mails and send faxes from any application that can print. By taking headquarters fax functionality and pushing it out to remote locations and mobile sales force, businesses cost-effectively increase productivity, while ensuring a high degree of security for both the sender and the recipient. Multi-Tech's FaxFinder is an easy to manage, scalable solution that is green and environmentally friendly, as it eliminates the need to keep paper records of fax communication.

The **FaxFinder® V.34 fax server is a turnkey solution that connects to an** analog port(s) or via SIP trunks of a PBX capable of DID to DTMF conversion. It converts faxes to PDF or TIFF files allowing the user to send, receive, and route faxes

to/from the desktop from any application that can print. Available in 1-, 2-, 4- or 8-port models, it provides for easy set-up and configuration via its web interface, and provides error correction for fast, reliable fax transmissions.

AVAILABLE FEATURES:

- Available in 1, 2, 4 or 8 port models.
- Utilizes DTMF to route faxes to email.
- Faxes converted to PDF or TIFF files.
- Includes a send fax client compatible with Windows Vista, 2003, XP and 2000.
- Build one fax of multiple documents from multiple applications.
-Schedule faxes to sent at a later time.
- Faxes are routed to first available FaxFInder fax server.
- Super G3 V.34/33.6K fax compression.
- MH, MR and MMr compression.
- Error Correction Mode (ECM) provides fast and reliable fax transmission.
- Informs user of failed transmission via email.
- Connects to 10/100BaseT Ethernet

Selection Guide

		FaxFinder® Analog Models		FaxFinder® IP Model	
Use Cases		• POTS lines • IP Phone System through station ports • Legacy Phone Systems		• SIP Trunks direct to FaxFinder • IP Phone System through SIP and T.38	
Hardware		Separate hardware models to support different port requirements		• One hardware model with 2-channels. • License upgrades to add additional channels	
Pages per Day	Up to 960 pages	FF240	2-port	FF240-IP	2 channel
	Up to 1,920 pages	FF440	4 port	FF240-IP	4 channel
	Up to 2,880 pages	FF840	8 port	FF240-IP	6 channel
	Up to 3,840 pages	FF840	8 port	FF240-IP	8 channel

Below are sample list prices:

FAX SERVER						
1	**FF240**	**Multi-Tech 2-Port V.34 Fax Server**	**$**	**1,799.00**	**$**	**1,799.00**
0	FF440	Multi-Tech 4-Port V.34 Fax Server	$	2,599.00	$	-
0	FF840	Multi-Tech 8-Port V.34 Fax Server	$	4,199.00	$	-

CONCLUSION

Along with the existing aging system, one of The City of Manhattan business drivers for a new phone system is the management of your telephony network. The City of Manhattan along with most other government/educational and enterprises are short staffed and putting in a system that makes more work for your employees would have a crippling effect on your organization. ShoreTel has won many unbiased awards as the easiest phone system in the world to manage. One of Packet Fusion's accounts with over 3,000 lines is Gensler & Associates. Along with the help of Packet Fusion, they manage the entire enterprise with 2 people. They also had 1,000 lines of Avaya they implemented 12-24 months ago that they are swapping out with ShoreTel. The reason for this is "Avaya is unsupportable". Over a million dollars spent 12-24 months ago and they are tearing it all out for ShoreTel. In the words of a Gensler employee, "ShoreTel is a breath of fresh air…. It just works."….

Packet Fusion specializes in VoIP and has the expertise, tools and support staff for a successful partnership with SMUHSD. As our name says, Packet Fusion, we bring voice and data together. We would welcome the opportunity to explore our solution further.

Packet Fusion can easily meet and exceed your expectations of your Telephony upgrade. We have industry leading technology with a support team assembled to cater to your every need. We have the references to prove that our solutions work and our support is top notch. All we ask is for you to call our customers, especially our long list of government/educational agencies in the state of California and ask about their experience with Packet Fusion.

We also have the ability to virtualize a ShoreTel Collaboration Service Appliance to provide instant messaging at no charge to the city as well as Virtual ShoreGear Switch to replace the proposed n+1 redundant ShoreGear 90 Switch also at no cost..

Thanks and we look forward working with you on this project.

REQUEST FOR PROPOSAL

1 RFP OVERVIEW

City of Manhattan Beach (City or Client or Customer) has over 35,000 residents in southwestern Los Angeles County, California. The City wishes to replace its aging Mitel communications technology platform with a new system at its multiple locations. While this requirement is driven in part by the age and serviceability of the current system, the City also wishes to use the opportunity to evaluate new technology that might increase productivity or enhance service quality. The City of Manhattan Beach is looking for a complete platform replacement.

The City of Manhattan Beach supports:

1. Approximately 460 employees with 375 handsets in 16 sites, and
2. Approximately 311 desktop devices/computers.

The City of Manhattan Beach has upgraded its local-area network (LAN) with 10/100/1000 Mbps Cisco edge switches supporting power over Ethernet (PoE). The City is in the process of upgrading its wide-area network (WAN) with fiber optic connectivity.

The City-owned Mitel SX2000 Light PBX system that was installed in 2001 is aging and parts replacement is becoming difficult. The City of Manhattan Beach will be seeking proposals for a new state of the art voice and data solution that will fulfill the needs of the City in the future and enhance the community experience today.

The primary goal of the Request for Proposal (RFP) is to replace the existing telephone system with a modern VoIP phone system with integrated voice mail having:

1. Enhanced Business Continuity capabilities to support City operations, including Police and Fire, during events and emergencies
2. Integrated Messaging
3. Integration to Microsoft Lync for IM and presence and click to call from the Lync client (option)
4. Contact center (ACD) capabilities to improve operations in departments having high call volumes
5. Enhanced mobility options

The City of Manhattan Beach is seeking proposals for the installation of a new Telecommunications platform that will support their sites from qualified respondents (Vendor). City of Manhattan Beach has retained Communication Strategies (Com-Strat), an independent technology consulting firm, to assist in the design and selection of this new platform.

1.1 CLIENT BACKGROUND

History:

City of Manhattan Beach was incorporated on December 2, 1912. After World War II the desirability of the area and the development of the defense industry brought many new residents. The City provides a full range of city services to a population of over 35,000 and is a full service organization with Police and Fire Departments. More information may be found at: http://www.citymb.info The City Council has developed a mission statement and three-year goals:

Mission:

"The City of Manhattan Beach is dedicated to providing exemplary municipal services, preserving our small beach town character and enhancing the quality of life for our residents, businesses and visitors."

Three-year Goals for 2012-2015 (not in priority order):

Maintain and enhance financial stability
Increase organizational effectiveness and efficiency
Maintain and enhance city facilities, programs and infrastructure
Encourage engagement and increase participation of residents and businesses

2 VENDOR INSTRUCTIONS FOR RESPONSE

This RFP is not an offer by City of Manhattan Beach to enter into a contract under these or any other terms. Acceptance of a proposal neither commits City of Manhattan Beach to award a contract to any Vendor, even if all requirements stated in this RFP are satisfied; nor limits City of Manhattan Beach's right to negotiate in its best interest. City of Manhattan Beach reserves the right to reject all proposals and not make a decision, or to contract for only a portion of the project. City of Manhattan Beach shall have the right to modify the terms of this RFP without notice, and to make its selection decision on any basis, in its sole discretion. All costs for proposal preparation are the responsibility of the Vendor.

2.1 SCHEDULE OF EVENTS

Dates	Activity
9/8/2014	RFP distribution
9/15/2014	**Intent to Bid**
9/16/2014 @ 1PM PDT	**Recommended Bidder's Conference (Teleconference – Dial-in Number (559) 546-1230 code 241383#)** Vendors are highly encouraged to participate in the bid conference. Please note that all items or questions brought up during the conference, may not necessarily be released in an addendum.
9/24/2014 @ 5 PM PDT	**Vendor Questions Due**
9/30/2014 @ 5 PM PDT	Answers to Vendor Questions Due
10/08/2014 @ 11 AM PDT	**Responses Due**
10/21/2014 – 10/23/2014	Vendor Demonstrations
11/5/2014	Decision Award
11/19/2014	Final Negotiations
12/2/14	Council Approval
12/9/14	Contract Signed
12/16/2014	Vendor Kickoff
1/28/2015	Equipment delivered to site
2/11/2015	LAN/WAN upgrades complete
1/28/2015 – 3/11/2015	Equipment Installation, Programming, and Vendor Testing
3/11/2015 – 3/20/2015	User Acceptance Testing
3/22/2015	**Cutover**

2.2 CONTACTS

Vendors may contact Gwen Eng at City of Manhattan Beach at the address below for any questions related to this RFP. Salient responses will be posted on the City's website as addenda to the RFP. Telephone calls are permitted; however, verbal communications are not binding and should not be relied upon until confirmed in writing. Email communications should be carbon copied to Communications Strategies at the email address listed below.

Contact Name: Gwen Eng
Company: City of Manhattan Beach General Services
Address: 1400 Highland Avenue, Manhattan Beach, CA 90266
Phone Number: (310) 802-5567
Email: geng@citymb.info
Email (CC): dennis@com-strat.com

2.3 INTENT TO BID

Vendors are encouraged to notify City of Manhattan Beach of their intention to bid, or not to bid, by the date noted above. You should use the form below for your Intent to Bid and it may be copied into an email response to City of Manhattan Beach and Communication Strategies Addendum communications will be delivered to the contacts delineated in the Intent to Bid. We reserve the right to add Vendors at any time to ensure that we have a sufficient pool of responses from which to evaluate.

Vendor Company Name:	Packet Fusion, Inc.
Sales representative name, telephone number and email address:	Terrin Bailey, 949 748 8512, tbailey@packetfusion.com Kasey Nelson, 949 748 8518, knelson@packetfusion.com Dylan Smith, 949 748 8513, dsmith@packetfusion.com
Technical advisor name, telephone number and email address:	John Ghyselinck, 650 292 6022, jghyselinck@packetfusion.com
State the Manufacturer, System, and Model Vendor intends to propose:	ShoreTel 14.2
# of people who will attend the Mandatory Bidder's Conference:	4

2.4 RFP RESPONSE FORMAT

2.4.1 City of Manhattan Beach's requirements are summarized in this RFP document, as well as the RFP Schedules. Both documents should be reviewed in order to engineer a solution that is fully compliant. For the Vendor's convenience, most sections of the RFP have a sub-section x.1 where City of Manhattan Beach's Specific Requirements are summarized. Remaining sub-sections of the RFP ask general questions regarding the functionality and architecture of the solution being quoted.

2.4.2 The RFP response document and RFP Schedules must stand without appendices or reference to other technical documents. Vendor should assume that appendices will not be read in evaluating solutions – even if the Vendor refers the reader to them (except where allowed specifically in the RFP question.)

2.4.3 Vendor should respond in the Word and Excel documents provided, with inline responses. Responses should be stated in the body of the document following the specific questions and highlighted in **BLUE**. The following styles have been created for your convenience. Please note your compliance in bold and explain only as necessary on the next line.

Response: COMPLY, OPTIONAL COMPLY, PARTIAL COMPLY, or DO NOT COMPLY

Response text – You may describe your compliance here.

Response: "COMPLY" - Packet Fusion, Inc. has read and understands the above

It is important to note that any material modification to the questions in this RFP by the Vendor will result in immediate rejection of that proposal. Do not add or delete rows or columns, change formulas, or re-label any cell in the Excel documents. If an error in the RFP is noted, please bring it to City of Manhattan Beach General Services' (carbon copy to Communication Strategies) attention as soon as possible.

2.5 PROPOSAL DELIVERY

Sealed, printed (double sided preferred but not required), full color, RFP responses must be delivered VIA COURIER to the addresses below. A soft-copy of the RFP and response documents are **also required** and should be in Microsoft Office format allowing us to save a copy as an editable file for internal review. The RFP response should contain five (5) hard copies and one (1) electronic editable copy on labeled media (company name and RFP title) as a single document (optimized and compressed). Vendors are solely responsible for ensuring timely receipt of their responses. **Postmark date will not constitute timely delivery.**

Sealed proposals must be submitted to the Office of the City Clerk/City of Manhattan Beach, at 1400 Highland Avenue, Manhattan Beach, CA 90266, (5 signed original + 1 electronic copies). **Proposals will be received until 11 AM PST, Wednesday, October 8, 2014.**

2.6 TECHNOLOGY PREFERENCE

Customer expects that vendors will bid a system that reflects current technology and supports industry direction.

2.6.1 Customer prefers a Voice over IP telephone system, as this appears to clear standard for R&D and feature development for most manufacturers and the industry in general. Customer and Communication Strategies expect that most Vendors will bid a new VoIP telephone system infrastructure to support the requirements of this RFP with VoIP connectivity between branches, and VoIP telephones at the desktop. Any other architecture will require significant risk analysis and cost justification.

2.6.2 Customer would only consider the use of traditional TDM digital telephones if they would support the same feature package as VoIP telephones, there was a superior business case for using TDM, and the cost savings were very significant.

2.6.3 Customer prefers an on-premises solution. Non-premise solutions, such as Hosted, Cloud and SaaS solutions, will be considered if they are compliant with the requirements stated in the RFP. Vendors should describe any unique savings or advantages of their solution in the Executive Summary or body of the RFP response. Vendors providing non-premise solutions should use the Monthly Recurring Costs (MRC) Schedule A that is provided in the RFP Schedules.

2.6.4 Customer would be willing to consider reusing elements of the current telecom infrastructure if there was a significant cost saving and it did not restrict their ability to implement desired functionality now, and in the future. If you are not reusing their current infrastructure, you may quote a trade-in price for the PBX currently installed.

2.6.5 Vendors that wish to provide a quote to upgrade the existing phone system are strongly encouraged to provide two bids – one as an upgrade to the currently installed TDM technology, the second as a complete and new VoIP installation. Any such quote requires that the new system functionality be implemented without any degradation or interruption in service to the existing telephone system. The logistics of deploying the new system while the old system remains operational should be considered.

Response: "COMPLY" - Packet Fusion, Inc. has read and understands the above

2.7 EVALUATION PROCESS

All proposals received by the specified deadline will be reviewed by the Evaluation Committee for content, proposed service costs, and capabilities of the Vendor. After initial screening, the Evaluation Committee may shortlist, for further evaluation, those Vendors deemed most qualified based on a review of the proposals. Interviews or demonstrations may be conducted with one or more Vendors as part of the final selection process. Vendors are advised that City of Manhattan Beach, at its option, may award a contract strictly on the basis of the initial proposals. The proposals will be evaluated on:

2.7.1 RFP Compliance and Responsiveness: A complete response to the RFP that complies with the RFP requirements with a minimum of exceptions. A concise response that draws exact parallels to City of Manhattan Beach's needs with a minimum use of boilerplate marketing material or overly technical language.

2.7.2 Reliability: A system that has a proven track record of reliability as well as an architecture that is inherently fault tolerant.

2.7.3 Functionality: The ability for the system to improve how City of Manhattan Beach conducts business. The efficiency and effectiveness of all staff at City of Manhattan Beach is critical to its long-term success.

2.7.4 Cost Effectiveness: A cost effective solution in the initial purchase, as well as the ongoing maintenance and servicing of the system.

2.7.5 Manufacturer Vision and Stability: Provider's commitment to excellence in telecommunications equipment, financial stability, market share, and technological vision for the future.

2.7.6 Vendor Experience: Evaluation of the Vendor's experience in the design and implementation of similar telecommunications systems and technologies, and vendor reputation. Evaluation of Vendor's ability to provide a structured, organized implementation that meets City of Manhattan Beach's requirements.

2.7.7 Warranty/Maintenance Support: Ability to provide timely support during the installation, warranty period, and ongoing maintenance.

Response: "COMPLY" - Packet Fusion, Inc. has read and understands the above

2.8 VENDOR DEMONSTRATIONS

City of Manhattan Beach has set aside the dates noted in the Schedule of Events for Vendor Demonstrations with the Vendors that make the short list. Demonstrations should be local within Southern California region and will be scheduled at 9AM or 1PM of the days noted. Vendors should reserve space at their demonstration facility or Executive Briefing Center for those dates. Vendors should submit their 1st and 2nd choice for demonstration dates as well as the address of the demonstration facility they will be using, when providing their Contact Information in Section 3.

2.9 PRICING REQUIREMENTS – COMPLIANCE REQUIRED

2.9.1 Every item within this section is required for an RFP response to be considered compliant. Non-compliant responses may be excluded from consideration.

2.9.2 **Schedule A** – Pricing Worksheet has been provided in Excel format for your convenience. Place costs for all taxable items such as software, hardware and licenses under hardware, and all non-taxable items under labor. If an area does not apply, please enter: "Included", "$0", or "NA" (Not Available), depending on the circumstance, in the total area with an explanation in the notes area. If an area is left unfilled, it will be assumed to be $0 (included at no additional cost).

2.9.3 Vendor must also provide an itemized **Bill of Material** detailing parts, quantities and models organized in a similar fashion to Schedule A. Line item pricing is not required on this form.

2.9.4 **Schedule B** – Site Summary delineates the specifications for the system at installation. Vendor must state whether the response complies with each requirement and desired capacity. "Spares" noted on Schedule B do not require a user license as they will either be for internal stock, or used in conjunction with a deskphone.

2.9.5 **Schedule C** – Requirements Summary lists desired features and functionality (in addition to this RFP document) of the new system. In the Requirement Column, City of Manhattan Beach has noted whether it is: "Required" - should be included in vendor's base pricing to be compliant; "Should Have but Optional" - highly desired but should be priced as an option if it is an optional cost item; "Nice to Have" - desired but unlikely to be purchased if it is an extra cost item; or "None" - feature is not desired.

Vendors should respond in the Compliance Column: "Comply" – included at no additional cost; "Optional Cost" – available at additional cost, but not included in the base price; "Partial Comply" – included in the base pricing, and generally (though not exactly) provides the functionality requested; "Do not Comply" – is not available on the phone system, even as an option.

In the Notes Column, Vendors should provide costs for optional items, and explanations for partial compliance.

2.9.6 Vendor must include charges for all hardware and labor required to connect all components, all design charges, Telco interface hardware, cross-connects and wiring harnesses to support analog trunks/stations, rack mounting hardware, taxes, duties, shipping, travel and training charges.

2.9.7 Vendor will supply all servers (including servers to host required virtual servers if recommended) and Operating System software (including Windows or VMware if required) for ALL applications proposed in their solution. Customer may decide to host servers in their Virtual Compute environment, and/or provide Windows OS before final contract negotiation, however including the cost of servers in the evaluation process provides for an apples to apples cost comparison.

2.9.8 All hardware, software and installation must include a minimum of a 1 year replacement warranty including onsite labor, if needed. The cost of this warranty/maintenance should be included on Schedule A, where indicated.

2.9.9 Maintenance charges for years 2-5 should be calculated on the fully installed solution (not including optional items that are listed below the total line on Schedule A). Pricing quoted on Schedule A should reflect any combination of Manufacturer and Vendor maintenance required to meet the requirements of this RFP. Maintenance will not be prepaid, but a 5-year total term contract may be signed as long as there is the ability to terminate the contract with 30 days notice prior to the yearly anniversary of the contract effective date. Otherwise, City of Manhattan Beach will sign for a 1 year contract that may be renewed up to 5 years.

2.9.10 City of Manhattan Beach expects the Vendor to perform minor software release upgrades of the systems as required for maintenance compliance, and as needed to fix bugs and security issues. Vendor should include software bug fixes and minor release updates for 5 years in their proposed equipment or maintenance cost. These software upgrades will be performed by the Vendor, and no additional labor costs will be assessed by the Vendor to support these upgrades.

2.9.11 City of Manhattan Beach expects to perform major release upgrades of the systems every couple of years in order to take advantage of newer features and functionality. Vendor is required to provide pricing to upgrade all major components of the response (PBX, Voice Mail, ACD, Reporting, routers, switches, etc.) to a current version of software after year 3. If the manufacturer has not specified this price, Vendor should provide the cost to upgrade from the software version available on the equipment 3 years ago, to the version available today. If the systems have not existed for 3 years, please use the price of the last major x.0 upgrade on the software. The price should include the Vendor's labor charge for installing and testing the upgrade to all systems and any required hardware upgrades. If the Manufacturer includes major release software upgrades in the proposed maintenance, Vendor should include the labor charge for installing and testing the upgrade. If software upgrade subscription is separately priced, Vendor should include the cost of 3 years of software upgrade support in order to perform the required upgrade in year 3.

Response: "COMPLY" - Packet Fusion, Inc. has read and understands the above.

2.10 PAYMENT SCHEDULE

City of Manhattan Beach agrees to the following payment terms.

- 25% due upon contract execution
- 25% due upon equipment delivery to specified Client site, inventory and validation
- 40% due as progress payments - invoiced by Vendor after Installation and User Acceptance Testing of the phases delineated in Schedule A and Schedule of Events
- 10% due within 30 days of Delivery and Acceptance

Response: "PARTIAL COMPLY" - Packet Fusion, Inc. has read and understands the above and would ask to negotiate payment terms at mutually agreed upon schedule which falls somewhere between the above mentioned and our standard payment terms as noted below. We are extremely flexible, but we also need to protect our interest, as do our customers.

- 50% payment due upon award
- 30% upon delivery of equipment
- 20% upon project completion

Packet Fusion feels that a happy middle ground would be as follows:

Proposed Terms:

- 30% due upon contract execution
- 30% due upon equipment delivery to specified client site, inventory and validation
- 30% due as progress payments - invoiced by Vendor after Installation and User Acceptance Testing of the phases delineated in Schedule A and Schedule of Events
- 10% due within 35 days of Delivery and Acceptance, by phase.

2.11 VENDOR RFP AUTHORIZATION

To receive consideration, proposals shall be made in accordance with the following general instructions:

1. The signature of all persons signing the proposal shall be in longhand and the primary signer shall have the authority to bind the proposer to the offer. The completed proposal shall be without interlineations, alterations or erasures.
2. Only the signed hard copy of the RFP response will be considered for the award of the contract. No oral, telephonic, telegraphic, faxed or emailed proposals will be considered for final award.
3. The submission of a proposal shall be an indication that the proposer has investigated and fully satisfied themselves as to the customer requirements and site conditions that will be encountered, and the scope of the work to be performed.
3. The pricing provided by this proposal is all-inclusive pricing for the turnkey installation of the solution proposed.
4. **This RFP, your response to the RFP, Appendices, Schedules, Addenda and written modifications to the RFP requirements will be incorporated into the final contract as indicative of the overall scope of work under which you are awarded the contract (and as a material inducement for City of Manhattan Beach to enter into contract), further defining the contractual responsibilities of the Vendor.**

Full Legal Name of Company: Packet Fusion, Inc.
Signer's Name and Title: Todd Peterson, CFO
Address: 1900 S. Norfolk Street, Suite 100, San Mateo, CA 94403
Phone #: 415.292.6053
Email: tpeterson@packetfusion.com
Contractor's License Number and/or Federal ID #: Fed ID 26-0012307

The following individual is an authorized officer of the company with the authority to commit the company to the terms and requirements of this RFP. This individual, or their agent, has had the opportunity to review this Request for Proposal and asserts compliance with the requirements therein; except where noted otherwise.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct:

_____ _____

Signature Authorizing Vendor RFP Response **Date**

3 VENDOR INFORMATION

3.1 CONTACT INFORMATION

Bidding Company Name:	Packet Fusion, Inc.
Head Office Address:	PFI - San Francisco Bay Area, HQ 1900 South Norfolk St., Suite 110, San Mateo
Branch Office (responding to this RFP) Address:	PFI - Irvine 18025 Skypark Circle, Suite H Irvine, CA
Sales Representative name, telephone number and email address:	Terrin Bailey, 949 748 8512 tbailey@packetfusion.com Kasey Nelson, 949 748 8518 knelson@packetfusion.com Dylan Smith, 949 748 8513 dsmith@packetfusion.com
Technical Advisor name, telephone number and email address:	John Ghyselinck, jghyselinck@packetfusion.com – 650-292-6022
State the name and model number for the manufacturer, telephone system, and voicemail system being proposed?	ShoreTel, ShoreGear Rls-14.x (various = 24A, 30, 50V, 90, 90V, 220T1, 220T1A, T1K)
What model numbers of telephones are being proposed?	ShoreTel (IP 420, IP 480g, IP485, IP655, IP930D)
What is the ACD manufacturer, platform and software level being proposed?	ShoreTel, ShoreTel Voicemail Rls-14 with 254 ports
What is the IVR manufacturer, platform and software level being proposed?	ShoreTel Enterprise Contact Center (ECC) 9
What is the LAN/WAN infrastructure manufacturer, model numbers, and port density being proposed?	N/A
Will the Vendor install the product or use business partners?	Packet Fusion, Inc. will install the entire phone system
Will the Vendor sub-contract any portion of their Scope of Work in this RFP, if so to whom?	No, Packet Fusion, Inc. will install the entire phone and data systems
# of manufacturer certified technicians employed by the Vendor within 2-hour driving distance of the City of Manhattan Beach Head Office; and total # of technicians certified on this platform.	Packet Fusion employs 6 certified technicians that are within a 2 hour driving distance to CITY OF Manhattan Beach Head Office.
Which Warranty/Maintenance Level or Package is included in the base proposal for the first year and additional years?	Yes, Packet Fusion, Inc. included the 1st year maintenance in the base proposal. A 3 and 5-year option are also included.
Who will provide warranty/maintenance service and who will City of Manhattan Beach call when service is needed (Vendor, Manufacturer, Joint, other, etc.)?	Packet Fusion
1st date choice for demonstration if considered for shortlist:	October 21, 2014
2nd date choice for demonstration if considered for shortlist:	October 23, 2014
Location for Vendor demonstration if considered for shortlist:	Customer Site

3.2 VENDOR BACKGROUND

3.2.1 Provide a brief (two or three paragraphs) overview and history. Describe the organization of your company.

Response: "COMPLY"

PFI was formed in 2002 to better support end users both in technology and service and to also fill the gap of quality service being delivered to small and medium sized organizations. We are respected in the industry due to our customer service levels and our level of certification with ShoreTel.

Packet Fusion's key vendor relationship as Certified Platinum Partner with ShoreTel attests to the skill, experience and record of customer satisfaction. Our value lies in our expertise and in our ability to understand the customer's needs and requirements and when dealing with VoIP, we are experts at designing the entire network to ensure the solution functions correctly. The network design/configuration is as important, if not more important, as the chosen solution.

Packet Fusion provides telephony solutions to mid-market and enterprise companies. We specialize in Voice over IP, Video, LAN/WAN applications, wireless technology, switching, routing and advanced, enterprise communication networks. We offer a world class portfolio of products and services with unparalleled customer satisfaction.

Through strong vendor relationships and exceptionally skilled in-house resources, we've built an extensive portfolio of infrastructure hardware, management systems and applications. Whether you have a 20-person single site or a 5,000-line worldwide enterprise, Packet Fusion will provide a specialized team to ensure a successful project completed on time and on budget. Our experienced engineers work closely with your team to design, implement and maintain communications solutions that satisfy critical business needs. We build strong, long-lasting relationships with our customers based on consistent quality and responsiveness.

Packet Fusion offers a variety of communication networking services. Unique to our organization, and a key benefit for you, is our commitment to making certain that not only the proper hardware is identified and delivered, but also that the network is set up and functioning properly, users are trained, and monitoring and support mechanisms are in place to ensure the network's effectiveness as well as your company's overall success.

Packet Fusion Services Include:

- Network Operations Center (NOC) 24 x 7 x 365
- 4 Hour Onsite Emergency Response
- Consulting and Implementation
- VoiP Lan / Wan Assessments
- Contact Center Design and Implementation
- Disaster Recovery / Business Continuity Planning
- Training for end users & system administrators
- Dedicated Account Management
- Dedicated Project Management

ShoreTel Awards / Accolades:

- Circle of Excellence (top 10 vendors worldwide) – 2007, 2008, 2009, 2010, 2011, 2012 and 2013
- Partner of the Year (#1 partner worldwide) – 2008, 2010 & 2012
- Partner of the Year (#2 partner worldwide) – 2011
- Government Partner of the year - 2011
- Major Account Partner (MAP) of the Year – 2008 & 2010
- Volume Achievement (#2 worldwide) - 2010 & 2011
- Million Dollar Club – 2006, 2007, 2008, 2009, 2010 and 2011
- Customer Satisfaction above 95% (currently at 98.69%)
- #1 Volume in Western US, 5 years running.
- "Gold" certified ShoreTel VAR. Highest certification available
- Currently service the 3 largest multi-site single system image of ShoreTel

- Gensler & Associates - 3,700 lines - 37 locations worldwide
- CNET/CBSi - 3,200 lines - 14 locations worldwide
- Robert Half International - 14,000 lines - 200+ locations worldwide

3.2.2 Please state how many years your company has been installing this manufacturer, this system, and this particular model. How many customers does the Vendor have with this exact same system and version, installed within 2 hours of City of Manhattan Beach's head office?

Response: "COMPLY"

PFI has been supplying ShoreTel solutions to the market place for 8+ years now.

Packet Fusion currently supports roughly 550+ installed customers/systems with 22,500 installed ports globally with 95% of this being domestic. These are currently under support/maintenance agreements with us. We also support roughly another 725 customers on a Time and Materials (T&M) basis. ShoreTel (manufacturer) currently supports over 11,000 installed customers/systems with over 1 million installed ports globally with 94% of this being nationally. The majority of our customers are located in the San Francisco Bay Area, Central Valley and the Los Angeles area. Version 14.2 has been on GA for a couple of months now and all of our new customers are being deployed with this version of ShoreTel and PFI has this version installed in our offices as well.

Our telecom dedication and experience is very strong as evidenced by some of our larger customers we support:

Concordia University, Allan Hancock College, True Religion Jeans, Gemological Institute of America (GIA), California Credit Union, Kubota Tractor Corporation, Robert Half International, CBSi (CNET), Gensler, City of Orange, City of Laguna Beach, City of El Cajon, City of Thousand Oaks, Golden Rain Foundation (Laguna Woods), Brandman University, UC Berkley, Ketchum University, Pacific Clinics, Golden State Warriors, CIG as well as over 500+ other customers.

Notable Packet Fusion City and other Government Customers

PACKETFUSION

Notable Packet Fusion Education Customers

PACKETFUSION

3.2.3 How many offices does the Vendor have in North America? What is the address of the closest permanent physical office to City of Manhattan Beach where you maintain inventory for the repair of the system you are quoting? If applicable, how will the Vendor provide sales, installation, warranty and maintenance support in cities where they have no on-site personnel?

Response: "COMPLY"

Packet Fusion Headquarters is located at 1900 S. Norfolk Street, Suite 110, San Mateo, CA 94403.

Packet Fusion has 2 service centers in California. As evidenced by our references, we not only support several organizations with multiple locations domestically, but we also support several global organizations. Packet Fusion will perform all the sales, installation, warranty and maintenance for all locations being proposed.

San Francisco Bay Area, Corporate Headquarters

1900 South Norfolk Street, Suite #110

San Mateo, CA 94403-1161

Office: (650) 292-6000

Fax: (650) 292-6030

Southern California -This is the closest location to City of Manhattan Beach.

18025 Skypark Circle, Suite H

Irvine, CA 92614

Office: (949) 748-8500

Fax: (949) 748-8510

3.2.4 City of Manhattan Beach prefers that the project manager and lead engineer for this project be based within a 2-hour drive of City of Manhattan Beach City Hall. Please confirm your intended compliance. Please summarize your process for training and certifying Project Managers, Lead Engineers, and Lead Technicians.

Response: "Comply"

The Project Manager and lead for this this project are both based within a 2- hour drive of City of Manhattan Beach City Hall.

All Project Managers, Lead Engineers and Lead Technicians are trained in the field under the tutelage of Senior Packet Fusion Employees which hold the same position. The Project Manager, the Lead Engineers and the Lead Technicians that are assigned to the this project will have not no less than 5 years' experience working in the Telecommunications as well as no less than 5 years working with the ShoreTel System.

All Lead Engineers and Lead Technicians will carry current certifications from ShoreTel and will have played an active role in the deployment of at least 5 other municipalities.

3.2.5 Please summarize your Manufacturer certifications, sales volume, Distributor tier and any special recognition awarded by the system manufacturer you are proposing.

Response: "COMPLY"

Packet Fusion is ShoreTel PLATINUM Certified. Packet Fusion's sales volumes was $21 million last year. PFI purchases all of our licenses and equipment directly from ShoreTel.

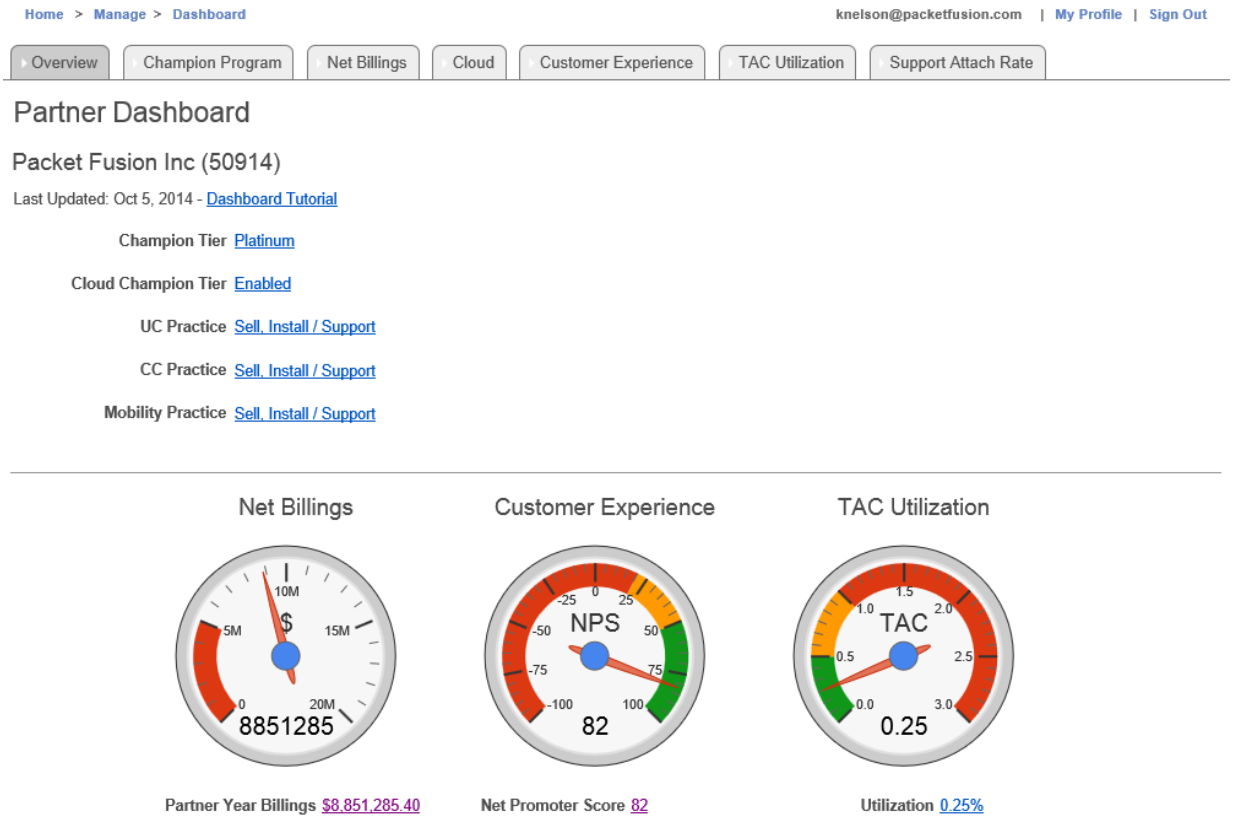
ShoreTel Awards / Accolades:

- Circle of Excellence (top 10 vendors worldwide) – 2007, 2008, 2009, 2010, 2011, 2012 and 2013
- Partner of the Year (#1 partner worldwide) – 2008, 2010 and 2012
- Partner of the Year (#2 partner worldwide) – 2011
- Government Partner of the year - 2011
- Major Account Partner (MAP) of the Year – 2008, 2010 and 2012
- Volume Achievement (#2 worldwide) - 2010 & 2011
- Million Dollar Club – 2006, 2007, 2008, 2009, 2010, 2011, 2012 and 2013
- Customer Satisfaction above 95% (currently at 98.69%)
- #1 Volume in Western US, 6 years running.
- "Gold" certified ShoreTel VAR. Highest certification available
- Currently service the 3 largest multi-site single system image of ShoreTel
  - Gensler & Associates - 3,700 lines - 37 locations worldwide
  - CNET/CBSi - 3,200 lines - 14 locations worldwide
  - Robert Half International - 14,000 lines - 200+ locations worldwide

The below screenshot is a recent snapshot of our year to date billings, Champion Tier level and Certifications.

Packet Fusion is a Platinum Partner with ShoreTel.

You can also see what our Net Promoter Score is, and our utilization of ShoreTel Technical Assistance Center.



3.2.6 Please summarize your Data LAN/WAN Manufacturer certifications, sales volume, Vendor tier and any special recognition awarded by the manufacturers you are proposing, or as relevant to the IT infrastructure at City of Manhattan Beach.

Response: "COMPLY"
Aside from being recognized as a Platinum VAR from ShoreTel, Packet Fusion is also a Platinum VAR with Enterasys/Extreme Networks VAR of HP Networking recognized as Professional Networking Specialists.

3.2.7 Please summarize your Microsoft certifications, sales volume, Vendor tier and any special recognition awarded by Microsoft.

Response: "DO NOT COMPLY"
Packet Fusion is not a Microsoft certified VAR.

3.2.8 Briefly summarize the typical Scope of Work, Project Plan, and process for deploying a solution such as the one described in this RFP. (1-2 paragraph maximum, details can be provided in following sections.)

Response: "COMPLY"
Packet Fusion believes in setting clear, attainable goals from the outset. A clear strategy and project plan with well-defined objectives and outcomes will help keep the project team focused and on track. One of the first steps in any project is establishing mutually agreed upon and well-defined scope.

Packet Fusion will assign an experienced Project Manager and a Senior Engineer. The project team member's begin immediately to build a strong partnership with their client that will last throughout the lifecycle of the project, including ongoing support. The goal is a single integrated team of Packet Fusion and the CITY OF MANHATTAN BEACH staff.

Packet Fusion follows a structured project preparation plan and uses pre-configured solution components (documentation and design concepts) that enable rapid progress. Our creative approach to resolving technical and functional issues during the project is critical during the design and configuration, integration, conversion, parallel run and cut-over stages. Throughout, every effort is made to capitalize on the available functionality and create operational efficiencies while supporting our clients' business needs.

Project Meetings

Weekly progress meeting are extremely important for a successful implementation. Based on our experience, Tuesday or Wednesday works the best for these meetings. All resources provided in the PFI solution will be available for weekly meetings where notes will be taken and status given of all outstanding issues along with their proposed resolution and time frames.

Installation Timeframes

For an installation of this size and complexity, 30-60 days from contract signing is needed to complete the tasks at hand. We will define a timeline specific to the project once a configuration has been set. 60 days is a perfect world, if for some reason this needs to be condensed, we can reach a mutually acceptable timeframe and make it part of the contract.

Database Gathering

A crucial component of the success of the installation is the database. A Systems Design Specialist, (SDS) will work with the CITY OF MANHATTAN BEACH to gather the complete database. Every phone in the entire network will be visited and documented as to the current and future programming needs. A cut-sheet will then be created based on this information, which the customer will ultimately sign off on. We would like to have this information 2 weeks prior to cutover.

Follow Up

Within 2 weeks after cut over a meeting will be held to "accept" the system. All items from the proposal and contract are to be fulfilled by this time. Meetings with the customer from this point forward will be held to review any projects in place and future needs, on a scheduled basis.

Training

End User Training: Will be held on site in a designated conference room. These classes will be held the week prior to the cutover. 10 - 15 live and operational phones will be in this conference room for training. Each class lasts 1-1.5 hours and covers phone and voice mail usage. CITY OF MANHATTAN BEACH employees will be empowered to transfer, conference, intercom, place calls on and off hold, and have all questions answered in the training classes. There will be additional special classes for console operators and PBX users. On the day of cutover we will have Packet Fusion's Trainer, Project Manager, Engineers and Sales Team walking around the site to ensure all CITY OF MANHATTAN BEACH employees are able to use their new ShoreTel phone system immediately.

Administrator Training: The week after cutover we will train 2-3 CITY OF MANHATTAN BEACH employees on how to administer the phone system. This class will be a 4-6 hour class and the cost for this has been included in our proposal. Of course, if CITY OF MANHATTAN BEACH's team has questions prior to their training, PFI will be happy to assist.

Packet Fusion, Inc. encourages our customers to get involved. Because of the simplicity of the ShoreTel architecture it is now a reality for customer to be self-maintained. Days of proprietary programming languages and archaic interfaces are a thing of the past. We ask the customer to participate in the installation and learn the ShoreTel system. This enables them to be comfortable with the day to day administration of the system. If the customer wishes for PFI to take all responsibilities of the phone system, that is an option too.

Cutover Coverage:

Packet Fusion, Inc. encourages our customers to get involved. Because of the simplicity of the ShoreTel architecture it is now a reality for customer to be self maintained. Days of proprietary programming languages and archaic interfaces are a thing of the past. We ask the customer to participate in the installation and learn the ShoreTel system. This enables them to be comfortable with the day to day administration of the system. If the customer wishes for PFI to take all responsibilities of the phone system, that is an option too.

Packet Fusion will have a team consisting of several project members roaming the floor of each site the day they go live. For the larger sites, we will be onsite for 2 and sometimes 3 days to ensure every user feels comfortable with the new system, answer questions and provide in-cube/office additional training. We also spend extra time with the receptionist and administrative users to ensure they feel self-sufficient.

Packet Fusion, Inc. will provide cutover coverage as described above as a part of our standard installation/implementation procedure. In the event of any troubles, we will notify ShoreTel directly to obtain manufacturer support from their TAC group if PFI cannot resolve the issue. A ticket will be opened and the customer will be informed of the status of the resolution.

As a standard practice, our cut over team will set up a "war room" the day of cutover to handle all trouble tickets. These tickets will be logged with and resolved in a priority level manner. The war room will be manned the entire day and a log will be created with all trouble tickets and their resolution.

Packet Fusion will also utilize Microsoft SharePoint throughout the entire project. SharePoint is a place to store shared documents and input information pertaining to the project. SharePoint will include, announcements; calendar; tasks; project plan; team discussion and a contact list. The project plan will include, individual tasks (*pre-installation, site survey, installation, end-user training and post installation*); timing for those tasks; resources and dates.

3.2.9 Briefly describe Vendor's standard procedures for cutover coverage, trouble identification/reporting, and punch list resolution. (1-2 paragraph maximum, details can be provided in following sections.)

Response: "COMPLY"
Cutover Coverage

It is recommended that a Help Desk extension be created and assigned during the cutover coverage (example: x4357 = HELP). This allows the employees of the City to easily reach someone to assist their needs. Packet Fusion will have a team onsite for cutover coverage. The majority of the Packet Fusion team will be walking to each person, in each building, on each floor to provide support and to answer any questions regarding their new ShoreTel phone system. One Packet Fusion member will be sitting at the front desk for the first half of the day to provide support. One Packet Fusion member from the engineering team will be sitting with the IT team at "homebase" (generally in the server room/IT area), logged

into ShoreWare Director, to ensure expedient resolution on any configuration changes needed (name change, password reset etc).

Punch List

Packet Fusion team members will be making lists as they are walking about the facilities and will call into the Help Desk at "homebase" to resolve. If items cannot be quickly resolved, those items are collected and compiled with any other such items from other Packet Fusion members and are tracked as Punch List items by the Project Manager. The Punch List shall be tasked to other Packet Fusion members as needed. Packet Fusion Project Manager will provide updates via project status calls, post cutover/coverage.

3.2.10 Briefly describe Vendor's standard procedures for warranty and maintenance coverage, who would provide maintenance labor and hardware, and how repairs would be provided. (1-2 paragraph maximum, details can be provided in following sections.)

Response: "COMPLY"

Like all Packet Fusion customers, CITY OF MANHATTAN BEACH will have a personalized Web Portal into the Packet Fusion corporate system. This will allow you to review and expedite all ongoing relations with Packet Fusion, such as placing and tracking service requests, RMAs, placing orders for additional phones, reviewing account statements and links to support and reference material.

Packet Fusion runs its entire operation from Accounting, Service/MAC Scheduling, Trouble Ticket management, etc. on ConnectWise. This application is very powerful. It is one of the modules within our Packet Fusion Customer Portal.

Packet Fusion will perform all the sales, installation, warranty and maintenance for all locations being proposed. Due to the fact that we have built in the highest level of resiliency and redundancy, there is no single point of failure. This means that we can remotely support (maintenance) all locations. Should we actually need to be onsite, we can be at any of your locations within our stated SLA.

Premium Maintenance Agreement includes:
PPM - Primary Period of Maintenance: 24 x 7 x 365
Response Time for Major Malfunction: 1 hour by Telephone and 4 hours on-site
Response Time for Minor Malfunction: 2 hours by Telephone and 12 hours on-site
Repair Service and Emergency Support
Personalized Web Portal for on-line account control, tracking and equipment inventory info
1 Free Traffic Study (1 week of data) per Year
Remote System Maintenance and Diagnostics
Remote Software Patch Activation
Remote Service Monitoring 24 x 7 x 365
1 Free Scheduled Preventive Maintenance Visit per Year

3.3 SYSTEM MANUFACTURER BACKGROUND

3.3.1 Provide a brief (two or three paragraphs max) overview and history of the manufacturer of the system being proposed.

Response:

ShoreTel, Inc. a leading provider of IP telecommunications systems for enterprises. ShoreTel's systems are based on a unique, patented, distributed software architecture and network appliance-based hardware platform which enable multi-site enterprises to be served by a single telecommunications system. ShoreTel's systems enable a single point of management, easy installation and a high degree of scalability and reliability, and provide end users with a consistent, full suite of features across the enterprise, regardless of location. As a result, ShoreTel's systems enable enhanced end user productivity and provide lower total cost of ownership and higher customer satisfaction than alternative systems.

The telephony components of the proposed system are manufactured by ShoreTel Inc. (www.ShoreTel.com).

ShoreTel was founded in 1996 with the idea of developing a voice communications platform that was easy to deploy, easy to manage and easy to use. It is ShoreTel's mission to position global enterprises to leverage unified communications as a strategic asset, achieving new levels of internal efficiencies which translate to a competitive market advantage.

The three areas of focus for ShoreTel: Reliability, Flexibility, and Ease of Use.

Headquartered in Sunnyvale, California, ShoreTel has been making IP Voice Communications a reality in the enterprise since 1998. Now shipping the tenth release of its software, the company has delivered its award-winning ShoreTel Unified Communications System to 31 thousand plus customers – represented by multi national deployments as well as single sites.

ShoreTel is a publicly traded company, financially solid with a strong balance sheet. The executive team at ShoreTel brings extensive professional skill and experience gained in leadership positions with companies such as Lucent, IBM, Octel Communications, Mitel, 3Com, Webex, Bay Networks and Network Computing Devices.

ShoreTel is focused solely on IP-based telephony solutions for the enterprise. The Company was in development stage for about 1 1/2 years building the architecture that is widely accepted as the most reliable and elegant Voice over IP (VoIP) solution on the market.

ShoreTel has over 31,000 existing installations, including the United States Army Corps of Engineers, Heifer International and the City of Oakland. Fortune 1000 clients include such companies as, Robert Half Intl, Washington Mutual Savings, A. Schulman, Hitachi Consulting, ThyssenKrupp Elevator, One United Bank and BWAY. A sampling of other customers includes, Southern Polytechnic State University, Big Brothers Big sisters, Anthony & Sylvan Pools, Clark Pest Control, Crocs, American Cancer Society, Quaker Fabric, Safeway Insurance, the San Francisco Giants and Liberty Hardware.

Perhaps most importantly, they have a very experienced management team (please check website at www.ShoreTel.com) with a CEO that has a maniacal focus on customer satisfaction.

ShoreTel is the only vendor to deliver voice communications as a business critical, enterprise-class application, unifying all users, across all sites, collaborating with all enterprise applications.

Below is a brief list of awards ShoreTel has received. For more detailed information and 3rd party study results, please click the below link.

http://www.shoretel.com/about/awards.html

3.3.2 What is the manufacturer's annual sales volume, net earnings, R&D spend, and market share (citing source) for the last year?

Response: "COMPLY"

ShoreTel is a publicly which makes this information readily available. Here is a link to ShoreTel's financial site

http://ir.shoretel.com/financials.cfm

Here is a link for Nasdaq and a cut and paste providing the requested information and the trending of ShoreTel in the marketplace.

http://www.nasdaq.com/symbol/shor/financials?query=income-statement

SHOR

Save stocks for next time

Income Statement | Balance Sheet | Cash Flow | Financial Ratios

Annual Income Statement (values in 000's) — Get Quarterly Data

Period Ending:	Trend	6/30/2014	6/30/2013	6/30/2012	6/30/2011
Total Revenue		$339,792	$313,543	$246,632	$200,112
Cost of Revenue		$137,871	$125,091	$88,153	$66,645
Gross Profit		**$201,921**	**$188,452**	**$158,479**	**$133,467**
Operating Expenses					
Research and Development		$49,758	$52,992	$51,909	$45,548
Sales, General and Admin.		$151,333	$158,324	$122,265	$99,749
Non-Recurring Items		$0	$0	$4,524	$340
Other Operating Items		$0	$0	$0	$0
Operating Income		**$830**	**($22,864)**	**($20,219)**	**($12,170)**
Add'l income/expense items		($637)	($690)	($905)	$767
Earnings Before Interest and Tax		$193	($23,554)	($21,124)	($11,403)
Interest Expense		$643	$1,722	$560	$127
Earnings Before Tax		($450)	($25,276)	($21,684)	($11,530)
Income Tax		$586	$426	($947)	($67)
Minority Interest		$0	$0	$0	$0
Equity Earnings/Loss Unconsolidated Subsidiary		$0	$0	$0	$0
Net Income-Cont. Operations		($1,036)	($25,702)	($20,737)	($11,463)
Net Income		**($1,036)**	**($25,702)**	**($20,737)**	**($11,463)**
Net Income Applicable to Common Shareholders		($1,036)	($25,702)	($20,737)	($11,463)

See also: Company Financials data entry page

3.3.3 Briefly summarize the history of the solution platform being quoted that has brought it to its current point of development. Summarize the future vision of the system.

Response: Comply

While the ShoreTel system was designed from the ground up to be a pure IP telephony solution, it also utilizes legacy analog technology to provide a truly converged environment for customers needing both technologies.

ShoreTel is a purpose built system designed to leverage industry standard devices. The system supports standard analog phones, faxes, IP telephones, and modems. Inherent in the design – the ShoreTel solution leverages industry devices and such, offers the greatest degree of flexibility. Analog ports are available on every switch- capable of supporting the mentioned devices as well as analog trunks.

ShoreTel is very committed and passionate about driving and supporting industry standards. Where accepted industry standards exist, ShoreTel will support them and, where possible, even give customers the option of multiple standards support.

The ShoreTel system supports standards-based IP phones, WiFi phones and analog telephones as well as a ShoreTel-branded soft phone. As competition drives prices down and improves feature sets, you can upgrade your phones without straining your IT resources or incurring unwelcome cost.

IP telephones connect to the Ethernet network as "plug-and-play" devices and use the Media Gateway Control Protocol (MGCP) or SIP to communicate with the call management software on ShoreGear voice switches.

Analog telephones plug into the ShoreGear voice switch and communicate directly with the call management software on the switch.

ShoreTel plans on releasing 14.3, in a controlled release, towards the end of the year. ShoreTel continues to grow its feature set and functionality and has strives to stay ahead of the technology curve through R&D and rapid introduction with each new release.

The future of the platform is to virtualize all components of the solution with the exception for PSTN gateways, unless SIP trunking is utilized as we can also virtualize them too.

3.3.4 If Manufacturer will be providing warranty and maintenance coverage, answer the following question. How would City of Manhattan Beach open tickets, receive service, obtain replacement parts, and get onsite support through the manufacturer? (1-2 paragraph maximum, details can be provided in following sections.)

Response: NOT APPLICABLE

3.4 REFERENCE ACCOUNTS

Proposer shall submit references where similar work of similar size and nature is currently in process or recently completed for this engagement. Include name of firm, telephone, and name of contact person. These references will be checked and may affect the award of the contract. The City of Manhattan Beach reserves the right to contact any of the organizations or individuals listed or any others that may stem from the inquiry.

Company name and location	City of Laguna Beach
Contact name, position and phone number	Ed Beracoechea
Products installed	ShoreTel
Size of system	302 Phones over 2 Sites
How long installed	2013

Company name and location	City of El Cajon
Contact name, position and phone number	Rod Norsen
Products installed	ShoreTel
Size of system	437 over 3 Sites
How long installed	2010

Company name and location	City of Thousand Oaks
Contact name, position and phone number	Catherine Kaufman
Products installed	ShoreTel
Size of system	790 Phones Over 6 Sites
How long installed	2009

3.4.1 In addition, provide at least one reference account of a customer that has experienced negative service issues. Please describe how your organization responded to the issue(s) and possibly improved internal processes.

Company name and location	CIG Insurance
Contact name, position and phone number	Carolyn Schwartz, CIO (831) 233-5480
Products installed	Nortel CS1000S – 16 sites and recently replaced that Nortel With ShoreTel
Size of system	850 Lines with about 100 ACD Agents
How long installed	4 Years on ShoreTel, 1 on Nortel

Response: "COMPLY"

Customer has 16 sites and we had service calls and tickets open for many locations. It got very cumbersome having to constantly update everyone on the status of all open tickets. We implemented our customer portal, which gave them a real time view into all open and closed tickets and their status. Manhattan Beach will also have access to our portal.

RFP RESPONSE

4 INFRASTRUCTURE AND ENVIRONMENT

For each section below please respond whether the solution being proposed will operate in the environment being described. If the solution is non-compliant with any section below, please copy a 'Response' line beneath the section and explain the non-compliance. If there are no notes under a section, it will be understood to be "Read, Understood and Compliant"

Response: "COMPLY" Packet Fusion has read and understands the above.

4.1 DEPARTMENTS

Below are some of the major departments within City of Manhattan Beach, with notation of Automatic Call Distribution (ACD) use:

Management Services - City Manager, City Clerk, Legal	
Community Development	
Finance	
Finance - Revenue Services	ACD
Finance – Information Systems	ACD
Fire	
Human Resources	
Parks and Recreation	
Parks and Recreation – Dial-A-Ride (DAR)	ACD
Police	
Public Works	ACD

4.2 VOICE INFRASTRUCTURE

The City of Manhattan Beach has a Mitel SX2000 Light telephone system in its data center at City Hall, a second Mitel SX2000 Light telephone system in its Public Safety Facility building on the same property block as City Hall (different address), and a third Mitel SX2000 Light telephone system at the City Yard (serving 3 buildings on that site). All Mitel SX2000 Light switches are networked to each other to provide in-system calling and common voice mail. Sets are Mitel Supersets 4025, most with at least 14 assignable line appearance / speed dial keys. In addition, the organization utilizes Mitel 3300 IP Configuration Platform with Mitel 5324 VoIP phone sets serving some of the remote sites. Other City sites are currently served by Off-Premise Extension (OPX) and Measured Rate Business (MB) telephone company (telco) service.

The City uses Mitel's multi-call lines across all departments (City Clerk, Finance, Public Works, and so forth) to handle relatively large incoming call volumes from residents. The City of Manhattan Beach is interested in call center (ACD) functionality to provide better call service and to better measure service performance.

The City uses a public address (PA or paging) system in the Public Safety Facility building and Fire 2 building. PA is accessed by a code (**1) at the telephone, which accesses an analog line interface to the PA system for overhead announcements.

The City uses Mitel's Automated Attendant (AA) to answer the main city number, allowing callers to select various departments or services or to "zero out" to an operator. There is currently only one operator who uses a multi-line telephone. When that operator is unavailable, calls are forward to five different departments on a rotating basis, where the call then rings at multiple stations until picked up by someone in that area.

The City uses an AVST CallXpress voice mail system, which may be replaced as part of this project.

The City has two (2) PRI telco trunk circuits from Verizon terminating at the City Hall data center. DID numbers are 802-5000 through 802-5599. Published numbers (94) are on the City web site at http://www.citymb.info/city-officials/contact-

the-city. The City also has dedicated T1s to the Regional Communication Center in Hawthorne for PD, Fire Station 1 and Fire Station 2. The City also has a dedicated T1 to the Los Angeles County Sheriff's Department. 911 emergency calls are handled by South Bay Regional Communication Center (RCC) and not directly by the City of Manhattan Beach staff.

4.3 IT INFRASTRUCTURE

4.3.1 IT Architecture

City of Manhattan Beach has a fairly straightforward LAN/WAN architecture with Cisco switches throughout. The core layer 3 switch is a Cisco 4507 located at the City Hall data center. Access switches are 10/100/1000 Mbps Cisco 2940, 2960, 3560, and 3750 all with Power over Ethernet (PoE). These switches are scheduled to be replaced in Fiscal Year 2014 - 2015. That replacement is not part of this RFP. There is only one wireless access point (WiFi) switch now, with no plans for expansion.

Name	Address	Connectivity	Switch Name	Model
City Hall	1400 Highland Ave	Data Center	City Hall Core	Cisco 4507
City Hall	1400 Highland Ave	Fiber SM/MM to Data Center	City Hall 1	Cisco 3560G-48PS
City Hall	1400 Highland Ave	Fiber SM/MM to Data Center	City Hall 2	Cisco 3560G-48PS
City Hall	1400 Highland Ave	Fiber SM/MM to Data Center	Council	Cisco 2960S-24
City Hall	1400 Highland Ave	Fiber SM/MM to Data Center	Council-AV	Cisco 3560G 48PS
City Hall	1400 Highland Ave	Fiber SM/MM to Data Center	IS Office	Cisco Meraki ms220-48FP
City Hall	1400 Highland Ave	Fiber SM/MM to Data Center	Parks 1	Cisco 3560G-48PS
City Hall	1400 Highland Ave	Fiber SM/MM to Data Center	Parks 2	Cisco 3560G-48PS
Fire 1	400 15th ST	Fiber SM/MM to Data Center	Fire 1	Cisco 3560G-48PS
Fire 1	400 15th ST	Fiber SM/MM to Data Center	Fire 1-2	Cisco 3560G-48PS
Police	420 15th ST	Fiber SM/MM to Data Center	Police	Cisco 3750-24TS
Dial A Ride	425 15th ST	Fiber SM/MM to Data Center	Dial A Ride	Cisco 3560G-24PS
City Yard, Building 1	3621 Bell Ave	Fiber SM/MM to Data Center	Yard 1	Cisco 2960S-48LPS-L
City Yard, Building 2	3621 Bell Ave	Fiber SM/MM to Data Center	Yard 2	Cisco 3560G-24PS
City Yard, Building 3	3621 Bell Ave	Fiber SM/MM to Data Center	Yard 3	Cisco 3560G-24PS
Joslyn Community Center	1601 N Valley DR	Fiber SM/MM to Data Center	Joslyn	Cisco 3560G-24PS
Fire 2	1400 Manhattan Beach Blvd	Fiber SM/MM to Data Center	Fire 2	Cisco 3560G-24PS
Water Tower Park	1431 6th ST	Fiber SM/MM to Data Center	Block 35	Cisco 3560G-24PS
Metlox	1220 Morningside DR	Fiber SM/MM to Data Center	Metlox	Cisco 2940-8TF-S
Manhattan Height	1600 Manhattan Beach Blvd	Fiber SM/MM to Data Center	Heights	Cisco 3560G-24PS
Cultural Arts Center	1560 Manhattan Beach Blvd	Fiber SM/MM to Data Center	CAC	Cisco 3560G-24PS

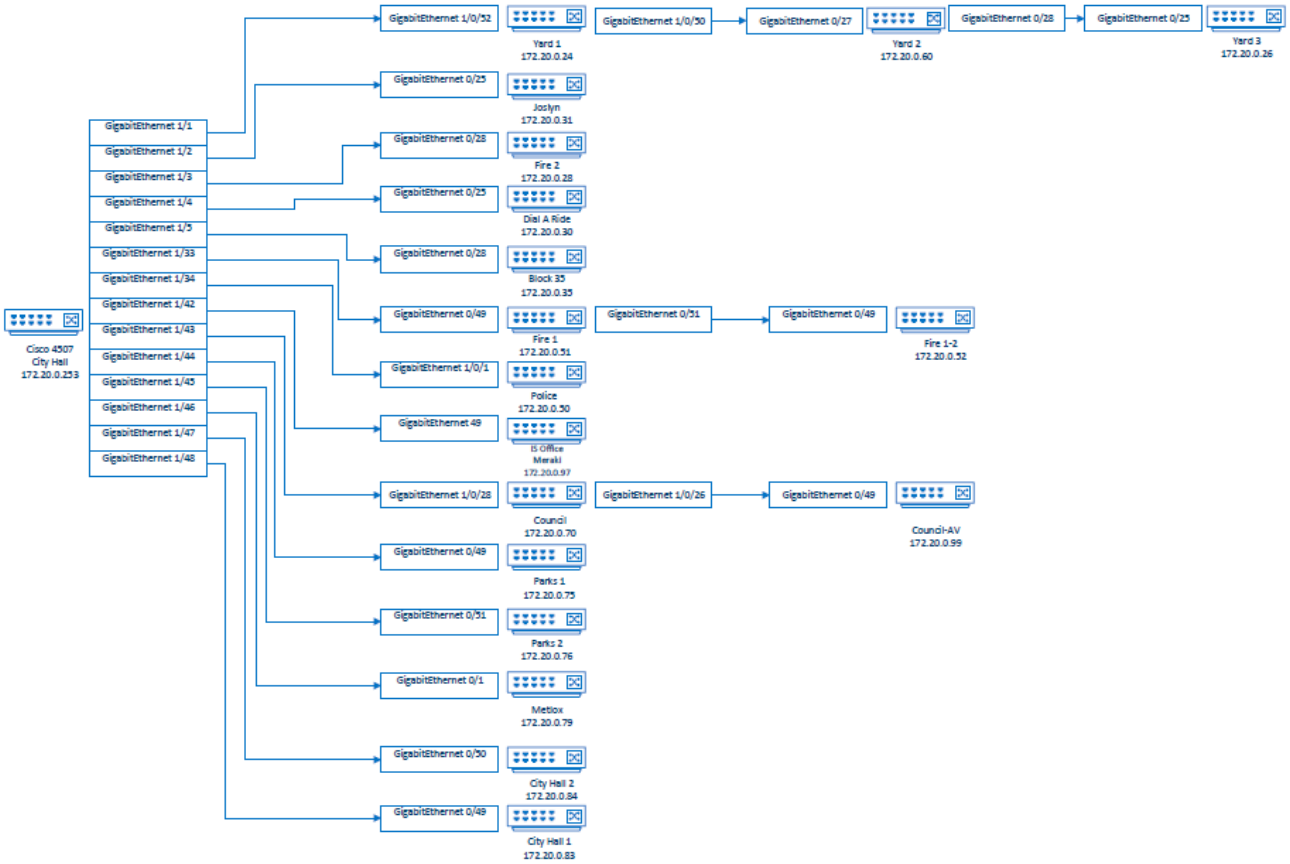
The City of Manhattan Beach expects to implement VLAN segmentation for the voice and data networks in conjunction with this VoIP implementation. The City also expects to continue using DHCP for computers. There are currently no firewalls within the LAN at any location and there are no immediate plans to change this. The City uses a Cisco firewall at the Internet edge, which has VPN capability for remote network access (used by Begg Pool and other remote locations that have their own DSL connectivity to the ISP).

City of Manhattan Beach has a Disaster Recovery strategy that depends on SaaS services for their major applications, with the exception of telephone services. The City wishes to establish geo-redundant telecommunications servers on City property (either City Hall data center and Police/Fire 1, or City Hall data center and City Yard). The City has a conference

room in Public Safety Facility that it has designated as an Emergency Operations Center (EOC) for use in the event of an emergency. The EOC has ten (10) dedicated PBX telephones that are plugged into active jacks as needed.

City of Manhattan Beach has backup generators that provide emergency power to the Public Safety Facility building (all outlets) and to selected areas of City Hall (orange outlets), including the City Hall data center. All UPS systems are intended to be powered by the backup generators.

4.3.2 Network Topology



Response: "COMPLY" Packet Fusion has read and understands the above.

4.3.3 Applications

City of Manhattan Beach uses the following major applications in their business:

- Tyler Technologies "Eden Financial Management" - http://www.tylertech.com/ (used by Finance)
- RouteMatch - http://routematch.com/ (used by Dial A Ride)
- Accela Automation - http://www.accela.com/ (will be used by Community Development for permitting)
- Exchange 2010 (used by all staff)
- Outlook Web Access (accessed only via VPN)

The City has uses the SaaS model for most of its applications and has no virtualized servers.
Response: "COMPLY" Packet Fusion has read and understands the above.

4.3.4 Workstation Personal Computing Standards

The City of Manhattan Beach current standard desktop is Dell Optiplex 7010 (Intel i7-3770 processor, 4GB RAM, 500GB HD, Dell P2012H / P2212H / or P2312H monitor) with about fifty (50) laptop users, using Microsoft operating systems. The City EA "Core" agreement has 311 device CALs, and a few Lync Enterprise and SharePoint CALs. The desktop standards are:

- Windows 7 Professional (SP1), No Media, 32- bit, English
- Windows Firewall disabled
- Office 2010
- Outlook and Exchange 2010
- Internet Explorer 11.0
- Browser based applications (via Intranet or internet)

The City has 148 City-owned mobile devices, mostly standard cell phones with limited minutes, and iPhone smart phones. Mobile Device Management (MDM) is by Vision Wireless.

We will require a test of any software that will be loaded on the desktop or smart phone with our standard system image to ensure compatibility. Are there any known compatibility issues with any of the software or hardware above?

Response: "COMPLY" Packet Fusion has read and understands the above and there are no known compatibility issues.

4.3.5 Software Distribution and Updating Requirements

City of Manhattan Beach uses System Center Configuration Manager (SCCM) to install and update software on user computers. Vendor is responsible for creating a "pushable" installation package that will install as a silent installation that will not require administrator account at desktop, per user customization, IT visits to each desktop, or end user customization.

Response: "COMPLY" – we can use an MSI file to push as well even without System Center Configuration Manager.

4.4 VoIP Compatible Network

It is understood that the current WAN network infrastructure will support an implementation of the VoIP platform envisioned. The vendor can make the following assumptions in order to configure their proposed solution:

4.4.1 City of Manhattan Beach's current preference is to run the VoIP network on a converged backplane with the telephone connected to a Power over Ethernet LAN switch through the wall jack, and the computer connected to the telephone. This is contingent on the ability of the telephones to provide an IP address, separate VLAN, and different QoS prioritizations to voice and data. If you cannot support this requirement, please explain your workaround solution below.

4.4.2 QoS is not currently deployed in the LAN (except for VoIP to branch locations) but all network equipment will support QoS when needed.

4.4.3 Network monitoring by SolarWinds Toolset

4.4.4 For the purposes of this RFP you can assume:

4.4.4.1 2 x Category 5 or better data drop per office/cubicle

4.4.4.2 All cable will be certified and labeled prior to the deployment of the new phone system.

4.4.5 Ethernet to all core sites having VoIP phones, running over City switches on dark fiber (SM and MM) provided by Time Warner Cable (TWC) as part of the cable franchise agreement with the City.

4.4.6 Internet based IP-VPN, with no QoS, connectivity to remote workers using either VoIP deskphones or softphones.

4.4.7 19" wide, 26-28" deep, cabinets in the Server Room with square holes with 14U-18U available for additional servers in the existing virtual environment

4.4.8 2 post or wall mounted racks in IDFs, telephone closets and smaller branches.

4.4.9 Power, cooling, patch panels, and MDF to IDF inter-connectivity, as required.

Response: "COMPLY" Packet Fusion has read and understands the above.

4.5 VoIP Readiness

The City of Manhattan Beach network will support the following as a minimum (we have also noted desired performance in parenthesis, although this level will not be guaranteed):

- Latency <150ms (80ms)
- Average Jitter <80ms (40ms)
- Packet Loss <1% (0.1%)
- Peak WAN utilization <80% (50%) – see note below

Response: "COMPLY" Packet Fusion has read and understands the above.

5 RFP REQUIREMENTS

This section contains minimum requirements for the proposed system and each question must be answered in order to be considered responsive.

5.1 DISQUALIFICATION

RFP responses **may be disqualified** if they do not meet the following requirements; upon review of any workaround or alternate strategy recommended by the Vendor. Disqualification is not automatic and may be tempered by the overall compliance of the proposed solution. If a Vendor responds as compliant, and it is later discovered that a Vendor is non-compliant to one of the following requirements in this section, Vendor will be considered to be in material breach of contract, and City of Manhattan Beach will have access to all remedies provided within this RFP, including cancellation of the contract with a full refund. **You may submit a written response to any of the following sections prior to the official RFP due date and the evaluation committee will determine if your response will be considered materially compliant if you do not meet a specific critical consideration.**

Response: "COMPLY" Packet Fusion has read and understands the above.

5.2 TURN-KEY PRICING

Pricing must be provided for each element in this section and any proposal that does not provide pricing in the base price or optional price section (as defined by Schedule A) will be considered non-responsive. If Vendors require any further information or discovery in order to respond, it is important that they provide all questions as early as possible in the RFP process to allow Customer's internal applications development department to research and reply. Pricing should be turnkey including discovery, design, implementation, integration, testing, training, hardware, shipping and handling charges (if applicable), sales tax, trip charges (if applicable), software, maintenance, support and any other cost associated with the quoted system. Any responses along the lines of "Further information is required to provide firm pricing", or "Various methodologies exist to meet Customer requirements, pricing can be provided upon further discovery" will be considered non-responsive.

Response: "COMPLY" Packet Fusion has read and understands the above.

5.3 CRITICAL CONSIDERATIONS

Confirm compliance with each of the following key RFP Requirements and describe after each section how the proposed solution meets these requirements.

5.3.1 Business Continuity

The following is the City of Manhattan Beach's minimum requirements for resiliency of the quoted system to provide enhanced business continuity. Explain below how this level of reliability is provided by the system at the turnkey price.

5.3.1.1 No Single Point of Failure (99.99% availability) for core applications – Any element in your design that would cause the failure of a significant portion of the system should be made redundant. If redundancy is not available for this element, then the element should be duplicated or made highly available by adding hot swappable redundant power supplies, RAID hard drives, etc. In addition, software upgrades should be able to be loaded to the system while in operation with no or momentary downtime to implement the software patch.

5.3.1.2 It is acceptable for ancillary systems such as reporting, call recording, call recording system to be unavailable while a cold spare is provisioned or a server rebuilt/recovered. However, the Call Center

should be able to continue answering calls, queuing calls, providing announcements, accruing statistics even if the primary server fails.

5.3.1.3 Mirrored Redundancy for Call Processing – Hot standby failover to a synchronized secondary processor that has a synched database copy and awareness of all calls in progress. Active calls should not be dropped and phones should home to the 2nd processor immediately when idle without rebooting the phone. When the primary server is brought back into service, phones should not require a reboot to recover to the primary processor. Provide optional pricing where indicated on Schedule A.

5.3.1.4 Standby Redundancy is required for the proposed solution. Standby or Warm redundancy is provided by a standby secondary server with a recent copy of the user database. Upon failure of the main call processor, voicemail, or ACD system phones will register and start to accept call control from the secondary server. Disruption of calls in progress is acceptable, but the switch over to the backup system should take less than 5 minutes and should be automatic without human intervention. Upon completion of the failover, full system functionality should be established. Failback to the primary processor may be automatic or manually controlled.

5.3.1.5 Geographic Redundancy is required for the proposed solution, where servers are located at City Hall data center and at a Disaster Recovery (DR) location (either Public Safety Facility or the City Yard). In the case of a failure of the WAN to City Hall, or other hardware failure at City Hall, all VoIP, Voice Mail, and ACD functionality should re-home to servers in the DR facility, which facility will have its own trunk connections to the PSTN. City has both SM and MM fiber from the City Hall to the possible DR sites. Please explain how this functionality would work, any WAN requirements or considerations, how long a failover would take, and how the system would recover to normal operation upon recovery of the primary location. Lastly, would the DR location be "active" for DR users in the configuration quoted or would they simply be failover servers?

5.3.1.6 Survivable Gateways are required in the proposed solution, at Public Safety Facility (if that site is not selected for Geographic Redundancy), Public Works City Yard (if that site is not selected for Geographic Redundancy), Fire Station 2, Joslyn Community Center, Dial-A-Ride (DAR), Metlox, Manhattan Heights and Creative Arts Center (CAC). If a survivable location loses connectivity to the central call processor and fails into local survivable mode the location should retain internal calling features and the ability to dial E911 over attached analog lines used as trunks. Describe the specific features that will be lost in local survivable mode.

5.3.1.7 Non-Survivable stations are at City locations that are not intended to be served by the proposed new VoIP system (Begg Pool, Mira Costa High School Swim Office, Marine Park and Tennis Courts) and instead use 1MB telephone service, and users will have access to cell phones for emergencies.

Response: "COMPLY" Packet Fusion has read and understands the above.

5.3.2 Integrated Messaging:

City of Manhattan Beach requires voice mail integrated to email messaging and it defines Integrated Messaging below. Please state whether the voicemail solution being quoted is compliant in its base pricing, or whether it is an extra cost add-in, and briefly discuss how this functionality is provided. Please describe how the voicemail solution with integrate with the City's migration to Microsoft Office 365 hosted email. Provide pricing for integrated voice mail where indicated on Schedule A.

5.3.2.1 Voicemail messages appear in user's Email Inbox on their computer, Outlook Web Access, smartphones (iPhones, Android, etc. ActiveSync), tablets (iPads, Microsoft Surface, etc.);

Response: "COMPLY"

5.3.2.2 Email Inbox, SmartPhone/Tablet Inbox and Voicemail Mailbox remain in sync as messages are played and deleted;

Response: "PARTIAL COMPLY"

Messages remain in sync as they are listened to from your email inbox via the ShoreTel voice mail notification. Voice mails that are listened to via the wave file on the smartphone/tablet inbox do not show the message as "heard" on the Shoretel system.

5.3.2.3 Voicemail messages that are listened to from the computer or SmartPhone/Tablet will turn off the Message Waiting Indicator on the phone system;

Response: "OPTIONAL COMPLY"

Messages that are listened to from the computer will turn off the Message Waiting Indicator on the phone system Messages that are listened to from the SmartPhone/Tablet will turn off the Message Waiting Indicator on the phone system as long as it is done from the Voice Mail tab in the ShoreTel Mobility application.

5.3.2.4 Messages that are deleted from the computer or SmartPhone/Tablet are deleted from the voicemail store and moved to the deleted items folder;

Response: "COMPLY"

5.3.2.5 Messages that are deleted through the telephone user interface of the voicemail are deleted from the email and SmartPhone/Tablet inbox.

Response: "COMPLY"

5.3.2.6 Messages can be saved to personal folders, .pst files, or document management system by dragging and dropping from Outlook (does not require a user to "Save As" a message for retention).

Response: "COMPLY"

Messages can be saved to personal folders, or document management system by dragging and dropping from Outlook as long as the voice mail was delivered as a .wav file.

5.3.3 Instant Messaging and Presence (IM/P):

Although the City of Manhattan Beach has tested MS Lync for Instant Messaging/Presence (IM/P), and may complete a city-wide deployment, it is interested in an Instant Messaging and Presence (IM/P) application that would be easy to deploy and be native to the proposed solution. Please summarize the components and discounted/installed pricing to add desktop Instant Messaging, Collaboration, desktop video, presence, and buddy lists through the telephone system's native application or your recommended alternate. Provide optional pricing for 100 users (which includes employees who will not have dedicated phones on the system, but that will have a user profile) on Schedule A.

Response: "COMPLY"

Presence and buddy lists are available to each user in the base offering or the Personal Communicator at no additional charge.

Packet Fusion has provided optional pricing for an SA 100 Appliance (Conference Bridge) to be utilized as the instant messaging engine. By adding this very affordable component all users in the city will have the ability to utilize the IM feature of the ShoreTel System. This is the same appliance used to provide Collaboration and Meet Me Audio

Conferencing. We have provided optional pricing for 10 seats of Callaboration. We have excluded Meet me Audio Conferencing ports as they were not required.

We have also provided optional pricing for 100 Professional Communicators which are required in order to provide peer to peer video as well as the softphone as required above.

5.3.3.1 Please describe below how much data traffic can be expected from each client for normal Presence updates and when IM'ing. Discuss any way of mitigating traffic on the WAN versus traffic on the LAN.

Response: For normal presence updates utilizing IM, the ShoreTel system can expect approximately 2K of data traffic on the system per session. At this time, unless the session is terminated, there will be traffic on the WAN or LAN it just depends on where the user resides.

5.3.3.2 If you are quoting an Instant Messaging "Presence" type application to fulfill the requirement above, please summarize the components required for the functionality being requested, how it integrates with the phone system and the desktop computer, and screen shots of the application below. Please describe how an administrative assistant can monitor the status of multiple staff and supervisor presence (calling, in meeting, available) and then call from either a telephone set, a soft phone, or the IM client.

Response: "OPTIONALLY COMPLY"

The SA100 appliance is needed as the engine for Instant Messaging, and once deployed, users will be able to take advantage of instant messaging directly through the Personal Communicator. There is no extra charge for a single user to have Instant Messaging. The SA100, which we would recommend for the City of Manhattan Beach, has an MSRP of $2,995. You can also virtualize this appliance for FREE and take advantage of Instant Messaging at no additional cost.

From the contacts tab in the Personal Communicator one would hover a contact and right click the person that they would want to IM. Multiple options would then appear and the user would select the instant message tab which would open up an additional IM window and "voilà" you have engaged in a IM Session.

An administrative assistant can monitor the status of multiple staff and supervisor presence (calling, in meeting, available) and then call from either a telephone set, a soft phone, or the IM client by clicking that contact

5.3.3.3 In addition to quoting a native Unified Communications (UC) solution as described above, the City of Manhattan Beach is interested in pricing to integrate the proposed solution to MS Lync. Of primary interest would be off hook presence from the phone system to show in the Lync client. Of secondary importance would be the ability to launch calls from the proposed PBX solution via the Lync client. Please summarize the components required for the functionality being requested, how it integrates with the phone system and the desktop computer, and screen shots of the application. Please describe how an administrative assistant can monitor the status of multiple staff and supervisor presence (calling, in meeting, available) and then call from either a telephone set, a soft phone, or the Lync client. Provide optional pricing on Schedule A for integration of the telephone system to Microsoft Lync so that a desktop user can click to call from the Lync client that then launches a voice call using either the associated soft phone or hard phone.

Response: "OPTIONAL COMPLY"

The ShoreTel UC system already offers this level of integration with ShoreTel Communicator, but organizations that have already deployed Microsoft Lync may prefer to standardize on that application, rather than force end users to switch.

ShoreTel has had a long-standing partnership with our Innovation Partner, ILINK. Through the use of CSTA licenses (This is a per user fee), we can unlock the integration between ShoreTel and Microsoft Lync for Presence Federation, Instant Messaging, Call control and many other features.

ilink recognizes that every organization has a different approach and a unique roadmap for UC. As a result, no one size fits all, so ilink offers integration options that allow customers using both ShoreTel and Microsoft products in their UC deployment to individually mix and match features of both products. This enables end users to continue using Microsoft Lync, while taking advantage of the rich functionality in the ShoreTel UC system.

The components needed to complete this integration is a CSTA server (FREE) that usually is installed on the same server as ShoreTel's HQ or ShoreWare Director Server.

After getting the CSTA Server installed and after making some quick configurations, a user is given the ability for full featured call control, presence and Instant Messaging between the two software platforms.

System engineering requirements:

- ShoreTel release 12 or higher

- ShoreTel CSTA installed

- Microsoft Lync Server 2013 or Microsoft Lync Server 2010

- One Microsoft Lync 2013 Server Plus CAL per RCC user for Lync 2013, or one Microsoft Lync 2010 Server Plus CAL per RCC user for Lync 2010

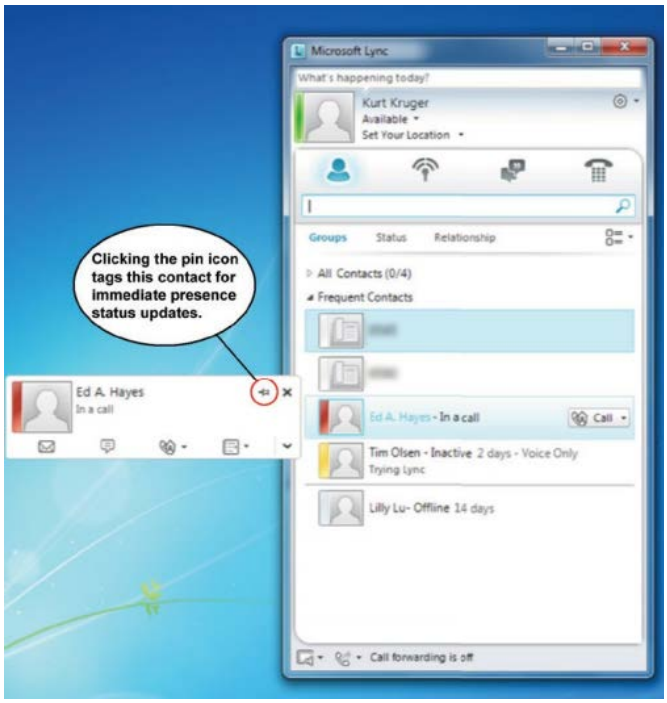
- One ShoreTel CSTA client license per Mic

CSTA controls availability in Microsoft UC Versions	Lync 2010	Lync 2013
Make call	•	•
Receive call (1)	•	•
Caller ID	•	•
Call waiting (2)	•	•
Call hold (3)	•	•
Call retrieve	•	•
Alternate call	•	•
Single step transfer	•	•
Consultative transfer	•	•
DTMF digits generation (4)	•	•
Call forward/call redirect	•	•
Missed call notification	•	•
Reply with IM	•	•

Personalize the UC experience

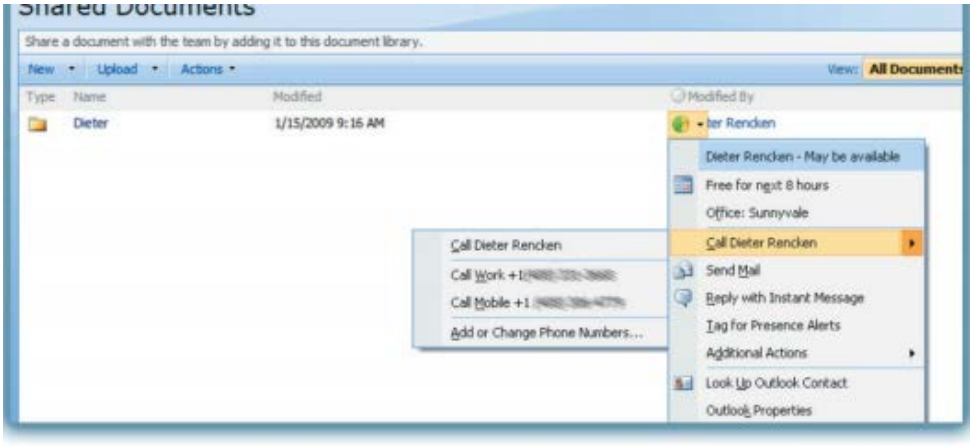
Human communication is very personal:

Some people are very visual! while others are more auditory. ilink understands that everyone has a preferred way of connecting with others, and recognizes that people within the same organization use communication tools differently. Some naturally tend to be more phone centric, while others are more computer oriented. For this reason, a successful integration depends on consistency between the phone display and keys, and the computer interface. Any action available in the Microsoft Lync client should be available on the phone, so users can freely move between interfaces. Some phone-centric users may prefer to ignore the desktop interface all together, and can depend on the system to automatically update telephony presence.

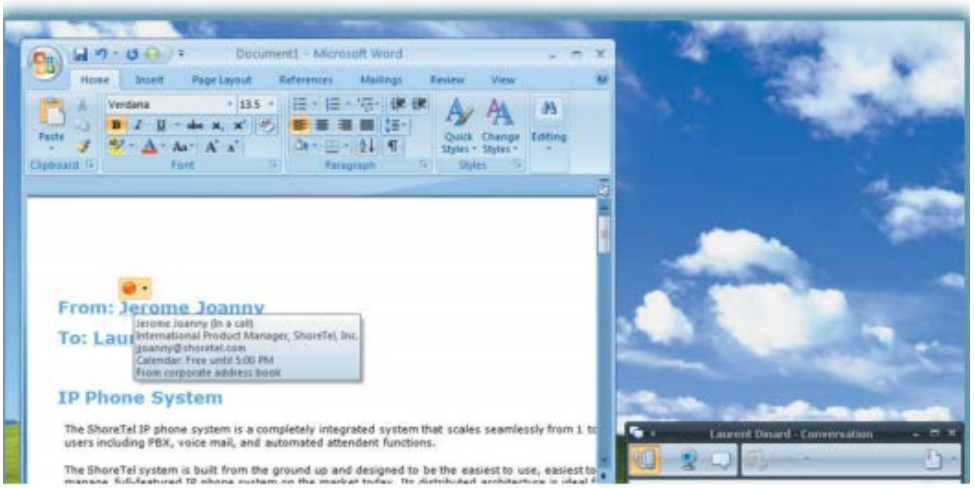


Example of Microsoft Lync Client in action!

Example of a phone put on hold with the desktop application showing the same action.

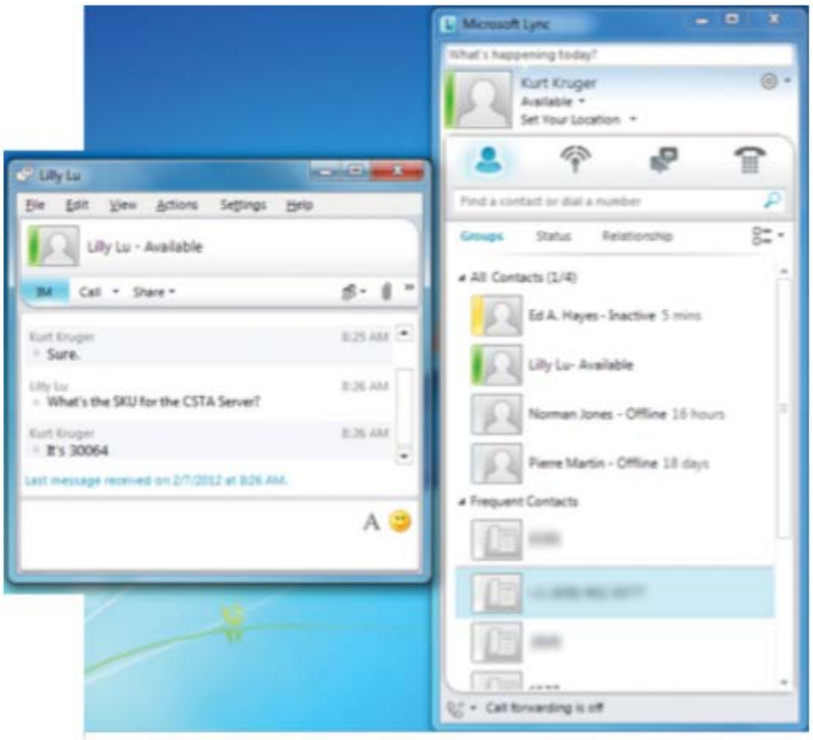


Click-to-dial from within Sharepoint

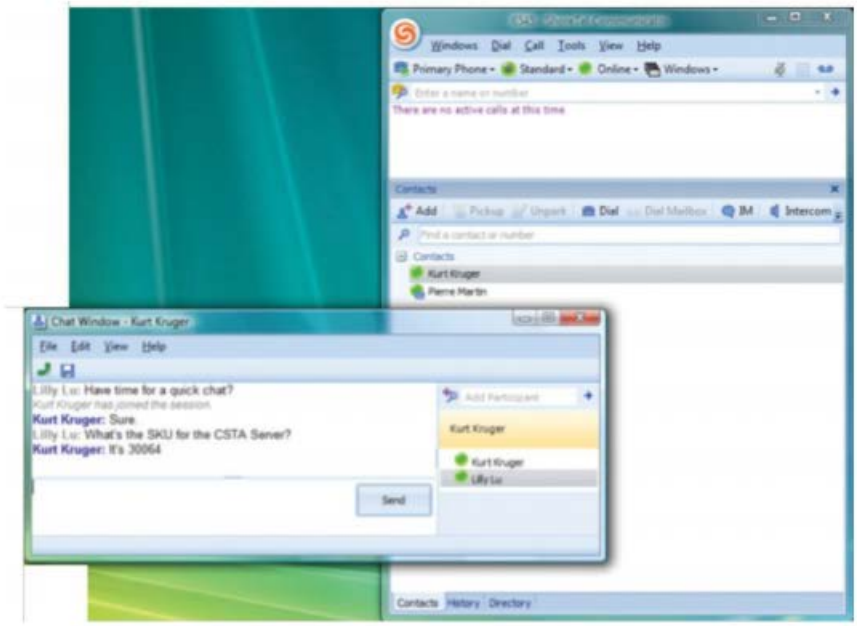


Smart Tag technology enabling presence and click-to-dial within Microsoft Word

Smart Tag Technology and Click to Dial!



Example of Microsoft Lync 2010 (above) and ShoreTel Communicator (below) exchanging IM and aware of each presence—both telephony and IM presence.



Please see supplemental information for full brochure on how ILINK and CSTA can unlock a tightly integrated solution with Microsoft Lync.

ShoreTel
Brilliantly simple™

FEATURE COMPARISON

SHORETEL COMMUNICATOR & MICROSOFT LYNC 2010 CLIENT

Features	ShoreTel Communicator	Microsoft Lync 2010
Basic Call Management		
Click to dial a contact	X	X
QuickDialer	X	X
Incoming call alert ("toast")	X	X
Redirect incoming call to voice mail	X	X
Hold and unhold	X	X
Blind and consultative conference	X	X
Blind and consultative transfer	X	X
Call history	X	X
Dial from history	X	X
Speed dial	X	
Advanced Call Management		
Up to 6-party audio conference (add-on and join)	X	X
Incoming call forwarding	X	X
Multiple incoming call handing modes	X	
Call handling mode delegation (to give permission or change somebody else's)	X	
Personalized call handling (route incoming call on caller ID, time of day, etc.)	X	
Manage a high volume of calls (stacked in single window)	X	
Intercom	X	
Park and pick-up	X	X
Page	X	
Silent monitor	X	
Barge in	X	
Whisper transfer	X	
Whisper page	X	
Overhead page	X	
Bridged call appearances (multiple viewing/docking options, call appearance name/number, call state/duration/notes & properties, call pick-up)	X	
Shared call appearances (manager and delegate aka "boss/secretary")	X	X
Active call drag and drop to Contacts window for forwarding	X	
Programmable buttons	X	

Visual Voicemail		
Standard integrated voicemail (Caller ID name and number, date, time and duration, play, call back, delete)	X	X
Advanced voicemail features (Compose, forward, forward via email, move backward, reply, reply all, save, sort with folders)	X	
Voicemail preview	X	
Message notification and escalation	X	
Outlook Integration		
Voicemail inbox	X	X
Contact integration	X	X
Calendar-based incoming call handling	X	
Conferencing integration	X	X
Instant Messaging and Presence		
Telephony presence, including presence change alert ("tagged" contacts)	X	X
Detailed telephony presence (ringing status, connect time)	X	
IM presence, including presence change alert ("tagged" contacts)	X	X
Presence privacy management	X	X
Person-to-person and multi-party chats	X	X
Add a custom location		X
Add a custom note	X	X
Display alternate contact views	X	X
External users support (public IM services, federation)		X
Client side IM logging	X	X
File transfer		X
Mobility		
Extension Assignment: Assign to internal IP phone or external telephone number (mobile, home, etc.)	X	X
Find Me (voicemail AA prompt to caller, system rings alternate numbers)	X	
Connect without VPN		X
SoftPhone		
Number pad for DTMF entry	X	X
Extension assignment (swap between DeskPhone and SoftPhone)	X	
G.711 and G.722 codec	X	X
G.729 codec	X	
RTA codec		X

Audio and Web Conferencing		
Ad-hoc Web conferencing (escalate to web conference)	X	X
Desktop sharing (presenter mode)	X	X
Desktop sharing (peer to peer)		X
Application sharing (presenter mode)	X	X
Application sharing (peer to peer)		X
Chat with one or all participants	X	X
Whiteboard	X	X
Conduct polls		X
Schedule meetings	X	X
Video		
High-quality low latency video (640 x 480 VGA) up to 30 frames per second	X	X
HD video (1280x720, 16:9)		X
H.264 scalable video codec (SVC)	X	
RTV Codec		X
3rd party in-room video system integration		X
Workgroup and Contact Center		
Manage team calls	X	X
Manage team call settings	X	X
Manage delegates	X	X
Queue monitoring	X	
Queue alerts	X	
Workgroup mailbox	X	
Agent monitoring	X	
Integrated Contact Center	X	

Notes

Microsoft feature information taken from http://technet.microsoft.com/en-us/library/gg425836.aspx and other sources.

Comparison assumes single desktop client software image installed on the user's Windows PCs. Microsoft do have separate Attendee and Attendant client applications, but those are separate executables that must be installed on the user's PC.

Comparison assumes desktop client is served by vendor's own backend infrastructure – ShoreTel HQ plus ShoreTel Conferencing and Microsoft Lync 2010 Server with all server roles running, respectively.

5.3.4 E911:

The following functionality, generally referred to as E911 compliance, is required by Customer. Please state your compliance, and briefly describe how your solution could meet the following requirements, as well as your overall E911 strategy and abilities.

5.3.4.1 Send station specific location information to the PSAP through Inform 911 functionality on digital trunks.

Response: "COMPLY & OPTIONAL COMPLY"

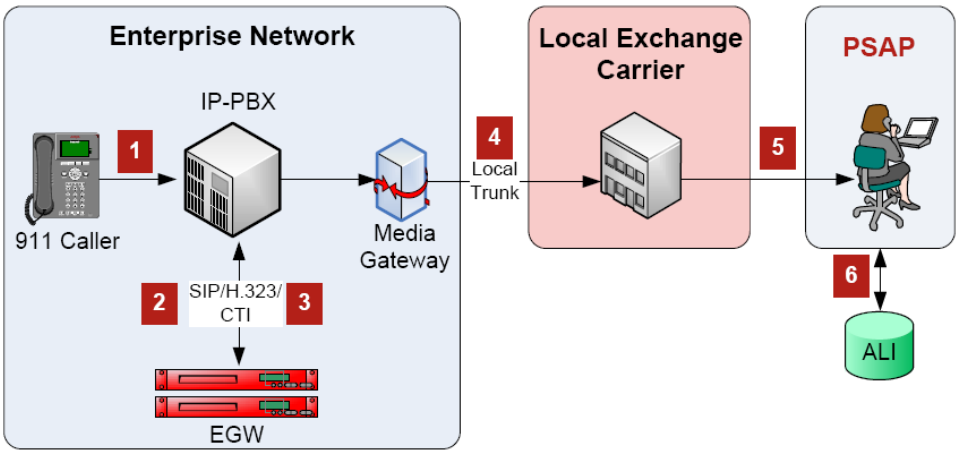
Comply if what you mean with the definition of "station specific location" as an area of a building, this can be accomplished by setting up subnets throughout the facilities to identify these locations and this is a standard feature of the proposed solution.

Optional Comply if you are referring to or mean the exact location (cube/office level). 911 Enable's optional E911 solution is capable of sending station specific location information to the PSAP. Locations are defined as ERLs (Emergency Response Locations). Each ERL must be mapped to an ELIN, which is then provisioned in the EGW appliance and the local PS-ALI database.

E911 Call Flows

EGW with PS-ALI

The diagram below illustrates a typical E911 call flow for CITY OF MANHATTAN BEACH using PS-ALI services.



Step	Description
1	Endpoint makes 911 call.
2	The IP-PBX sends the call to the EGW.
3	The EGW determines the caller's location and assigns the appropriate ELIN to the call. The EGW then forwards the call and ELIN back to the IP-PBX.
4	The IP-PBX selects the correct trunk/local gateway based on the ELIN provided by the EGW, and delivers the call to the LEC.
5	The LEC delivers the call to the appropriate PSAP.
6	The PSAP uses the ELIN to retrieve the caller's location information from the regional ALI database.

E911 information can be separated in two categories:

1. Emergency Response Locations (ERLs)
   A zone within a campus environment to which an emergency response team may be dispatched. Examples of ERLs are buildings, floors, offices, or cubicles.

2. Network Map
   A document that correlates network data to physical locations. Network maps include any Ethernet switch (with optional port range) to ERL. Network maps allow the EGW to automatically discover the locations of IP phones on the corporate network.

ERLs and network maps can be managed by CITY OF MANHATTAN BEACH in the Emergency Gateway (EGW), using one of the following methods:

1. FTP / SFTP Batch Upload
   Data formatted in semi-colon delimited flat files can be uploaded to the EGW using FTP or SFTP. Scheduled batch jobs will process the data and return a file indicating the result of each transaction.

2. Web Interface
   Data formatted in semi-colon delimited flat files can be uploaded to the EGW using the administrative Dashboard. The Dashboard will immediately process the file and return the results for each transaction.

3. SOAP/XML Interface
   This interface accepts XML-formatted requests to upload data to the EGW. Results are returned in real time. This functionality may be embedded in any web application using a programming language with SOAP/XML libraries (i.e. PHP, ASP.NET, etc.).

5.3.4.2 Notify internal extensions through on-display, email, or other real-time means when a user dials 911, and what extension has placed that call. This allows internal first aid staff to respond to emergencies immediately. The City has experienced unintended calls to 911 since the current outside access line access code is "9" and the City is considering changing the outside access code to "8" to reduce such unintended calls.

Response: "COMPLY & OPTIONAL COMPLY"

Comply - The ShoreTel system can be configured (inherent feature) to email a list of people/staff members to alert them that a 911 call has been placed.

Optional Comply – Security Desk Call Monitoring, Security Desk Call Delivery, & Crisis Email Alerts included in the base price with no additional cost with the addition of ShoreTel's 911 Notification Application.

Desk Alert - optional available at additional cost, but not included in the base price.

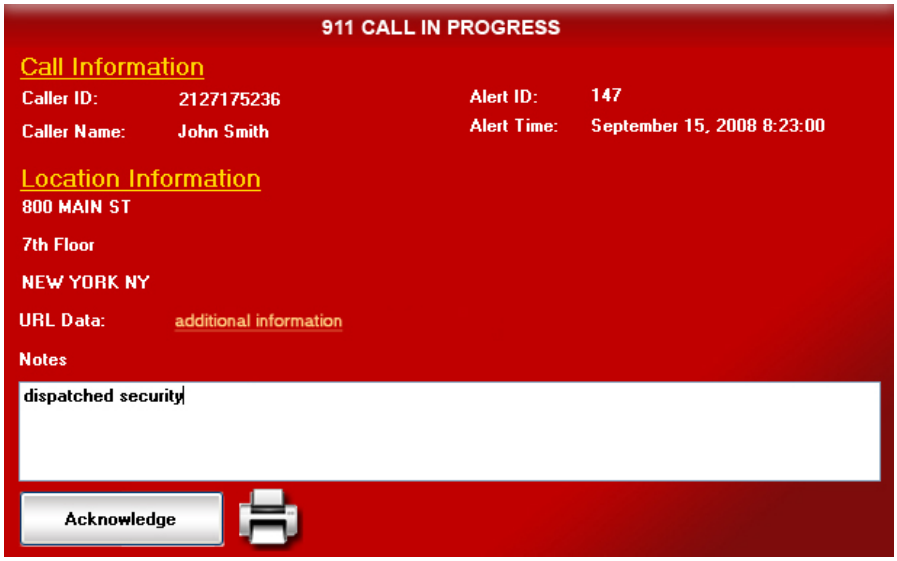
The EGW offers a variety of notification capabilities. All notifications include, at a minimum, the 911 caller's precise location information and callback number. There are no limitations on the number of personnel, groups, or devices which may be notified. Unique notification rules may be configured on an ERL-by-ERL basis.

1. Security Desk Call Monitoring - The EGW allows security staff to monitor 911 calls sent to the local PSAP. The call is routed to the PSAP using three-way call conference with security staff on one-way mute. Unique security desk monitoring rules may be configured per ERL.

2. Security Desk Call Delivery – The EGW is able to send 911 calls directly to security staff. This allows security staff to properly assess the situation prior to connecting the caller to the local PSAP. Unique security desk routing rules may be configured per ERL.

3. Email Crisis Alerts - The Emergency Gateway can be configured to issue email alerts to designated security staff when a 911 call is placed from a particular location. An email distribution list may be specified for each ERL configured in the system. This feature allows personnel stationed closest to the emergency to be notified. The crisis alert email includes the caller's name, location information, and callback number. Furthermore, if the ERL is configured with a URL link, the crisis alert email will include this URL in the message. The URL link is generally used to display the location map (e.g. showing exits, entrances, defibrillators, etc.), an emergency contact list (e.g. fire wardens, trained CPR personnel, etc.), or documented procedures. The crisis alert email may be sent to any device with email capability, including smartphones, mobile phones with SMS email capabilities, and alpha-numeric pagers.

4. Desk Alert - Desk Alert is an application installed on Windows-based security desk workstations. In the event of a 911 call, a screen pop-up instantaneously appears on the security desk monitor, notifying personnel of an emergency call in progress. Information provided by the pop-up screen includes the caller's name, callback number, date and time of call, and location information. The Desk Alert application also includes a configurable URL link, which can point to a campus map, contact list for medical emergencies, etc.



Desk Alert Screenshot

5.3.4.3 Provide specific ELIN or ALI information to the PSAP to allow for correct identification of the callers location.

Response: "OPTIONAL COMPLY"

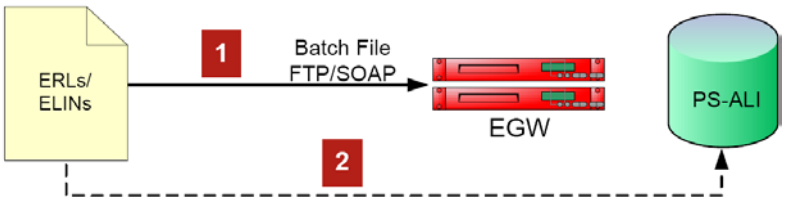
The ELIN number representing each ERL will be delivered as the ANI to The PSAP. Call backs by the PSAP will be mapped back to the origination extension by the EGW.

5.3.4.4 Automatically update the user's location when they log in to a different phone with their same extension or move their phone to a different area of the building, or to a different office.

Response: "OPTIONAL COMPLY"

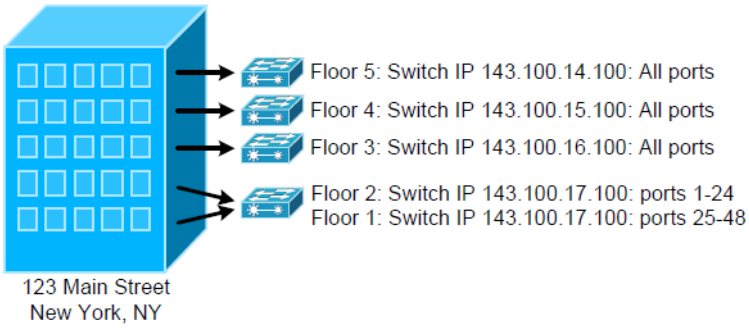
The EGW automatically discovers the locations of IP hard phones as they move on the network. This is done via Layer 2 discovery. The MAC address is used to identify the physical IP phone, thus allowing users to log in with their unique extension. The "APPEARANCE" of the phone is not used in phone discovery.

CITY OF MANHATTAN BEACH will be responsible for updating ERLs in the EGW and PS-ALI databases. This activity is rarely done, as it is only required when locations are being added, modified, or removed.



CITY OF MANHATTAN BEACH administrators will not need to perform any work to manage and update IP phones connected to the phone system. The EGW is capable of automatically tracking IP phones as they register and move on the corporate network, greatly simplifying E911 management. The EGW supports the following phone location discovery method for ShoreTel IP phones:

- *Layer 2 Discovery* – Layer 2 discovery works by associating ERLs to specific Layer 2 switches and switch ports. The EGW periodically scans the network to match the MAC addresses of IP phones to switch ports, using the fastest scanning technology available on the market today; it is capable of scanning approximately 1,500 – 2,000 ports per minute (based on real-world metrics from existing customers). When 911 is dialed, the EGW uses the phone's MAC address to look up the corresponding Layer 2 switch/port and ERL. Layer 2 discovery is ideal for organizations that have accurate wiring closets (e.g. a reliable mapping of switch ports to ERLs) and require highly granular location provisioning.



5.3.4.5 Assign a temporary DNIS number to any extension that does not have a DID number to allow the PSAP to call the station back in an emergency.

Response: "COMPLY & OPTIONAL COMPLY"

Comply - The ShoreTel system can be configured to send the BTN or DNIS for that location in this situation.
Optional Comply - All phones will be mapped to an ELIN representing the ERL. The ELIN will be delivered to the PSAP as the ANI.

The ShoreTel system inherently supports E911 compliance. When a user dials 911, the system makes special routing and Caller ID selections to ensure the call is placed out the desired trunk facilities as well as with the appropriate Caller ID (applies to PRI and SIP connections). The Caller ID for e911 calls can be:

- Caller ID of the user
- DID of the user
- CESID of the IP address range
- CESID of the ShoreGear voice switch
- CESID of the location
- Billing number of the trunk

The best practice is to provide a unique CESID (Callers Emergency Services Identification) based upon the IP address range of the phone that placed the call. Using this method, users can physically unplug their IP phone, plug into another location thereby getting a new IP address that in turn will cause a different CESID to be provide to the Public Safety Answering Point (PSAP). This also allows users to login to another phone, even at another site, and have the appropriate CESID delivered to the PSAP. In addition, when someone dials 911, an email event can be sent to one or more email addresses so CITY OF MANHATTAN BEACH can plan your internal response. This inherent set of capability is included in the base system at no additional charge.

To improve your internal response, ShoreTel also has an optional offering Emergency Notification application. ShoreTel Emergency Notification provides crucial communications and safety benefits through automated alerting and real-time internal notification of emergency and code blue calls. The application's bi-level alerting and built-in messaging helps mobilize internal resources to coordinate a response in emergency situations. The Emergency Notification application integrates seamlessly into the ShoreTel unified communications solution, expanding native emergency number support. With capabilities that are ideally suited to campus environments such as schools and universities, medical institutions, retirement communities, and to virtually all office and manufacturing facilities, it features site-specific and code blue alerting as well as support for US and International emergency numbers.

Last, if CITY OF MANHATTAN BEACH would like to dynamically locate users down to the individual cube, we have a partnership with 911 Enable which provides an optional solution. An Emergency Gateway (EGW) is an on-site appliance that automates and simplifies E911 management for enterprise UC systems. It reduces administrative efforts, ensures that IP phone locations are always up-to-date, and helps enterprises meet their E911 obligations. When 911 is dialed, the EGW determines the precise location of the caller based on the phone's MAC address and delivers it to either the 911 Enable Emergency Routing Service (ERS) or the local carrier, for termination at the appropriate Public Safety Answering Point (PSAP).

Features

- Automatic IP Phone Discovery
- E911 support for remote branches and teleworkers
- On-site security desk routing and notification
- Support for extension mobility and shared line appearance
- Call recording Benefits
- Simplifies E911 management
- Ensures reliable E911 support for the entire workforce
- Reduces emergency response times by notifying security staff
- Simple and easy to deploy

5.3.5 Automated Attendant (AA):

City of Manhattan Beach requires automated attendant functionality to answer the main City number(s) and department number(s). For the purposes of this RFP, Automated Attendant (AA) will refer to announcement trees and dialed-input options that do not require integration with customer databases or CRM. The proposed system should have the ability to provide reports on Automated Attendant traffic, including which options are chosen, where callers hang-up, and where callers are transferred to departments. Explain below how automated attendant is provided by the system at the turnkey price.

Response: "OPTIONAL COMPLY"

If Manhattan Beach chooses the ECC-Enterprise Contact Center for the call center needs, the Auto Attendant can utilize the functionality of the IVR feature. This will allow Manhattan Beach to provide reports on traffic, which options are chosen, where callers hung up and where callers are transferred to.

The Auto Attendant that is proposed is the ShoreTel Auto Attendant/voice mail system.

ShoreTel voicemail resides on a supplied (or customer provided) Windows 2008 Server or in a VMWare environment connected to the customer's Ethernet network. Voicemail is available for each user at no additional charge. The ShoreTel voicemail system can accommodate up to 10,000 voicemail users on a single system.

Integrated Voice Mail

The ShoreWare™ Voice Mail service is provided as a standard for all users (including unified messaging with Outlook). It requires no additional hardware, consumes no telephony ports and storage is limited only by the size of the server hard disk. The system provides 32.5 hours of voice storage per gig of hard disk space – and 254 simultaneous ports of access.

In multi-site configurations, voice mail servers can be distributed at larger locations to save valuable WAN bandwidth. Users can record personal greetings, as well as manage their mailbox from the ShoreWare™ Communicator software or from any telephone. The powerful message notification feature can alert users to new messages by calling them at an external number, paging them or sending them an email. Voice mail messages are stored in the industry-standard WAV (Audio for Windows) format, allowing users to play them on multimedia PCs, attach them to e-mail messages, or embed them in other documents.

Multi-level Auto-attendant

The ShoreWare™ Auto-Attendant service provides 24-hour automated call answering and routing to improve service and enhance a company's image for inbound callers. Outgoing prompts can be customized and linked to the time of day and/or day of week. Individual groups, like technical support and sales organizations, can have their own menus with unique greetings and options. Like the ShoreWare™ Voice Mail service, the ShoreWare™ Auto-Attendant service also consumes no physical ports and can be distributed at larger locations to save valuable WAN bandwidth.

5.3.6 Automatic Call Distribution (ACD):

City of Manhattan Beach is interested in ACD capabilities that can be provided on the Vendor's proposed system. The details of the functionality should be described in subsequent sections of this RFP. The City is interested in the ability of the ACD system to easily integrate to various systems that it uses now and may use in the future. These include: Tyler Technologies "Eden Financial Management", RouteMatch, and planned work order and time management systems. Please briefly describe your experience with any existing integrations of the proposed system to any of these systems or system types (by vendor and product name). Please provide references (using the same format as section 3.4 Reference Accounts) for any applicable integrations. Provide optional pricing for ACD where indicated on Schedule A using the number of agents listed in Schedule B.

Response: "COMPLY"

Packet Fusion has proposed ShoreTel's workgroup agent and supervisor solution. We have proposed ECC-Enterprise Contact Center as an Optional item. ACD is included in our solution. Further investigation is required for integration to the various CRM systems to provide a more adequate answer. If The City decides to deploy the recommended next level ShoreTel ECC Call Center solution, then integration with 3rd party databases that have a SQL database are usually quite easy to pull and push information too.

5.3.6.1 The City wishes information about the ACD integration environment and would like the ability to make changes in the integration and/or add customizations for new or changed applications itself. Please describe whether such a self-development capability exists and how it works. If the proposed solution

does not provide for such self development by the City, please describe how requests to make changes are made, typical response time, and current consulting rates per hour for such changes.

Response: "OPTIONAL COMPLY"

ShoreTel ECC supports OBDC Compliant Connections. Self development capability does exist and access is available in the Enterprise Contact Center Administration. Packet Fusion will consulting for such changes at a rate of $175.00 per hour.

5.3.7 FAX:

The City presently uses multiple fax machines working from analog lines on the Mitel PBX. The City is interested in the system being able to receive fax mail and forward as .tif or .pdf attachments to email as part of the Integrated Messaging capabilities. Describe your solution.

Response: "COMPLY"

The FaxFinder fax server is an all-in-one network attached appliance that delivers faxes to a recipient's email inbox or network folder so they can be accessed via personal computer, laptop or mobile device, or printed on a network printer. Outbound faxes can be sent using a client software, web interface, or T.37 email-to-fax protocol.

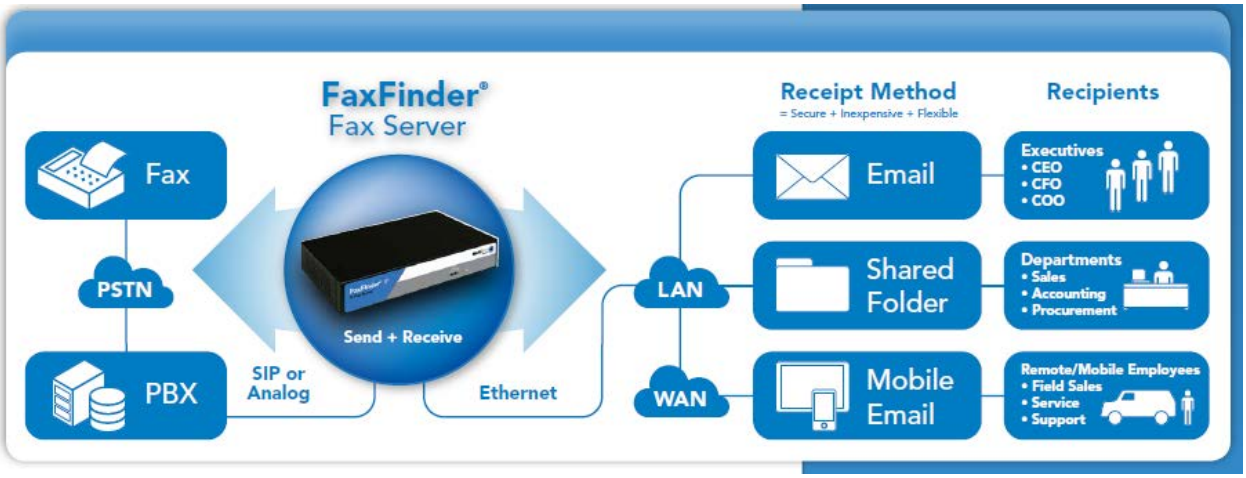
- Centralize fax operations to one location.
  Replace all legacy paper-based fax machines
  with one centrally located FaxFinder fax server.

- Lower the cost of existing fax operations
  The FaxFinder fax server eliminates most reoccurring costs associated with based fax machines and eliminates the need for expensive online subscription-based services.

- Comply with industry-specific initiatives
  HIPAA: The FaxFinder fax server helps hospitals, clinics, and other healthcare organizations meet information privacy and security mandates.
  Sarbanes-Oxley (SOX): The FaxFinder fax server provides companies the tools to comply with the Sarbanes-Oxley Act for corporate accountability, internal governance, and information distribution.

- Integrate fax into existing business applications
  The FaxFinder Web Services API allows companies to integrate the FaxFinder with their existing business applications, automating the sending of faxes in accordance with existing business rules.

- Interoperable with a wide range of telephony systems
  The FaxFinder is successfully tested and approved for use with a wide range of telephone systems including Avaya, ShoreTel, and Mitel.



5.3.8 Public Address (PA):

The City presently uses public address (PA or paging) in the Police/Fire 1 building accessed by an analog line interface to the Westnet alerting system. The City wishes to retain this functionality in Fire 1 with the new telephone system and wishes to add a PA interface to the Fire 2 building working as a separate zone. The City also wishes to have PA paging to all telephone stations having speakers, with as many as 10 zones. PA should allow paging on a per zone or on an all zones basis. Describe your solution below.

Response: "PARTIAL COMPLY"

The ShoreTel system can integrate with the existing Westnet alerting system by adding an extension only license and an analog port. This is included in the solution. The solution also includes the PA interface to the Fire 2 building. The Shortel inherit paging solution can page up to 100 phones or zones simultaneously at a single site. If Manhattan Beach wishes to page all telephone stations at all sites, this would require a 3rd party enhanced paging application.

5.3.9 On-Demand Call Recording:

The City is interested in having the system provide ad-hoc "on demand" call recording for selected users (e.g. Police). Please describe how you would provide this functionality, whether desktop software will need to be deployed, how the application is controlled, whether calls will be recorded from the beginning of the call even if recording is activated in the middle of the call, and how an outside caller would be notified that the call is being recorded. In order to meet recording notification laws, will the system play a greeting such as "Recording" or beep on the line every 30 seconds to indicate that the call is being recorded? Provide optional pricing for On-Demand Call Recording where indicated on Schedule A using the quantities listed in Schedule B.

Response: "COMPLY"

ShoreTel does provide ad-hoc on demand call recording for all users. Calls will be recorded from the time the record button is pressed in the middle of the call. There is no tone or notification to notify the caller that they are being recorded.

5.3.10 Barge and Whisper:

The City is interested in "barge in" capability to dial a code and extension number to listen in silently on an existing call. The City is also interested in "whisper" capability so that only the internal extension hears the barge in caller, but not the external caller. Describe your solution below.

Response: "COMPLY"

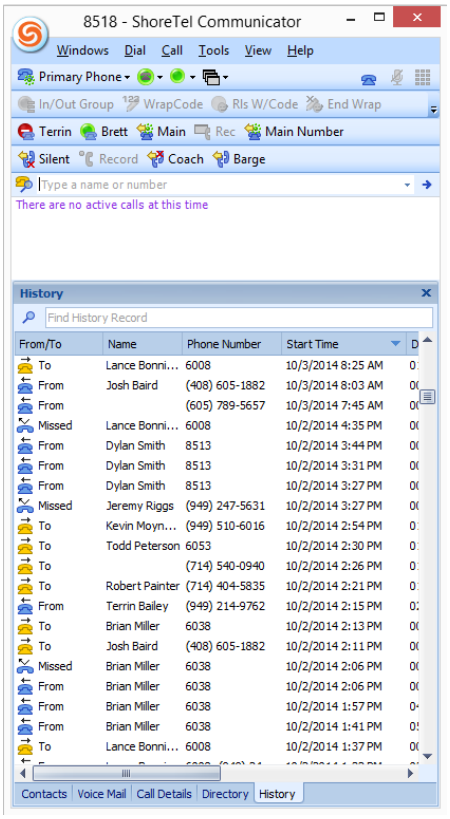
These are all standard offerings of the ShoreTel System and can programmed on a button on the phone or programmed on the ShoreTel Communicator.

5.3.11 Recent Calls Display:

The City is interested in an easy display of recent calls at an extension with Caller ID, so that the user can easily scroll back through recent calls to see the Caller ID information, date/time, and call duration. Describe your solution below.

Response: "COMPLY"

By utilizing the Directory Button on the Telephone the user gains access to the last 500 inbound outbound or missed calls. As a number is scrolled over the user may simply hit the dial button to call that person back. The same rules apply to the ShoreTel Communicator but the user has access to the last 1000 Calls. Please see screenshot on next page.



5.3.12 Remote Workforce Management:

The City presently uses AT&T Telenav Track to track mobile employees. Please describe whether your proposed solution has similar functionality.

Response: "DO NOT COMPLY"

This is not a feature available at this time on the proposed system. There are 3rd party applications that can be integrated with ShoreTel to provide similar features and functionality.

5.3.13 Uninterruptable Power Supply (UPS):

City of Manhattan Beach is aware that their current distributed UPS systems are inadequate for the intended reliability desired. Please add to the turnkey price of the base system UPS systems for all equipment provided (including geo-redundant servers and survivable gateways) sufficient for sixty (60) minutes of operation. The provided UPS systems must be able to have batteries replaced without interruption of supplied power. Describe your solution below. Provide quantities as listed in Schedule B.

Response:

We are proposing Tripp Lite UPS' which we believe to be the leader in the industry.

- Intelligent, network-grade protection for data centers, server rooms, network closets and a wide variety of professional networking applications
- Protect networks from blackouts, brownouts, overvoltages and surge conditions.
- Offer highly intelligent local and remote communications options for power monitoring and auto-shutdown capabilities

5.3.14 Music on Hold:

City of Manhattan Beach presently uses a royalty-free music on hold system and in-house recorded greeting at City Hall, Police/Fire 1, and City Yard locations that presently have the Mitel SX2000 Light. Please describe how your system will provide music on hold at these locations, including the interface.

Response: "COMPLY"

The ShoreTel Music on Hold solution utilizes a mini RCA jack on each switch locally to provide this capability. Alternately, Manhattan Beach can play a wave file. If Manhattan Beach is looking for different messages on hold, the ShoreTel solution can play a different message based on the DID/DNIS or ANI dialed.

5.3.15 Call Detail Recording (CDR):

City of Manhattan Beach presently uses a CDR system from Procom Plus. Please describe how your system will provide a CDR interface to forward CDR information on called number, time/date/duration, and calling extension.

Response: "COMPLY"

Procom is a Terminal Emulation software which not required as ShoreTel natively provides CDR information on called number, time/date/duration, and calling extension that is accessed through a web browser.

This is available at no extra cost.

5.3.16 City of Manhattan Beach would like to implement VLAN segmentation in conjunction with this project and will rely on the Vendor for recommendations for separating VoIP traffic from data traffic, as well as creating VLANs for other types of data devices, and configuring trunking on access layer ports. It is expected that the VLAN segmentation will be accomplished by simple static routes within each location on the Layer 3 core switch. City

has an existing Active Directory (AD) server for DHCP that assigns dynamic IP addresses to computers at all sites. Please comment on your solution's ability to meet this requirement.

Response: "COMPLY"

Organizations can set up separate VLANs for voice traffic, which eliminates broadcast domains and segregates traffic for improved performance and security. Using VLANs can limit the number of ports for which voice traffic is destined, adding to security. With ShoreTel, VLANs IDs can be set automatically using DHCP, which saves time. ShoreTel phones also support Link Layer Discovery Protocol (LLDP) which is an open standard method to assign VLAN tags at Layer 2.

The VLAN can be used to prioritize voice over data on the local area network, which can allow the voice traffic to get through even when data traffic is intense — including some network attacks. Check your network switches to ensure they can prioritize based on VLAN (or DiffServ) tags and that they support multiple queues

5.3.17 LAN/WAN Configuration:

Vendor is expected to work in concert with City of Manhattan Beach, outside Vendors and other specialists to deliver a LAN/WAN configuration that is 100% operational and suitable for VoIP. Vendor will be responsible for providing consultation, best practice recommendations, and switch and router configuration scripts for the models and software revision levels that the Vendor will deploy; in order to support VoIP, Quality of Service, telephone discovery, and network connectivity to the specifications required by the VoIP manufacturer. Network consultation and engineering will include all existing LAN/WAN switches, routers, and firewalls, even if not sold by the Vendor. Typically, Vendor will provide sample configuration switch, and once approved by City of Manhattan Beach, will customize the script for every switch and router in the network. Vendor will program all equipment that they are providing, and any additional equipment that they are certified on and that City of Manhattan Beach decides to allow. City of Manhattan Beach will implement Vendor provided configurations on any pre-existing hardware that the vendor is not certified on.

Response: "COMPLY"

Packet Fusion has read and Understands the above and will be responsible for providing consultation, best practice recommendations, and switch and router configuration scripts for the models and software revision levels that the Vendor will deploy; in order to support VoIP, Quality of Service, telephone discovery, and network connectivity to the specifications recommended by ShoreTel.

DiffServ should be used to prioritize voice over data on the LAN and the WAN to ensure the voice traffic gets through even when data traffic is intense—including some network attacks. Check your WAN access devices to ensure they can prioritize based on DiffServ and that they support multiple queues. Packet Fusion will be responsible for providing consultation, best practice recommendations, and switch and router configuration scripts for the models and software revision levels that The City is utilizing in order to support VoIP, Quality of Service, telephone discovery, and network connectivity to the specifications required by the VoIP manufacturer.

5.3.17.1 An initial discussion (upon contract award) will be held between the Vendor and Client to review all IS infrastructure systems, including all hardware installed, software revisions, and programming. Upon completion of this initial discovery, Vendor will provide recommendations for upgrades and remediation.

Response: "COMPLY" Packet Fusion has read and understands the above.

5.4 SCHEDULE C NON-COMPLIANCE

5.4.1 Schedule C lists features and functionality that City of Manhattan Beach requires in the proposed solution. However, as a spreadsheet it may not provide adequate room to explain non-compliance. Please use the following space to explain any features that were responded to as Optional, Partial, or Non-Compliant where City of Manhattan Beach marked the feature as "Required". Also, describe work-arounds and optional pricing below if there was not enough space on Schedule C. Lastly, provide an explanation for any partial or non-compliance with features that we marked as "Should Have but Optional".

Response: Packet Fusion has provided an explanation/summary for the OPTIONAL, PARTIAL OR NON-COMPLIANT responses throughout the entire RFP.

5.5 RECOMMENDED OPTIONAL UPGRADES

5.5.1 In answering this type of Request for Proposal, it is recommended that Vendors provide pricing on the minimum cost alternatives that allow for full compliance with the RFP. However, we would be interested to know what options or upgrades you would recommend to your base configuration. Please name, define, describe, and price each upgrade that you would recommend in your hardware, software, or feature functionality.

Response: "COMPLY"

We are confident that we have proposed a great solution for the City of Manhattan Beach. With that said, Packet Fusion feels that due to the requirements stated throughout the RFP and in Schedule C, that deploying ShoreTel's next Level ACD solution called Enterprise Contact Center (ECC), would be beneficial to the call center agents/supervisors and to the City as a whole. We have provided OPTIONAL pricing for ECC in our Itemized pricing.

In conjunction with ECC, Packet Fusion has also proposed an OPTIONAL solution for full collaboration with our SA100 conference bridge. You will see this describe throughout the RFP and in our itemized pricing. Pairing up the SA100 for Instant Messaging, Web Presentations and meet-me audio conferencing with ShoreTel's Communicator desktop call control client will give users a similar and even better experience than they would get with utilizing Microsoft Lync as an overlaying application.

6 PHONE SYSTEM

6.1 SPECIFIC REQUIREMENTS

6.1.1 Architecture

6.1.1.1 City of Manhattan Beach would prefer that all locations be part of a single telephone system with a single database image. Multiple systems with databases that are coordinated by a centralized system administration software that emulates single system functionality are not compliant with this definition. Please state whether your base pricing includes this architecture.

Response: "COMPLY"

All call control is always provided locally and is not dependent on HQ for any call control functions. With the distributed call processing of the ShoreTel architecture, functionality will continue without impact even when the WAN is lost. We have also included the ShoreGear "V" switches for the branch offices which has voicemail embedded in flash memory on each of the switches to support local voicemail repository/depository. PFI also includes N+1 at zero charge to the CITY OF MANHATTAN BEACH (other than a slice of VMWare).

6.1.1.2 Servers: Vendor will supply all servers (including servers to host required virtual servers if recommended) and Operating System software (including Windows or VMware if required) for ALL applications proposed in their solution.

Response: "COMPLY"

6.1.2 Telephone Specifications for City of Manhattan Beach

6.1.2.1 All telephones should be GigE, meaning that they can supply a switched Ethernet port to an attached computer at Gigabit Ethernet speeds. Please also price (as an option) what cost savings could be achieved in deploying non-GigE phones.

6.1.2.2 The PC Attendant Console should provide receptionist/operator functionality with an on-screen busy lamp field that shows status of telephones across any networked locations. Phone system should automatically re-direct any operator calls to a back-up reception position (described below) if the PC Console were to lock-up, fail, or require rebooting.

6.1.2.3 Staff (Standard) telephone requirement is for a multiline set capable of supporting at least 2 extension appearances. The following features, accessible via fixed or soft feature keys, are required: internal and PSTN dial-tone, hold, transfer, message waiting indicator, ad-hoc five-party conference call, system speed dial access, personal speed dial access, and forward to voice mail. LCD display, two-way speakerphone and the ability to independently mute speakerphone, headset and handset calls is required for this set.

6.1.2.4 Executive telephone requirement is for a Full Duplex speakerphone capable of supporting Busy Lamp Field appearance for 1 other telephones, intercom to their assistant, and one touch speed dials for 3 numbers (minimum 6 button phone required). All other features of the Standard telephone need to be supported as well.

6.1.2.5 Executive Assistant (Secretary) telephones shall include all features of the standard telephone, and also be equipped with the ability to monitor at least 3 Executives. Secretary should be able to tell if an Executive is busy on any of their extension appearances. Call Coverage Keys should ring or delay ring along with the Executive's telephone. Secretary phone should have 2-way intercom button to their executive. This phone should be able to support 8 line appearances, or two lines for the users and two lines for each executive.

6.1.2.6 Empty Desk/Visitor Cube telephones should match the specification for Standard (Staff) phones and include a telephone license, but do not require a VM license. Additionally these phones should be configured for hot-desking.

6.1.2.7 Basic (or courtesy) telephone requirement is for a single or multi-line phone that would be placed in very low usage areas such as intern desks, waiting areas, warehouse, lunchroom, etc. The following features, accessible via fixed or soft feature keys, are required: internal and PSTN dial-tone, hold, transfer, system speed dial access, and park pickup.

6.1.2.8 Key Expansion Module – A module that can be attached to any proposed station and offer a minimum of 12 additional busy lamp appearances.

6.1.2.9 The ACD agent telephone or PC application shall include the following key appearances, soft-keys, or interactive display: Login/Logout, Not Ready, Make Busy, Wrap Up, Activity code, # calls waiting in queue indication, Supervisor Assistance Request, personal DN, and all features of a standard phone. This terminal shall include at least 1 headset jack and preferably a second to allow training of new employees, or for a supervisor to monitor calls.

6.1.2.10 Supervisor telephone or PC application shall include all features as listed for the ACD terminal. In addition, the ability to monitor and listen to an Agent is required. The supervisor application or telephone should allow viewing of the current state of the queue, number of agents logged in, and service levels.

Response: "COMPLY" Packet Fusion has read and understands the above.

6.1.3 Telephone Questions

6.1.3.1 Provide a brief description and picture for each telephone being proposed below. If you are quoting VoIP telephones, specify data speeds available/quoted (10/100/1000), optional snap-in interfaces available, and power requirements (or which PoE class) for each phone. Please note if any of the phones require a wall mount kit and include pricing in the Schedule A. Please fill in the model number that you have quoted for each phone type onto the appropriate line of Schedule B.

Response: "COMPLY"

Packet Fusion is proposing a several different types of phones.

The benefits of the ShorTel IP phones are as follows:

- Available in a wide range of models enabling users to choose the device best suited to their needs.
- Quick and intuitive access to the ShoreTel feature-rich communication capabilities.
- Ergonomic design optimized for comfort, sound and usability.
- Plug-and-play simplicity lowers management resource needs.

The descriptions are as follows:

IP Phone 480g:

An eight-line phone with an easy-to-read, back-lit display. Expanded call history and directory along with visual voicemail are provided, making the 480 an ideal phone for busy professionals. Six feature keys and five soft keys provide easy access to ShoreTel features. A full duplex speakerphone and integrated headset jack are standard. The Gigabit phone also includes an integrated 10/100/1000 Ethernet switch for Gigabit speed as well.

IP Phone 655:

IP Phone 655: A twelve-line telephone ideal for executives and executive assistants. In addition to setting a new bar in speakerphone performance by leveraging advanced microphone array technology, interaction with the telephone is extremely intuitive via the large color touch display. Visual voicemail makes it very easy to browse, play and manage voicemail messages and the advanced directory display with telephony presence allows users to see if somebody is available for a phone call. Users can personalize the background image on the phone and also easily manage programmable buttons. An integrated headset jack, plus a 10/100/1000 Ethernet switch for Gigabit speed as well as a built-in VPN client also come standard with this phone.

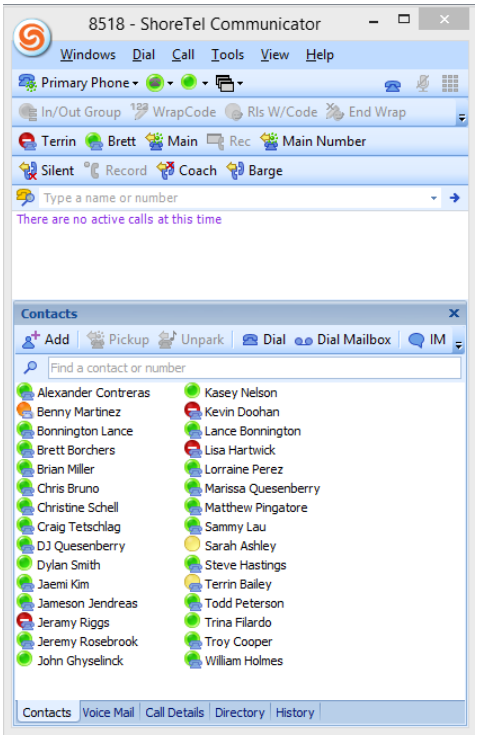
IP Phone 930D:

This three-line phone combines the capabilities of the IP Phone 230 with in-building mobility. Using DECT technology, these handsets and corresponding base and repeater units enable receptionists, retail store staff, facilities managers and other employees of small to mid-side enterprises to remain connected while roaming freely through

6.1.3.2 Provide a screenshot and brief description for the PC softphone. Will calls to a softphone be able to ring simultaneously on an attached (USB) headset/handset as well as at the PC? Will computers that do not have multimedia speakers be able to 'ring'?

Response: "COMPLY"

The PC softphone is built into the ShoreTel Professional Communicator. One you learn how to use the ShoreTel Communicator you would then be fully trained on the PC Softphone



6.1.3.3 The quoted phones should allow users to navigate a telephone directory from the display of their phone. Where will this directory be retrieved from? Please describe how the directory is accessed.

Response: "COMPLY" – standard feature on all phones. This information is retrieved from the ShoreWare Director or a DVS server.

6.1.3.4 If a color display option is available (and not already included in your proposal) include the incremental cost to upgrade all telephones to color in the options section of Schedule A.

Response: "COMPLY" Packet Fusion will add the incremental cost to upgrade all telephones to color in Section A.

6.1.3.5 City of Manhattan Beach is interested in cordless telephones that would allow their personnel to move around their buildings. A cordless telephone will allow selected staff to answer calls to their shared phone while away from their station and provide basic call transfer and rudimentary multiline functionality. The City has WiFi at select locations for use by City employees. What solution would you recommend for this requirement?

Response: "COMPLY" Packet Fusion has read and understands the above.

Packet Fusion would recommend the IP 930 D solution for the cordless requirement. This three-line phone combines the capabilities of the IP Phone 230 with in-building mobility. Using DECT technology, these handsets and corresponding base and repeater units enable receptionists, retail store staff, facilities managers and other employees of small to mid-side enterprises to remain connected while roaming freely through their workplace.

For the Wifi requirement, Packet Fusion would recommend out ShoreTel mobility solution. ShoreTel Mobility is designed to extend unified communications (UC) applications to smartphones and tablets so workers can achieve maximum productivity anytime, anywhere. The result: a more engaged, connected, responsive workforce which increases your team's professionalism, sales and service. ShoreTel Mobility integrates with ShoreTel- UC systems securely and easily, and dramatically reduces operational telecom expenses. Increased team responsiveness, ease of deployment and cost savings quickly pay off in an improved bottom line.

6.1.3.6 Do headsets require an external amplifier to provide adequate sound quality and volume? Do the telephones quoted have a "headset" mode where the handset does not need to be removed from the cradle, or is a handset lifter required? Does the phone have a separate headset jack, or does it connect in line with the handset? Please verify that the phone(s) will operate "handsfree" with City's existing Plantronics CS540 headsets.

Response: "COMPLY"

No, the ShoreTel phones do not require an external amp. The 420, 480, 480G, 485G, 265, 230g, 230, 212k all include an integrated amplifier as well as integrated headset lifter. The ShoreTel system has a headset mode where the handset does not need to be removed from the cradle. These ShoreTel phones all have a headset jack.

6.1.4 Features

6.1.4.1 Departmental "must answer" line. This is a button that appears on a group of telephones to be answered by anybody in a department. This button should include a Message Waiting Indicator for voicemails to this extension in addition to the user's voicemail. Callers would access this line either by direct dial, operator transfer, or zero out of voicemail. It should have multiline attributes so multiple calls can be ringing into the group simultaneously. The calling number and calling name (if available from the trunk or if available from the internal directory) should show on the display of the phones. Please describe how this is accomplished and any drawbacks.

Response: "COMPLY"

This is a standard feature and can be accomplished with hunt groups or work groups inherent to the system with line and messaging waiting indicators visible on the phone or even on the PC application – Communicator.

6.1.4.2 City of Manhattan Beach currently uses the following features which should be supported in the quoted solution: ring groups, hunt groups, simultaneous ring groups, pick-up groups, directed call pick-up, directed hold pick-up, directed call park (park+extension to park, unpark+extension to retrieve), personal speed dial lists, and department speed dial lists. Please advise if any of these features needs to be further defined in order to answer this question. Please respond with your compliance to these features, any required work-arounds, and any limitations to the number of phones in a pickup group, ring group, or shared extension.

Response: "COMPLY"

These are standard features of the ShoreTel system.

6.2 SYSTEM ARCHITECTURE

6.2.1 Provide a brief description and discussion of the recommended system architecture. Describe connectivity and communication between its integral parts. Include a Visio or Bay Face diagram to illustrate the quoted architecture (not a generic drawing). Also, include a standard data rack elevation showing all Data Center equipment including servers, cabinets, switches and routers.

Response: "COMPLY"

OUR SOLUTION:

Our solution utilizes ShoreTel Gateways (IP/FXO/FXS/ISDN) at each location for local call control. The beauty of our telephony solution is that all sites (up to 200) are part of a single system image with no single point of failure. A single system image allows me to spread the above gateways (1 rack U/ ½ width) across your IP network and it is one phone system. My competitors will make multiple locations "look like" one phone system, but ours truly "is" one phone offering the following standard features:

- Feature transparency between all locations.
- IP phones register locally to gateways, not back to a Big Iron central server.
- Single database for all telephony and voicemail functionality and management.
- Single licenses structure. Move users from location to location easily.
- All users get true Unified Communications (UC) with our Personal Communicator
- Unmatched redundancy / resiliency.

ShoreTel's system architecture has no single point of failure and is a SINGLE SYSTEM with one database to manage for the entire system. Our unique distributed model has multiple built-in redundancies at all levels to safeguard voice communications and deliver 99.999% of availability. Even in the event of a power failure, ShoreTel provides automatic fail over to the PSTN for continuous dial tone. In the event of a server failure, ShoreTel accepts calls without disruption or loss of dial tone – switching and routing is facilitated by the distributed ShoreGear switches. Temporary loss of voice applications (voice mail, automated attendant, etc.) can be avoided by implementing high availability servers.

The ShoreGear voice modules are 100% distributed and do not rely on each other. If a ShoreGear voice switch goes out of service, only the users on that individual switch are impacted. IP phones associated with that ShoreGear switch have the ability to failover to another ShoreGear switch (N+1). The phone will automatically do this with no reboot. N+1 has been configured to ensure the most redundant solution. This additional ShoreGear switch can be located anywhere in your network.

Mean Time Between Failure on ShoreGear Switches is projected at 11 years. All hardware devices are self-contained, solid state devices with no moving parts (other than a fan and on/off switch). VxWorks/LINUX, the embedded OS was developed for high availability systems – flight control systems and health care applications (pace makers run VxWorks).

This architecture is extremely robust and will provide the safe and secure dial tone for The CITY OF MANHATTAN BEACH, this includes the following:

- ✓ Inherent remote survivability – With call control distributed to each location, dial tone is not dependent on the wide area network (which is typically the weakest link). In the event of a WAN outage, the call control is already running on the local ShoreGear voice switches and operation will continue without event.
- ✓ Embedded control – Each and every ShoreGear voice switch has >99.999% availability since the solution uses flash memory instead of spinning media. The call control also runs on VxWorks which is used in pacemakers and the Mars lunar rover.
- ✓ N+1 redundancy (included) – In the unlikely event a voice switch does fail, they can be configured with "N+1 reliability" so IP phones can automatically re-register to another voice switch at the site.
- ✓ PSTN failover – In the event the WAN does fail, the system supports PSTN failover such so that calls from an extension at one site will automatically route to an extension at another site using the PSTN.

While redundancy / resiliency is a key element of ShoreTel value proposition, its desktop applications steal the show. Every desktop will have ShoreTel Communicator implemented. The Communicator provides a visual, information-rich interface for managing and controlling communications. The Communicator works with the user's telephone whether they are at work using an IP phone, on the road using a softphone, or even while teleworking using their home telephone. The Communicator is available in two versions. A Personal version for basic requirements and a Professional version featuring a few added features (more granular call handling, a softphone and desktop to desktop video).

The strength of the ShoreTel solution is the fact that we are open and provide The CITY OF MANHATTAN BEACH the flexibility of either using the native unified communications applications (ShoreTel Communicator), unified messaging (voice mail with Outlook integration).

The ShoreTel Communicator integrates natively with MS Outlook without the need to touch your MS Exchange. This solution provides Contact, Calendar and Inbox (voice mail) integration without any additional hardware or software.

We would recommend and have included the ShoreGear "V" switches with local voicemail for redundancy/ resiliency reasons which is built into the "V" switches via flash memory. The remote locations would have a child relationship to the parent relationship to the ShoreWare Director / Voicemail server to ensure uptime and business continuity in the event of a WAN failure for an additional layer of redundancy/resiliency.

Redundancy and high availability is ShoreTel's strength. The core telephony product's redundancy and availability is by far the best in the industry. We have extended this philosophy to call center as well. For a minor charge, we can also implement a hot-standby server for added availability. This coupled with the routing within the core product allows for your call center to always be available.

6.2.2 The proposed solution must be able to provide traffic reports and report historic trunk utilization by trunk group or for specific lines, in the base system being quoted. The system should provide a peak busy usage report that shows the maximum number of lines used during specified periods. Please include samples of these reports in the appendix and your softcopy.

Response: "COMPLY"

Call Detail Reporting

The ShoreWare Call Detail Recording service generates call records for all locations into a single, unified database on the ShoreWare server—there is no need for "buffer boxes" and "polling devices" to integrate CDR data from multiple sites. Bundled reports provide information on trunk, user, workgroup, and network activity. Using database tools,

knowledgeable individuals can create custom reports tailored for specific needs. The ShoreWare CDR Service also generates call records into a text file for use by third-party call accounting packages.

Call Detail Reporting

CDR database

Integrated archival

Bundled reports:

User activity

Trunk activity

Workgroup agent activity

Workgroup queue activity

WAN activity

Third party integration

Space-delimited CDR output

The Trunk Activity report for trunk utilization is below:

Trunk Activity Summary Report

Starting: 3/19/2002 1:00:00PM Ending: 3/19/2002 2:00:00PM

	Inbound			Outbound			Total		
Houston ALS	**Qty**	**Duration**	**Average Duration**	**Qty**	**Duration**	**Average Duration**	**Qty**	**Duration**	**Average Duration**
ALS 1-8/713-784-7113	0	0:00:00	0:00:00	2	0:01:55	0:00:57	2	0:01:55	0:00:57
Total	**0**	**0:00:00**	**0:00:00**	**2**	**0:01:55**	**0:00:57**	**2**	**0:01:55**	**0:00:57**

	Inbound			Outbound			Total		
Sunnyvale ATT PRI	**Qty**	**Duration**	**Average Duration**	**Qty**	**Duration**	**Average Duration**	**Qty**	**Duration**	**Average Duration**
Sunnyvale ATT PRI1	8	0:14:10	0:01:46	0	0:00:00	0:00:00	8	0:14:10	0:01:46
Sunnyvale ATT PRI1 (19)	0	0:00:00	0:00:00	1	0:00:40	0:00:40	1	0:00:40	0:00:40
Sunnyvale ATT PRI1 (2)	2	0:22:27	0:11:13	0	0:00:00	0:00:00	2	0:22:27	0:11:13
Sunnyvale ATT PRI1 (20)	0	0:00:00	0:00:00	5	0:05:26	0:01:05	5	0:05:26	0:01:05
Sunnyvale ATT PRI1 (21)	0	0:00:00	0:00:00	5	0:19:39	0:03:55	5	0:19:39	0:03:55
Sunnyvale ATT PRI1 (22)	0	0:00:00	0:00:00	8	0:32:23	0:04:02	8	0:32:23	0:04:02
Sunnyvale ATT PRI1 (23)	0	0:00:00	0:00:00	1	1:16:59	1:16:59	1	1:16:59	1:16:59
Sunnyvale ATT PRI1 (3)	2	0:05:36	0:02:48	0	0:00:00	0:00:00	2	0:05:36	0:02:48
Sunnyvale ATT PRI1 (4)	1	0:00:54	0:00:54	0	0:00:00	0:00:00	1	0:00:54	0:00:54
Total	**13**	**0:43:07**	**0:03:19**	**20**	**2:15:07**	**0:06:45**	**33**	**2:58:14**	**0:05:24**

	Inbound			Outbound			Total		
Sunnyvale LD PRI In	**Qty**	**Duration**	**Average Duration**	**Qty**	**Duration**	**Average Duration**	**Qty**	**Duration**	**Average Duration**
Sunnyvale LD PRI In	1	0:02:37	0:02:37	0	0:00:00	0:00:00	1	0:02:37	0:02:37
Sunnyvale LD PRI In (3)	2	0:12:57	0:06:28	0	0:00:00	0:00:00	2	0:12:57	0:06:28
Sunnyvale LD PRI In (5)	1	0:01:48	0:01:48	0	0:00:00	0:00:00	1	0:01:48	0:01:48
Total	**4**	**0:17:22**	**0:04:20**	**0**	**0:00:00**	**0:00:00**	**4**	**0:17:22**	**0:04:20**

An sample/example of the Peak Busy usage report would be described in the Trunk Activity Detail Report below:

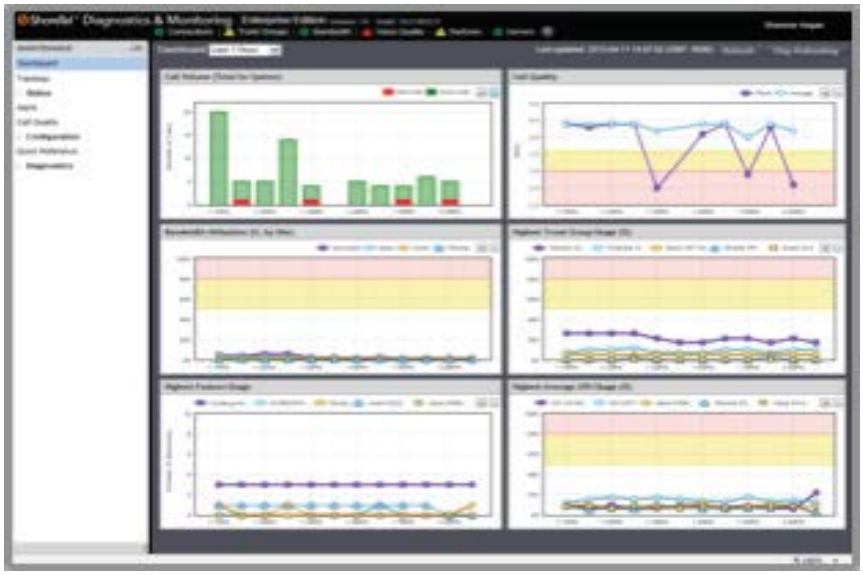
Trunk Activity Detail Report

Starting: 3/19/2002 1:00:00PM Ending: 3/19/2002 2:00:00PM

Houston ALS	Date	Time	In/Out	Dialed #	Calling #		User		Duration
ALS 1-8/713-784-7113	03/19/2002	1:00:30PM	Out	+17137858537	3445		Chuck Eggers		0:00:42
	03/19/2002	1:31:15PM	Out	+12812615453	3445		Chuck Eggers		0:01:13
	Sub-Total				**2**	**Call(s)**	**0:00:57 Average**	**0:01:55**	**Total**
Total					**2**	**Call(s)**	**0:00:57 Average**	**0:01:55**	**Total**
Sunnyvale ATT PRI	**Date**	**Time**	**In/Out**	**Dialed #**	**Calling #**		**User**		**Duration**
Sunnyvale ATT PRI1	03/19/2002	1:13:15PM	In	14083313362	Blocked		RightFax Out		0:01:02
	03/19/2002	1:26:41PM	In	14083313344	+18187067374		Mary Kuhn		0:00:39
	03/19/2002	1:28:56PM	In	14083313396	+14084464084		Lanelle Durst		0:00:32
	03/19/2002	1:30:29PM	In	14083313369	+16507427990		Ron Moses		0:00:44
	03/19/2002	1:35:26PM	In	14083313346	+14089214185		Steve Kazan		0:00:26
	03/19/2002	1:41:07PM	In	14083313413	+14087208495		Jeff Ridley		0:04:01
	03/19/2002	1:46:56PM	In	14083313300	+14155423724		Mary Kuhn		0:03:23
	03/19/2002	1:46:56PM	In	14083313300	+14155423724		Mary Kuhn		0:03:23
	Sub-Total				**8**	**Call(s)**	**0:01:46 Average**	**0:14:10**	**Total**
Sunnyvale ATT PRI1 (19)	03/19/2002	1:37:59PM	Out	+14083281858	3413		Jeff Ridley		0:00:40
	Sub-Total				**1**	**Call(s)**	**0:00:40 Average**	**0:00:40**	**Total**
Sunnyvale ATT PRI1 (2)	03/19/2002	1:06:35PM	In	14083313617	+16166821570		Jordan Dierks		0:08:28
	03/19/2002	1:45:02PM	In	14083313557	+15107885200		Christine Graham		0:13:59
	Sub-Total				**2**	**Call(s)**	**0:11:13 Average**	**0:22:27**	**Total**
Sunnyvale ATT PRI1 (20)	03/19/2002	1:36:31PM	Out	+14087331990	3355		Barry Castle		0:03:59
	03/19/2002	1:49:39PM	Out	+16506140500	3630		Tom van Overbeek		0:00:44
	03/19/2002	1:50:34PM	Out	+16507402122	3630		Tom van Overbeek		0:00:13
	03/19/2002	1:50:55PM	Out	+16507402122	3630		Tom van Overbeek		0:00:09
	03/19/2002	1:51:27PM	Out	+16507402122	3630		Tom van Overbeek		0:00:21
	Sub-Total				**5**	**Call(s)**	**0:01:05 Average**	**0:05:26**	**Total**
Sunnyvale ATT PRI1 (21)	03/19/2002	1:20:14PM	Out	+14085906067	3467		Sandy Fortin		0:01:26
	03/19/2002	1:29:12PM	Out	+14085217204	3550		Steven Goldberg		0:00:07
	03/19/2002	1:29:28PM	Out	+14083071190	3550		Steven Goldberg		0:01:51
	03/19/2002	1:31:25PM	Out	+18004489410	3379		Mark Blaszczyk		0:08:12
	03/19/2002	1:46:19PM	Out	+19072236006	3346		Steve Kazan		0:08:03

ShoreWare Director also posts system health on one administrative screen. For fast, 24-hour response, ShoreWare Director also delivers warnings through e-mail to one or more e-mail addresses. Because ShoreTel intelligence is distributed throughout the system, if one device fails, the others auto-matically compensate, assuring optimal performance 24x7.

Manage your Toll and WAN usage The ShoreTel system provides centralized Call Detail Reporting for multi-location enterprises. Rather than having multiple CDR databases and the inherent complexity of reviewing such data, the call detail reporting spans all locations. Without the inherent complexity, you can spot under-utilized trunks driving down service provider feeds, as well as track network performance across your WAN links.



6.2.3 The proposed solution should be 911 compatible, which we define as:

6.2.3.1 Route calls over appropriate local PSTN connections that are identified by the Telco Central Office with the correct address at the Public Service Answering Point, even if that route is different from the standard Least Cost Routing (LCR) route for that station and location;

6.2.3.2 Route 911 calls over 1MB analog lines (2) used as failover trunks in the event all other trunks fail.

6.2.3.3 Allow a 911 call to be made from any station, even if that station is restricted to extension dialing;

6.2.3.4 For stations in Branches that do not have local PSTN connections, calls over the WAN/VoIP infrastructure should correctly send a default location (i.e. Branch address) for that station to the PSAP that will differ from the rest of the stations that connect over those PSTN connections;

6.2.3.5 The operator or system administrator should be notified when a 911 call is made from the phone system.

Response: "COMPLY"

Inherent in the ShoreGear voice switches.

If stations that do not have PSTN connections are served by the same PSAP as the other city locations, the station is assigned an ELIN representing that location in the PS-ALI database. When a 911 call is made from a station with no PSTN connection the call is routed out the main PSTN trunk displaying the ELIN which represents the default location of the station in that ERL.

6.2.4 The Vendor will provide any required battery back-up (UPS) as described previously. Will the proposed system require any non-standard plugs or voltage (DC, 220v, twist-lock), if so please specify?

Response: "COMPLY"

No, the ShoreTel System does not require any non-standard plugs or voltage (DC, 220v, twist-lock).

6.3 SOFTWARE

6.3.1 What underlying operating system is used for the applications that form the telecommunications platform (i.e. Windows Server, VXWorks, Linux, Unix, etc.)? List the operating system for each server being proposed. The Vendor is responsible for providing the Operating System (OS) for all servers required.

Response: "COMPLY"

- The ShoreGear switches run either VxWorks or Linux depending on the model.
- Shoreware Director and Call Center runs on Windows 2008 server or in a virtual VMWare environment.
- RSI Call Accounting runs on Windows XP, Vista or Windows 7.

All voice switches run an embedded Operating System (VxWorks or LINUX) that runs from, non-volatile, FLASH memory and is supported by local DSP's. Additionally, all SGs run a local copy of the ShoreWare™ application that delivers dial-tone to all of its users, supports the standard PBX features such as hold, conference, transfer, call park and call pick and contains the complete call routing table for all extensions, inbound/outbound call routing and trunk access.

Each ShoreGear switch includes an auto-sensing 10/100 Ethernet connection and attaches directly to an industry-standard Ethernet switch. The net result is that each ShoreGear IP voice switch functions like a self-contained PBX but also works seamlessly with the other voice switches on the network.

Synopsis

- Switches: Run embedded OS –VxWorks, high available mission critical OS.
- Application Server (Voice Mail) – Standard build WIN2K or 2003 Server, hardware of choice.
- Call Recording - Standard build WIN2K or 2003 Server, hardware of choice.

MODEL NAME	MANUFACTURER PART #	OS VERSION
ShoreGear 30	10320	VxWorks
ShoreGear 30 BRI	10319	VxWorks
ShoreGear 50V (embedded voicemail)	10324	Linux
ShoreGear 50	10259	VxWorks
ShoreGear 90V (embedded voicemail)	10325	Linux
ShoreGear 90	10260	VxWorks
ShoreGear 90 BRI	10228	VxWorks
ShoreGear 90 BRIV (embedded voicemail)	10326	Linux
ShoreGear 120	10134	VxWorks
ShoreGear 24A	10321	VxWorks
ShoreGear 220 T1	10261	VxWorks
ShoreGear 220 T1A	10229	VxWorks
ShoreGear T1K	10322	VxWorks
ShoreGear E1k	10323	VxWorks
ShoreGear 220 E1	10262	VxWorks

6.3.2 Please describe how the underlying OS has been "bolstered" to prevent exploitation of OS security flaws. Unneeded applications should be uninstalled, removed, or disabled from the OS. This is particularly relevant to Windows operating systems. Which Firewall ports does your application use, keep open, or listen to?

Response: "COMPLY"

Because Wind River VXWorks and LINUX are non-Windows operating systems, it protects against Windows centric virus, worms, and Trojan horse attacks. Auto-scrambling of audio packets safeguards privacy, unlike server-based systems where audio packet monitoring software utilities can be easily downloaded from the Internet.

The ShoreTel system is inherently robust against DoS attacks because of the distributed call control architecture. Unlike a centralized solution that can have a single point of failure / attack, call control in the ShoreTel architecture is distributed to each and every ShoreGear voice switch. The switches also have no open ports and also run VxWorks which is an embedded, real time operating system. In the unlikely event a switch is attacked, all the other switches will continue working.

The ShoreTel system sends voice traffic over dedicated UDP port 5004 to ensure voice communication does not compete with data flow. This reduces the need to upgrade the UWKC network, thus greatly reducing overall project cost. This voice data flow is unique to the ShoreTel system (patented), which enables much better voice quality and call reliability. This voice traffic control makes video traffic management possible when that system is rolled out in the future. If desired, ShoreTel supports more complex QOS methods, such as TOS and DiffServ.

All unnecessary functionality has been removed to optimize performance, reduce footprint as well as provide security. ShoreTel also conducts extensive security tests against the devices including DoS attacks to ensure a robust system. As far as firewalls, customers typically deploy VoIP / UC systems within the internal network. If you want to deploy outside the network, ShoreTel recommends using VPN tunnel software the laptop. If an IP phone is desired, the IP565g, IP560g and IP230g all feature an integrated SLL VPN client. ShoreTel also publishes complete port map for the devices for internal firewalling.

6.3.3 City of Manhattan Beach prefers to implement a new software release after it has been generally available (G.A.) for at least 3 months. The software can then be considered stable and there should have been an x.1 type software release to resolve any software bugs. Please make note if you are recommending the installation of any software that does not meet this criteria, and your justification for doing so. When is the next release due?

Response: "COMPLY"

Packet Fusion, Inc. is proposing the system running 14.2. Typically, ShoreTel will come out with 1 major release and 1 minor release per year.

7 VOICE OVER IP

7.1 SPECIFIC REQUIREMENTS & NETWORK READINESS ASSESSMENT SCOPE OF WORK

7.1.1 VoIP Quality and Performance Expectations

It is expected that a Voice over IP installation will be reliable and provide high quality voice. We define the following as our minimum acceptable performance for VoIP telephone systems, which shall not be interpreted as reducing any of the requirements for reliability in section 5.3.1:

7.1.1.1 Provide 99.99% uptime of all applications during regular office hours;

7.1.1.2 Provide 99.9% total uptime including after hours system maintenance;

7.1.1.3 For LAN calls using G711, telephones should deliver an average Mean Opinion Score (MOS) of 4.5 (better than toll quality), and minimum Mean Opinion Score of 4.0 (toll quality);

7.1.1.4 For WAN or G729 calls between locations, telephones should deliver an average Mean Opinion Score of 4.0 (toll quality), and minimum Mean Opinion Score of 3.5 or better (cell phone quality);

7.1.1.5 Telephone calls will be free of echo, choppiness, sound artifacts, poor sound quality, and dropped calls.

Response: "COMPLY" Packet Fusion has read and understands the above.

7.1.2 An initial discussion (upon contract award) will be held between the Vendor and City of Manhattan Beach to review all applications and data flows on the LAN/WAN, including all hardware installed, software revisions, and routing/switching programming. Upon completion of this initial discovery, Vendor will provide recommendations for upgrades and remediation.

Response: "COMPLY" Packet Fusion has read and understands the above.

7.1.3 Once the production LAN infrastructure has been upgraded to support VoIP (per the results of the Vendor recommendations above), Vendor will conduct a VoIP Readiness Assessment of the newly upgraded LAN. This assessment should be performed within one week of the installation of any new LAN equipment to support VoIP, and configuration of Quality of Service (QoS) on all links, so that City of Manhattan Beach has sufficient time to address any shortcomings discovered by the assessment prior to full deployment.

Response: "COMPLY" Packet Fusion has read and understands the above.

Pricing has been provided for a VoIP Readiness Assessment.

7.1.4 The **Network Readiness Assessment Scope of Work** will consist of the following:

7.1.4.1 Use of a standard testing tool such as Vivinet NetIQ, Viola NetAlly, Verint, or equivalent;

7.1.4.2 Testing Server shall be positioned on the core network switch expected to support the voice communications call server, with testing end-points strategically positioned in the voice VLAN of each and every IDF of every office;

7.1.4.3 VoIP Assessment should test mesh connectivity from every IDF to every other IDF (not just closet to core);

7.1.4.4 An initial test should be performed where call traffic is gradually "throttled up" to the limit set in Call Admission Control to ensure that the QoS bandwidth allocations are sufficient to prevent discarded packets;

7.1.4.5 Once voice capacity is established, Vendor should generate data traffic, such that the uplink from an IDF to the MDF is saturated to near 100% utilization while generating test voice traffic, to ensure that QoS on the LAN is properly implemented to prioritize voice packets over data packets. This test will be repeated one time for each different access layer switch type to ensure that implemented QoS methodology is working correctly;

7.1.4.6 In order to test end-to-end QoS, Vendor should generate data traffic, such that the uplink from the Core Router to the Provider Edge (PE) Device is saturated and the Edge router is forced to shape traffic and drop excess data packets in favor of higher QoS voice packets, before putting traffic into the WAN link. Voice traffic will be generated and measured during the saturation test and Vendor will provide a Mean Opinion Score (MOS) for the voice traffic under load;

7.1.4.7 In order to test QoS over the WAN, Vendor should generate data traffic from multiple remote locations, such that the uplink WAN link from the WAN provider to the PE WAN router and CPE Core Router is saturated and the WAN provider is forced to shape traffic and drop excess data packets in favor of higher QoS voice packets, before putting traffic into the WAN link. Voice traffic will be generated and measured during the saturation test and Vendor will provide a Mean Opinion Score (MOS) for the voice traffic under load;

7.1.4.8 For the saturation tests above, the Vendor will provide all testing methodology, hardware and software that will be used to generate sufficient traffic to flood the uplinks from the IDF to the Core in the LAN, and between locations on the WAN. These tests will need to be conducted after business hours so that they do not impact business processes;

7.1.4.9 A normal testing session will then be initiated between all end points using expected voice and data traffic and should last no less than 3 days;

7.1.4.10 Testing shall use the G711 codec using a 64kb packet size with a 20ms jitter buffer on the LAN. If your system recommends other “Best Practices” then test should match manufacturer recommendations;

7.1.4.11 Testing shall use the G729 codec using a 20ms sampling rate and 40ms jitter buffer on the WAN. If your system recommends other “Best Practices” then test should match manufacturer recommendations;

7.1.4.12 Test results should include: throughput (bandwidth), packet loss, packet delay (latency), jitter (variable latency), and the minimum and average Mean Opinion Scores that can be expected per LAN/WAN segment;

7.1.4.13 Vendor will then interpret, and summarize the findings and provide a verbal and written recommendation for any remediation;

7.1.4.14 If the initial test of the network fails, and remediation is required. Vendor will retest the network one time with the same process as above, after remediation is complete, and prior to bringing the new voice system into production.

7.1.4.15 This Network Readiness Assessment Scope of Work is our minimum acceptable SoW and may not be reduced or answered as non-compliant by the vendor. Nonresponsive or noncompliant responses may be eliminated from further consideration. Please note your compliance below and comment on any additional methodologies recommended.

Response: “COMPLY” - Packet Fusion, Inc. has read and understands the above.

7.1.5 Please comment on the diagnostic tools you will use and the type of report that we would expect to see. Please include a sample VoIP Readiness report (paper copy not required). It is expected these tests will be performed by the awarded Vendor, or a sub-contractor that specializes in this type of analysis.

Response: "COMPLY"

Should the CITY OF MANHATTAN BEACH decide to move forward with a VoIP solution, we can conduct a voice readiness test and a LAN Security Test (noted on Schedule A). Below is a brief overview of what will be performed:

Evaluate Existing Network Capacity
The engineer begins with a review of the network architecture and configuration including protocols, types of applications, usage patterns, and current PBX call volumes. Based on these findings, the engineer identifies the key segments and monitors the network while simulating concurrent VoIP traffic using real-time/over-time VoIP call simulation software installed on a network management server and a client PC. Over a period of days the monitoring software measures the number of packets lost, delayed, or received out of order. Care is taken to obtain accurate data without unduly stressing the network or disrupting the work Environment.

Get Real-World Measurements
By simulating real-world calls in the actual environment the engineer is able to identify bottlenecks, quantify their severity, and assign an industry-standard Mean Opinion Score (MOS) that corresponds to the level of voice degradation that would be experienced by the user. These call quality parameters determine the network's suitability for integration with a LAN telephony solution and the impact of such integration on the existing network infrastructure.

Report Includes Recommendations
The engineer interprets the results in the context of your business objectives. You will be provided with a full report that includes the data collected, an executive summary, and recommendations for configuration as well as routing and switching equipment that will enable you to take full advantage of the advanced Quality of Service (QoS) features.

Prerequisites
Our Voice Readiness Service assumes that the data network is currently operating at a satisfactory level with adequate throughput and no known problems. If the network has known problems, we recommend the Network Health Check Service to identify the cause of those problems and to make recommendations for the optimization of the data infrastructure.

OurVoice Readiness Service is designed to look at the quality of packets as they specifically relate to voice over IP (VoIP) traffic. The testing process used in this service enables us to predict voice quality as it will be experienced by the listener. Based on the findings, we will recommend actions that can be taken prior to deployment that will enhance sound quality when VoIP traffic is added to the network. The following requirements and limitations apply to this service:

1. The network infrastructure must include SNMP agents with access to standard MIBII statistics of each monitored segment.
2. The network must provide 10/100BASE-T access for Network Management Server (NMS).
3. The network must be operating under normal conditions and not experiencing severe degradation during data collection.

Deliverables
To perform this Voice Readiness analysis, we will install a Network Management Server (NMS) and an End Point PC (EPC) at the designated site for a specified period of time. The NMS is configured to collect and analyze the call data, while the EPC acts as the IP PBX and simulates concurrent calls to specified end points.

We run the reports identified in Tables 1, 2, and 3 shown below.
Table 1
Standard Reports for Each Monitored Segment
Report Description
Segment Utilization

Segment Broadcast Rates
Segment Errors
Table 2
Standard Reports for Comparison of Monitored Segments
Report Description
Top Segments by Utilization
Top Segments by Broadcasts
Top Segments by Errors

Table 3
Call Quality Statistics of Monitored Segments
Report Description
Call Quality Summary
Call Quality Factors Measured
Call Quality by Segment
Report and Recommendations

When the testing and analysis are complete, we will conduct a briefing at the customer's facility to review the service activity and results. We will provide the final report in hard copy and CD-ROM formats.

7.1.6 What tool will be used to generate the required data traffic load on the LAN and WAN, in order to flood the uplinks and WAN circuits? Please note that this traffic generator may need to generate 10G worth of data on uplinks from the IDF to the MDF and 1G at other points in the network.

Response: "COMPLY" - Viola NetAlly

7.1.7 After the initial VoIP network readiness assessment, Vendor will be required to explain and price any additional remediation recommended in order to achieve the goals above. Once City of Manhattan Beach has implemented the remediation, and the network has been certified through a follow-up assessment, the Vendor and Manufacturer are expected to guarantee the installation (other than WAN carrier quality issues). If the installation fails the requirements in Section 7.1 (for example due to dropped calls, poor quality calls, static, echo):

7.1.7.1 Vendor will have five days to identify the problem,

7.1.7.2 City of Manhattan Beach (and WAN provider) will assist in problem identification/resolution under the direction of the Vendor,

7.1.7.3 Vendor will need to provide definitive proof that the problem exists in the underlying Cabling/LAN/WAN fabric if there is an assertion to that effect,

7.1.7.4 Vendor will have five additional days to correct the problem if it is in the hardware they have provided.

Response: "COMPLY" - Packet Fusion, Inc. has read and understands the above.

7.1.8 If the Vendor cannot provide a voice solution that supports VoIP to the expectations in Section 7.1**,** and this RFP (after City of Manhattan Beach's implementation of any LAN/WAN remediation or upgrades recommended by Vendor), and cannot rectify the problem per the section above, it will be considered a material breach of contract on the part of the Vendor. Vendor will allow the customer to return the complete system for a full refund, and remove the system once an alternate solution has been put in place by City of Manhattan Beach.

Response: "COMPLY" - Packet Fusion, Inc. has read and understands the above.

7.2 VoIP Specifications

7.2.1 What is the manufacturer's recommended best practice for CODEC choice, sampling rate, packet size, jitter buffer, etc? What bandwidth, including overhead and QoS, will each recommended CODEC require? What VoIP CODECs are supported on the platform, i.e. G.711, G.729A, G.729B, G.722, H.323, SIP, etc. (list all applicable)?

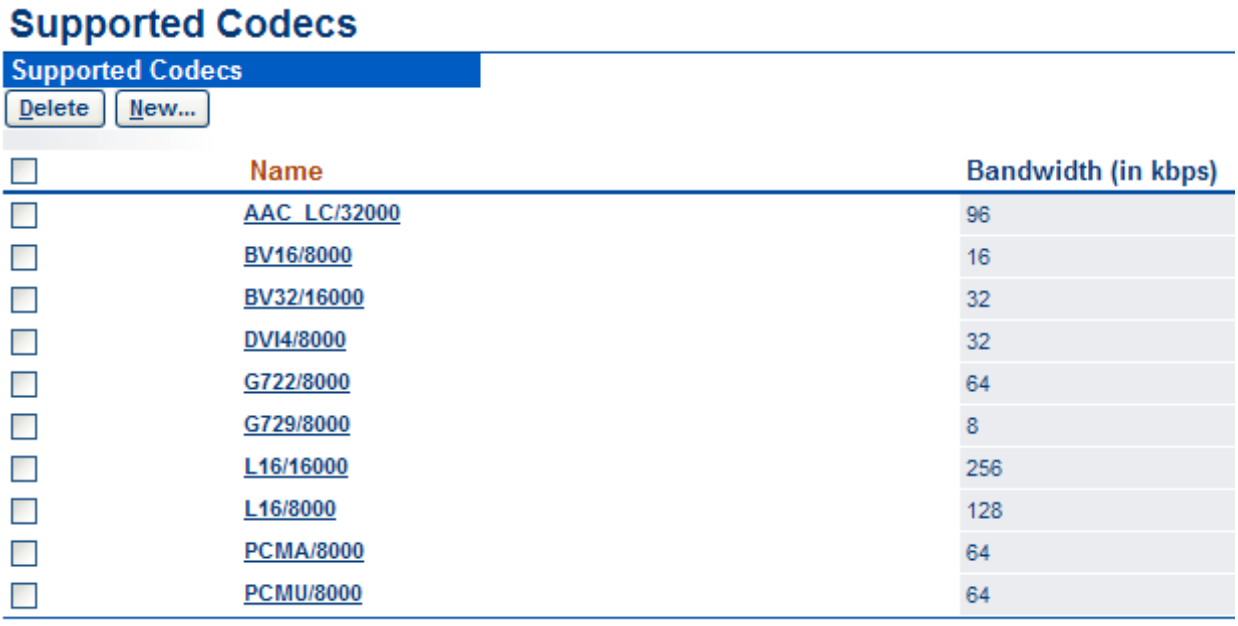
Response: "COMPLY"

All calculations assume no RTP Header Compression. Typical Codecs used are bolded.

Linear Broadband	284 Kbps per call	Highest Quality; Primary LAN CODEC
ADPCM	52 Kbps per call	Better than 729A; Primary WAN CODEC
G.729A	26 Kbps per call	Lowest Quality; Not preferred
G.711	82 Kbps per call	Higher than ADPCM but much larger overhead

The ShoreTel system supports an impressive set of ten standard codecs shown here. ShoreTel supports both 8khz sampling as well as 16khz (broadband) sampling. On the local area network, customers typically use a less compressed codec since bandwidth is cheap (Linear Broadband, Linear, PCMA or PCMU). On the wide area network, customers typically choose a more compressed codec is bandwidth is more costly (G729, BV16 or BV32). The BV32 codec is an excellent choice since it is a very high quality broadband codec (16khz sampling) and still compressed down to 32kbps.

- You need to add 18kbps to all codecs to take into consideration the WAN IP overhead.
- ShoreTel automatically sets the packet size.
- ShoreTel supports a dynamic jitter buffer.



The total latency – the one-way delay, 'mouth to mouth' must not exceed 100 msecs for toll-quality voice. Latency introduced by the ShoreTel system follows:

Total latency for a call traversing only one ShoreGear voice switch:	17 msecs
Total latency for a call traversing multiple switches and a LAN:	32 msecs + jitter buffer (varies)
Total latency for a call traversing multiple switches and a WAN:	42 msecs + jitter buffer (varies)
Total latency with G729A overhead if this codec is selected and a WAN:	62 msecs + jitter buffer (varies)

7.2.2 What is the highest common denominator Codec across all applications being quoted? Will calls require transcoding between applications (voicemail, call recording, etc.)?

Response: "COMPLY"

ShoreTel phones support the CODECS mentioned in 7.3.1 (directly above) natively. All endpoints will auto-negotiate over LAN/WAN calls without the need for transcoding. There is no need to design "DSP Cards" as with other manufacturers. ShoreTel phones do the CODECS and ShoreTel gateways (ShoreGear voice switches) have all the necessary DSP capacity for the channels they support.

7.2.3 Which CODECs are supported natively by the telephones? Will telephones auto-negotiate CODEC over the LAN/WAN when connecting between offices without the need for an intermediary translation or transcoding? If not, how is transcoding provided?

Response: "COMPLY"

ShoreTel phones support the CODECS mentioned in 7.2.1 (directly above) natively. All endpoints will auto-negotiate over LAN/WAN calls without the need for transcoding. There is no need to design "DSP Cards" as with other manufacturers. ShoreTel phones do the CODECS and ShoreTel gateways (ShoreGear voice switches) have all the necessary DSP capacity for the channels they support.

7.2.4 What network parameters are, or should be observed with the platform, i.e. 802.1p/q, Differential Services (DSCP), weighted fair queuing, Rapid Spanning Tree, VLAN pruning, device discovery, etc?

Response: "COMPLY"

The best practice at Layer 2 switching is to place all voice traffic on a Voice VLAN and prioritize this over the native Data VLAN. This can be set using DHCP as well as LLDP. The best practice at Layer 3 routing is to use DiffServ for all the voice traffic and place that in the high priority queue. Rapid spanning tree is also a best practice.

7.2.5 Do the telephones natively tag packets with both QoS (Layer 3 – IP Header) and CoS (Layer 2 – Ethernet Header) bits? Do all telephony servers and services automatically tag packets with both QoS and CoS bits? Which Layer 3 DSCP or IP Precedence tags are recommended by the manufacturer for voice RTP traffic and VoIP call control traffic?

Response: "COMPLY"

ShoreTel supports native tagging of the voice traffic with VLAN tags as well as DiffServ code points. Typically the later uses the value of EF/184.

7.2.6 Does the system provide an option of running SIP for a telephone's call setup? Does the Vendor propose using SIP or proprietary signaling for call setup? How are advanced features supported if using SIP telephones? If Vendor recommends deploying SIP telephones, how is call setup and teardown encrypted and secured?

Response: "COMPLY"

Yes, ShoreTel supports standard SIP for Call set up and all call control features are available. We are proposing ShoreTel SIP Phones and the RTP voice traffic is encrypted.

7.2.7 Does the system support SIP trunks, SIP compliant gateways, or SIP telephones from other 3rd party manufacturers? Which manufacturers and telephone companies have been certified with the system? Describe any capabilities or limitations regarding the SIP implementation above or beyond the generic SIP feature set.

Response: "COMPLY"

ShoreTel supports standard SIP for call set up and all call control features are available.

The following are the SIP Trunk Providers that are Certified Technology Partners of ShoreTel:

Allstream	MWEB South Africa
AT&T	Optus
Bandwidth.com	Spitfire SIP Trunking
Bell Canada	Tele2
CenturyLink	TelePacific Communications
Charter Communications	Telstra
EtherSpeak	ThinkTel Communications
Fusion (formerly Broadvox)	TW Telecom
Gamma Telecom	Verizon
Group of Gold Line	VoIP Unlimited
IntelePeer, Inc.	Windstream
Level 3	XO Communications
Macquarie Telecom	

The following are the SIP Compliant Gateways that are Certified Technology Partners of ShoreTel:

Acme Packet	Edgewater Networks
ADTRAN	Grandstream
AudioCodes	Ingate® Systems
ClearOne	

While there are other SIP phones that are will work on the ShoreTel we strongly recommend that we use ShoreTel phones as the feature set available on the phones is unmatched in the industry.

7.2.8 When a call is re-routed from the WAN to PSTN due to Call Admission Control, QoS monitoring bypass, or Call Shuffle to PSTN (see Schedule C) what, if any, loss of features will be experienced? For instance, will a caller that is forwarding to voicemail when the call is re-directed over PSTN arrive at the correct user's mailbox and personal greeting?

Response: "PARTIAL COMPLY"

Call Shuffle, as described in Schedule C is not currently supported, we do comply with all the other requirements as stated. The ShoreTel system will check for connectivity at call setup and can re-route calls using the PSTN prior to placing the actual call. ShoreTel provides PSTN fail-over capability inherently. Whereby a call will be automatically routed over the PSTN if the WAN is down or has exceeded the Admission Control Bandwidth (which is a configurable maximum amount of bandwidth that can be utilized for WAN-based voice calls)

PFI and ShoreTel will perform and network assessment prior to deployment to ensure the CITY OF MANHATTAN BEACH network is capable of VoIP. We do not recommend deployment on a poorly designed network with unpredictable performance. That is a recipe for disaster.

7.2.9 Does the system support both IP hardphones and IP softphones being located behind a NAT device? Are IP-to-IP direct calls supported for NAT-translated IP hardphones and IP softphones? What is required to support SIP based phones through NAT traversal?

Response: "OPTIONAL COMPLY"

The ShoreTel system can only support IP hardphones and IP softphones behind a NAT device or IP to IP direct calls, if we propose an Ingate SIPerator

7.3 ENCRYPTION

7.3.1 Will the proposed telephone system have the ability to encrypt the conversation between telephones, and between telephones and PSTN gateways? If so, what features, such as On-Demand Call Recording, would be lost?

Response: "OPTIONAL COMPLY"

The ShoreTel system can only support IP hardphones and IP softphones behind a NAT device or IP to IP direct calls, if we propose an Ingate SIPerator.

8 VOICE MAIL PLATFORM

8.1 SPECIFIC REQUIREMENTS

8.1.1 It is imperative that any new voicemail platform be easy to use, easy to change greetings on, and require users to only press one (1) button for single digit prompting to access commonly used features. The voicemail platform should allow recording and saving of multiple greetings per user, and allow easy selection of which saved greeting to use. Please describe your solution, particularly listing the user button commands.

Response: "COMPLY"

See ShoreTel Voice Mail Quick user guide below:

ShoreTel® Voice Mail Quick Reference

VOICE MAIL OPERATIONS
(Instructions for Voice Mail owners)

New Voice Mail Indicators

Your voice mailbox contains unplayed messages if:

- You hear a stutter tone on the handset.

  OR
- The phone's message waiting light flashes.

Checking Voice Mail

To check voice mail from your extension

1 Press Voice Mail or lift the handset and press #.
2 At the prompt, use the dial pad to enter your password. (If you have not been assigned a password, use the default password, 1234.)
3 Press #.

NOTE If you are logging in for the first time, the system prompts you for a new password and asks you to record your name.

To check voice mail from another extension

1 Press # twice.
2 Enter your extension.
3 Enter your password.
4 Press #.

To check voice mail from an external phone

1 Dial your voice mail access number.
2 Press #.
3 Enter your extension.
4 Enter your password.
5 Press #.

Listening To Messages

At the Main Menu prompt, press **1**. The voice mail system plays urgent messages first, then newly arrived messages.

The system gives the delivery date and time for each message. (You can disable this feature from the Mailbox Options Menu.)

Managing Messages

After listening to a message, you can replay it, send a reply to the person who left the message, forward it to someone else, replay the date and time information, save it, or delete it.

To replay all of your saved messages

- Press **3** at the Main Menu prompt.

As a safeguard against accidental erasures, the system retains deleted messages for a few hours.

To listen to your deleted messages

1 Press **7** at the Main Menu prompt.
2 Press **7**.

Voice mail plays all the deleted messages still available to the system. During playback, you can manage deleted messages as if they were newly arrived messages.

To restore a deleted message

- Press **2**.

To send a recorded message from voice mail

After recording a message, voice mail asks you to supply an address.

1 Address the message to individual recipients by entering their extension numbers.
2 Specify groups of recipients by entering a distribution list number.

To identify a recipient by name, specify a personal distribution list, or broadcast to all extensions, press **0** and follow the prompts.

To mark a message as urgent

- After addressing the message and confirming the addressee(s), press **1**.

To forward the message you're reviewing

1 Press **4** and follow the recorded prompts.

To reply to the message you're reviewing

1 Press **5** and follow the recorded prompts.
2 Press **1** to reply with a voice mail, press **2** to reply with a call back, or press **3** to reply to all with a voice message.

Changing Mailbox Options

Personalize your voice mail by changing your name, password, or personal greeting.

To change personal settings from the Main Menu, press **7** and follow the recorded prompts.

Enabling Office Anywhere (On-Net)

If you have the proper permission, you can assign your extension to any phone on the system.

1 Log in to voice mail from the target phone—an extension other than your own.
2 At the Main Menu prompt, press **7**.
3 Press **3** to re-assign the extension.
   - Press **1** to assign the extension.
   - Press **2** to un-assign the extension. (The phone reverts to its original extension.)

(Off-Net Extension Re-assignment cannot be configured through the voicemail system and must be configured through PCM. Refer to the *Administration Guide* for details.)

Setting Call Handling and Forwarding

NOTE Use ShoreWare Call Manager to configure the modes with different call forwarding destinations and personal greetings.

You can set one of five distinct call handling modes for your extension. When you record a personal greeting, it is linked to the active call handling mode.

To enable one of the five distinct call handling modes:

- Press **7** at the Main Menu prompt.
- Press **2**, then follow the prompts.

Changing Notification Options

To select a notification profile for the Escalation Notification feature:

- Press **7** at the Main Menu prompt.
- Press **9** for additional mailbox options.
- Press **2**, then follow the prompts.

NOTE You must have notification profiles previously configured before a notification profile can be activated.

Enabling FindMe

To enable or disable FindMe Forwarding so that callers can forward their calls to your destination:

- Press **7** at the Main Menu prompt.
- Press **9** for additional mailbox options.
- Press **5**, then follow the prompts.

NOTE You must have permission to use FindMe Forwarding.

Troubleshooting

If the number of messages in your mailbox exceeds the limit, the system notifies callers that your mailbox is full and unable to accept new messages. (Recently deleted messages remain in the mailbox and are included in the total count.)

If your mailbox is full, first purge any backlog of deleted messages.

To purge deleted messages

1 At the Main Menu prompt, press **7**.
2 Press **8** to remove deleted messages.
3 Press **1** to confirm deletion or * to cancel.

LEAVING A MESSAGE
(Voice mail options when in mailbox)

Leave Message

When dialing into a ShoreTel system, if the person you are trying to reach does not answer, your call will be sent to a mailbox and you will hear a standard greeting. You can select from the following options:

Bypass greeting
0 Transfer to assistant
1 Forward to recipient's FindMe destination
9 Transfer to Auto-Attendant

Message Recording

If you choose to leave a recorded message, the following options are available after recording your message:

Message options
* Re-record
0 Send message, transfer to assistant
1 Send message, forward to recipient's FindMe destination
9 Send message, transfer to Auto-Attendant

NOTE Hanging up sends the message.

 # Message Options

When leaving a message, select from the following options:

Send message
* Cancel
1 Review
2 Re-record
3 Mark/unmark urgent
0 Send message, transfer to assistant
9 Send message, transfer to Auto-Attendant

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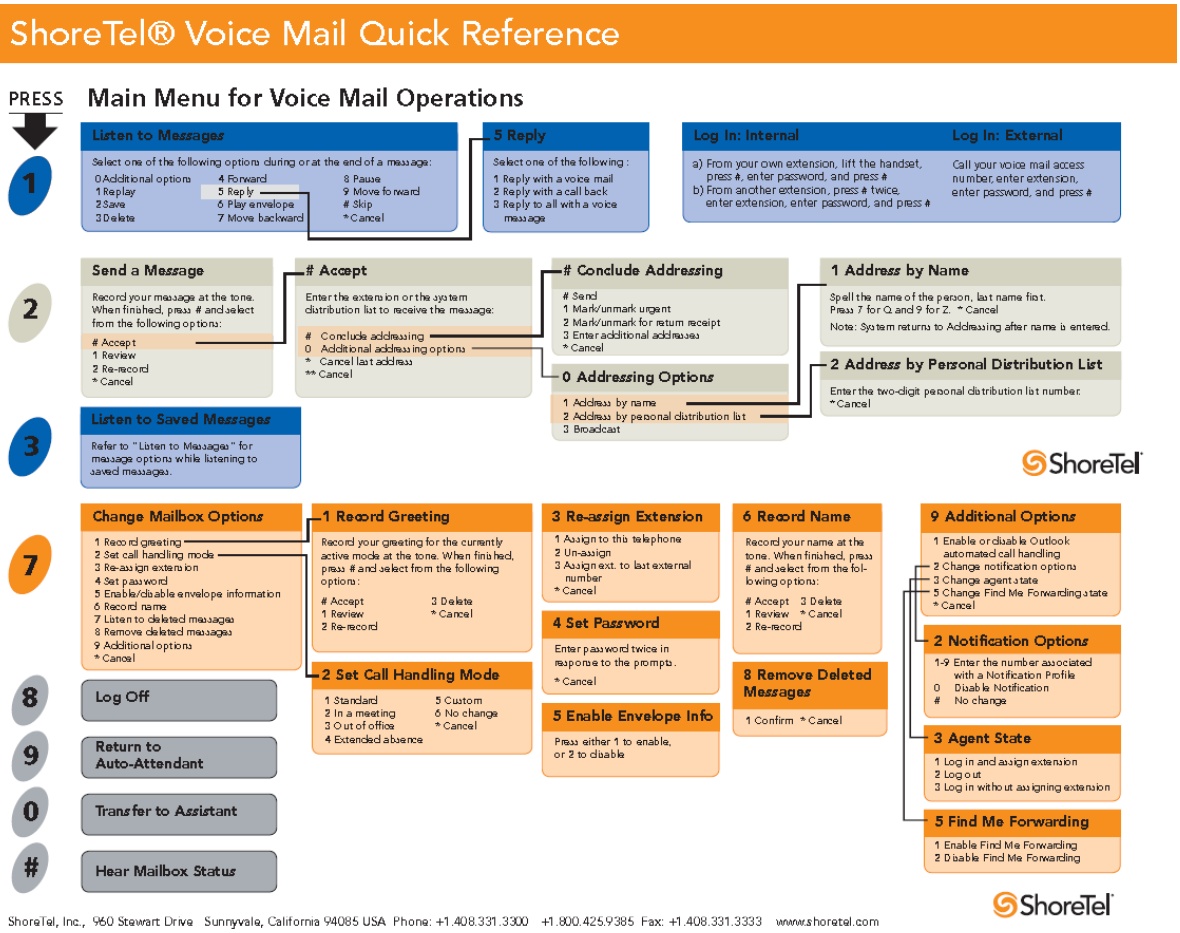
PN 800-1032-04

ShoreTel



8.1.2 The Vendor is required to set up two guest mailboxes on a demo system with integration to the PBX you are quoting so that we can test the user interface. **Please provide a phone number and login information below**. Please provide a copy of the voicemail quick reference guide on the following page and in the soft-copy of your proposal.

Response: "COMPLY"

The two numbers are as follows:

Guest mailbox 1 6093 password 1234

Guest mailbox 2 6096 password 1234

To gain access to your voicemail box, please dial 650-292-6005 and type in your extension. Please see the quick reference guide in appendices for access to the features.

8.2 VOICE MESSAGING SYSTEM DESCRIPTION

8.2.1 Describe your voice messaging product offering. Include a brief overview of the hardware, software, architecture, and components of the equipment proposed to meet RFP requirements.

Response: "COMPLY"

ShoreTel voicemail resides on a supplied (or customer provided) Windows 2008 or 2012 Server or in a VMWare environment connected to the customer's Ethernet network. Voicemail is available for each user at no additional charge. The ShoreTel voicemail system can accommodate up to 10,000 voicemail users on a single system.

Integrated Voice Mail

The ShoreWare™ Voice Mail service is provided as a standard for all users (including unified messaging with Outlook). It requires no additional hardware, consumes no telephony ports and storage is limited only by the size of the server hard disk. The system provides 32.5 hours of voice storage per gig of hard disk space – and 254 simultaneous ports of access.

In multi-site configurations, voice mail servers can be distributed at larger locations to save valuable WAN bandwidth. Users can record personal greetings, as well as manage their mailbox from the ShoreWare™ Communicator software or from any telephone. The powerful message notification feature can alert users to new messages by calling them at an external number, paging them or sending them an email. Voice mail messages are stored in the industry-standard WAV (Audio for Windows) format, allowing users to play them on multimedia PCs, attach them to e-mail messages, or embed them in other documents.

Multi-level Auto-attendant

The ShoreWare™ Auto-Attendant service provides 24-hour automated call answering and routing to improve service and enhance a company's image for inbound callers. Outgoing prompts can be customized and linked to the time of day and/or day of week. Individual groups, like technical support and sales organizations, can have their own menus with unique greetings and options. Like the ShoreWare™ Voice Mail service, the ShoreWare™ Auto-Attendant service also consumes no physical ports and can be distributed at larger locations to save valuable WAN bandwidth.

Servers (Main & Distributive) Platforms

Capacity and Hardware Requirements for Headquarters Servers

Table 31 shows information about system capacity for each tier of the Headquarters servers. The table shows the number of users, calls, and reports that the server can support for each tier. Table 32 shows our recommendations for each tier of Headquarters server. Use these tables to determine the needs for Headquarters servers in the ShoreTel deployment. You can mix servers of different capacities, but choose the right servers for the telephony environment.

Table 31: Headquarter Server Capacity for Enterprise System

Size	Maximum number of users per System	Maximum number of users assigned to HQ Server	Maximum System BHCC	Maximum BHCC per server Reports run outside business hours	Maximum BHCC per server Reports run during business hours
If an upgrade from SBE	500	100	500	Not Recommended	Not Recommended
Small	500	500	5,000	1,000	Not Recommended
Medium	2,500	1,000	25,000	5,000	1,000
Large	10,000	1,000	50,000	10,000	5,000
Very Large	20,000	500 or 1,000	100,000	10,000	10,000

Note

- BHCC (Busy Hour Call Completion) per system is the total number of system calls during the busy hour including internal and external calls, calls terminated to desk phones, softphones, trunks or server applications such as voicemail.
- BHCC per server is based on the number of calls actually handled by the server during the busy hour including workgroup calls in menus and queues, auto-attendant calls and calls to the voicemail service.
- By default, the ShoreTel report generation tools that run on the server have a lower priority than other, more critical services. Low-demand report generation should have little or no affect on a server with adequate performance specifications. If you are a heavy report user or experience any degradation of voicemail or other server prompts on an underpowered server, you must move up to the next tier level of servers.
- For very large system deployments (10K to 20K), the number of ShoreTel Communicator for Windows users is 500. The number of ShoreTel Communicator for Web and mobile users in 1000.

Note

Report generation has an impact on system performance. ShoreTel recommends that customers run reports outside of business hours. If a customer needs reports during business hours, the supported calls per server for the medium and large server tiers is reduced as noted in the table.

Table 32 displays the minimum hardware requirement for ShoreTel Headquarters servers.

Table 32: Headquarter Server Hardware Recommendations for Enterprise System

Size	Processor	RAM	Network
Small	Intel Core 2 Duo E8400, Single Dual Core 3.00 GHz or Intel Core i3-540 Processor (4M Cache, 3.06 GHz)	4 GB	100 Base-T
Medium	Intel Xeon 5520 Single Quad Core 2.27 GHz	8 GB	100 Base-T or Gigabit Ethernet
Large	Intel Xeon 5520 Dual Quad Core 2.27 GHz	8 GB	Gigabit Ethernet
Very Large	Intel Xeon 5680 Dual Six Core 3.33 GHz	12GB	Gigabit Ethernet

Table 33 displays maximum usage ShoreTel DVS supports by usage type per server type.

Capacity and Hardware Requirements for Distributed Voice Servers

Table 33 provides information about system capacity for each of the tiers for ShoreTel Distributed Voice Servers (DVS). The table provides information about the number of users and calls that a DVS in each tier can support. Table 34 shows the minimum equipment capacities for each tier for DVSs. Use these tables to calculate the requirements for the DVSs in the ShoreTel deployment. You can mix servers of different capacities. Choose the right servers for the entire telephony environment.

Note

The system supports a maximum of ten distributed voice servers.

Table 33: Distributed Voice Server (DVS) Capacity

Size	Maximum Users per DVS Server
Branch Office Bundle	100
Small	500
Medium	1,000
Large	1,000
Very Large	500 or 1,000

Requirements for VMware Environments

This section provides information necessary to install the ShoreTel system software on servers running VMware.

ShoreTel only supports the core telephony platform in VMware. Other professional services applications are not supported on the ShoreTel virtual servers.

ShoreTel Capacity in VMWare Environments

Table 36 provides information about ShoreTel capacities when installed on servers running VMware.

Table 36: VMware Capacity

Size	Maximum Users per DVS Server	Maximum DVS per Server BHCC Reports run outside business hours	Maximum BHCC per Server Reports run during business hours
SBE	50	500	Not Recommended
Small	500	5,000	1000
Medium	2,500	25,000	5,000
Large	10,000	50,000	10,000

Hardware Requirements for VMware Installation

Table 37 provides information about server requirements for installing ShoreTel Headquarters and DVS on servers with VMware.

Table 37: VMware Hardware Recommendations

Size	Cores per VM	Processor	RAM	Hard Disk for HQ VMWare Server	Hard Disk Size for DVS VMWare Server
SBE	2	Quad-core Intel Xeon X550, 2.66 GHz	4 GB	60 GB	40GB
Small	2	Intel® Core 2 Duo E8400, Single DualCore 3.00 GHz	4 GB	60 GB	40 GB
Medium	4	Intel® Xeon 5520 Single QuadCore 2.27 GHz	8 GB	150 GB	80 GB
Large	8	Intel® Xeon 5520 Dual QuadCore 2.27 GHz	8 GB	260 GB	130 GB

Operating System Requirements for VMware

This section lists the operating systems ShoreTel supports that you can use with VMware. You can install these operating systems on both headquarters and distributed voice servers.

ShoreTel supports the following operating systems in enterprise environments:

- Windows Server 2008 32-bit, SP2 (Standard, Enterprise)
- Windows Server 2008 R2, SP1, 64-bit, (Standard, Enterprise)

VMware Software Requirements

ShoreTel supports the use of VMware on both headquarters servers and distributed voice servers. You can install the following versions of VMware on headquarters servers and distributed voice servers:

- VMware ESXi 4.0 for High Availability or VMotion configurations.
- VMware ESXi 4.1 for High Availability or VMotion configurations.
- VMware ESXi 5.0 for High Availability or VMotion configurations.
- VMware ESXi 5.1 for High Availability or VMotion configurations.

Virtual Desktop Services

ShoreTel does not support the use of VMware® Horizon View™ (formerly known as VMware View) or any other desktop virtualization tool on headquarters servers or distributed voice servers.

8.2.2 Is the voicemail built by the manufacturer of the PBX? If not please provide information regarding the OEM company, their history, and relation with the PBX manufacturer.

Response: "COMPLY"

Yes, ShoreTel built the voicemail.

8.2.3 The Vendor is required to provide, install and maintain the computer platform, operating system (OS) and software for the voicemail. Please provide the specifications of the platform you will be providing.

Response: "COMPLY"

Packet Fusion will be providing a Dell PowerEdge R420 with Dual Processors and Redundant Drives running Office 2012.

Note

Report generation has an impact on system performance. ShoreTel recommends that customers run reports outside of business hours. If a customer needs reports during business hours, the supported calls per server for the medium and large server tiers is reduced as noted in the table.

Table 32 displays the minimum hardware requirement for ShoreTel Headquarters servers.

Table 32: Headquarter Server Hardware Recommendations for Enterprise System

Size	Processor	RAM	Network
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Capacity and Hardware Requirements for Distributed Voice Servers

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Note

The system supports a maximum of ten distributed voice servers.

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Size	Maximum Users per DVS Server
Branch Office Bundle	100
Small	500
Medium	1,000
Large	1,000
Very Large	500 or 1,000

8.2.4 What operating system does the voice mail system use? Vendor will be responsible for installing and maintaining the voicemail's Operating Software – including security fixes and updates. How will this be accomplished?

Response: "COMPLY"

The Shorware Voice Mail uses Windows 2008 or 2012 Server or VMWare. We have included the OS for the City's existing VMWare systems

8.2.5 What physical connection will be established from the voicemail to the phone system? If additional voice ports are required in the future, how is the hardware/software added? Explain how the system scales beyond the number of proposed ports.

Response: "COMPLY"

ShoreTel does not charge for "ports" or "hours of storage" for voice mail. Each voice mail server can support 254 simultaneous "ports" over the IP network, and storage is only limited by the size of the hard disk.

8.2.6 Are voice messages stored in an industry standard format? How many Megabytes of disk space are required for each hour of voice storage?

Response: "COMPLY"

One hour of message is equal to 30M of disk space. Disk utilization is simply determined using the standard file folder interface on the Windows server. Reports are also provided within ShoreWare Director. There is no physical connection – it is more of a logical one via an Ethernet connection to the network.

8.2.7 When a backup is performed what is backed up – programming, greetings, messages? Do back-ups happen automatically, and can they be directed to a Network Attached Storage (NAS) hard drive?

Response: "COMPLY"

Packet Fusion provides off site backups of the config. files of the ShoreTel system. Voice mails and recorded greetings are not backed up remotely by Packet Fusion.

For a complete back up of the configuration, greetings and voice mails the City should include the ShoreTel system in its standard Windows Server backup policy.

8.2.8 What, if any, limits are there to greeting, message or announcement length? What will the voice mail do if an individual mailbox is full? What will the remote caller hear? How will the user be notified and what options will the user have?

Response: "COMPLY"

See screen shot for the limits. Remote caller will hear "mailbox full". User will get email warnings, warnings when they login to the voice mail TUI and warnings when they login to the UC client.

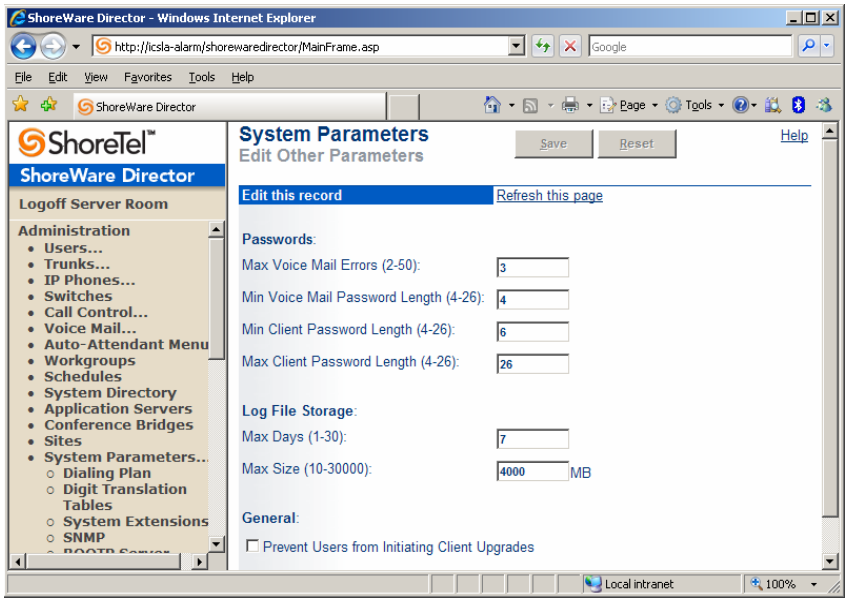

Class of Service
Edit Voice Mail Permissions
New
Copy
Save
Edit this record
Refresh this page
Name:
Large Mail Box
Incoming Message Length (0 - 3600):
480
seconds
Incoming Max. Messages (0 - 500):
60
Outgoing Message Length (0 - 3600):
240
seconds
Lifespan of Voicemail Password (30-365):
days
Days in Advance of Password Expiration Before Warning (1 - 30):
days
Allow Access to Broadcast Distribution List
Allow Access to System Distribution Lists
Allow Message Notification
Allow Message Notification to External Number
Auto-Delete:
Delete Saved / Unheard Messages after (30 - 2000)
days
Delete Heard Messages after (30 - 2000)
days
Enable Auto-Delete Notification

8.3 VOICE MAIL SECURITY AND ADMINISTRATION

8.3.1 Please describe the system administration interface for the voicemail. Can the voicemail be administered through the same interface as the PBX? Does it require separate sessions? Is system administration done through a standard web-enabled Graphic User Interface (GUI)? If so, which browsers does the administrative application support? If not, can the application be loaded on multiple desktops?

Response: "COMPLY"

Administration is handled through a standard web-enabled GUI. Both functions are configured in the ShoreWare Director administrative utility in a single session as you set up each user. A condensed screen shot illustrates this below.



8.3.2 Users should be required to enter a password to access their voice mailbox. What is the minimum and maximum password length? Can it be different for different classes of users? Will the voicemail system prevent the use of trivial passwords such as sequential digits, repeating digits, and re-use of the extension number (i.e. 1234, 1111, 4567)?

Response: "COMPLY"

This is configured in the ShoreWare Director administrative utility. This is configured system-wide, not by class of user. The system can handle from 4-32 digit passwords and will not prevent the use of trivial passwords.

8.3.3 Does the system track failed password entries in a single session and disconnect the caller? Does the system track failed password entries across multiple sessions and automatically lock the mailbox? Does the system create a log and alarms (SNMP, email, pager) based on failed log-on attempts?

Response: "COMPLY" and "DO NOT COMPLY"

The ShoreTel system does track failed password entries in a single session and disconnects the caller.

The system does not track failed password entries across multiple sessions automatically. ShoreTel does not comply for this.

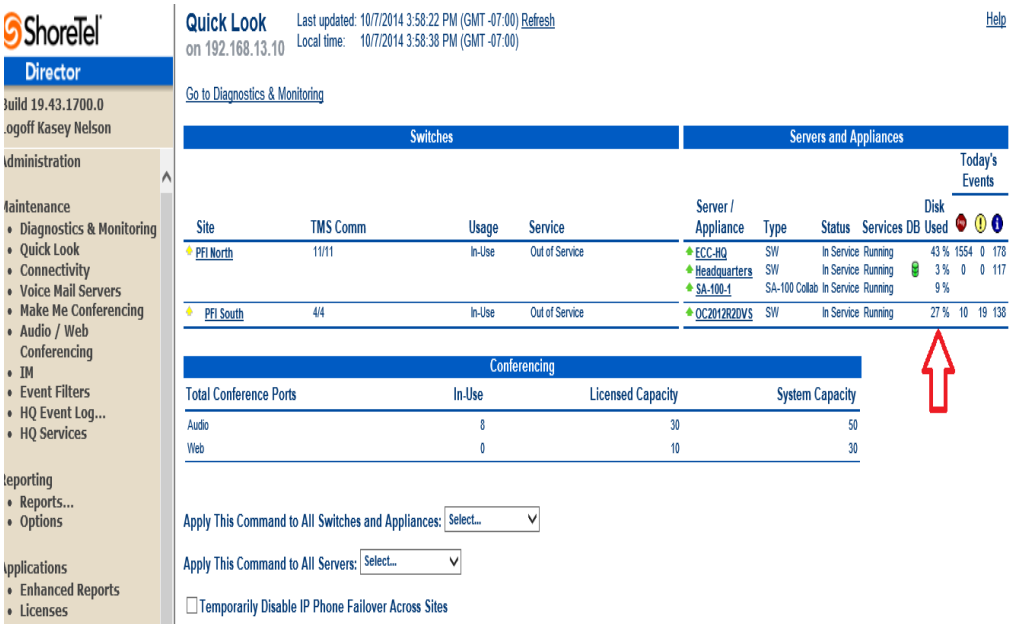
The ShoreTel system does create log and alarms as an event notification for a filed log-ons.

8.3.4 Describe voicemail port, disk utilization and user status reports available. Include a sample of these reports in the appendix.

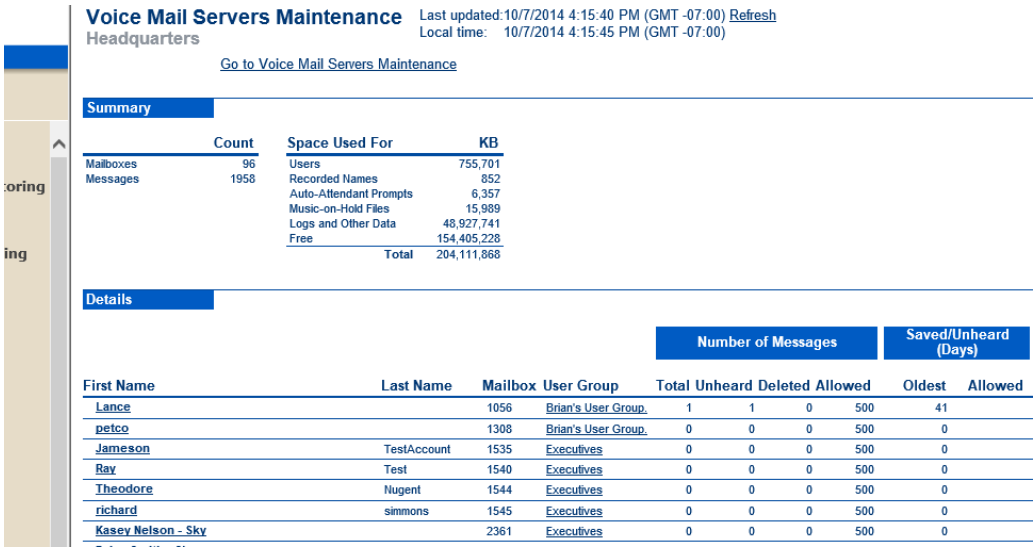
Response: "COMPLY"

Worries about Port Utilization are a thing of the past with ShoreTel. ShoreTel comes standard with 254 ports of voice mail on the Shoreware Director and all Distibuted Voice Mail Servers.

Disk Utilization is available in the Shoreware Director on the Quick look page as shown below:



User status reports are also avaiable as shown below:



9 UNIFIED COMMUNICATIONS AND COMPUTER TELEPHONE INTEGRATION (CTI)

Many telephone system manufacturers are beginning to group together applications that empower onsite and remote workers through a new paradigm referred to as Unified Communications. This umbrella term may include Integrated Messaging, Find Me/Follow Me, Instant Messaging, Presence, Text to Speech access to emails, Speech Recognition access to system features, Computer Telephone Integration, etc.

9.1 INTEGRATED MESSAGING

9.1.1 Unless already provided in the Critical Considerations section or Schedule C, please provide a general description of your Integrated Messaging offering, including where its messages are queued and stored, physical connectivity to the phone system and Email Server (Exchange), logical connectivity to the Email Client (Outlook), server and desktop requirements, and architecture.

Response: "COMPLY"

The ShoreTel system's unified messaging capabilities are an inherit part of the Unified Communications platform. The integration is done via the Outlook client side plug in. All of the systems voice mails reside on the ShoreTel voice mail/director server. All system voice mails will show up in an email which came from a MAPI pointer from the voice mail server.

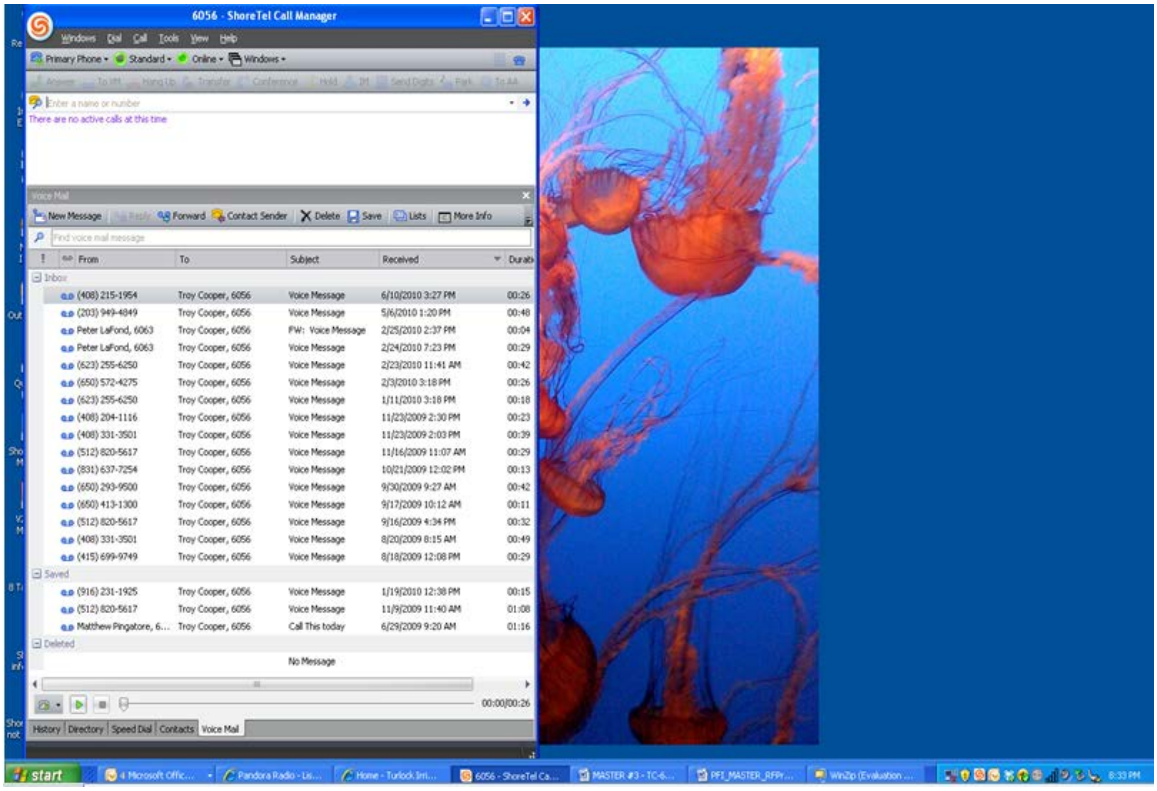
9.1.2 Does the system install an Email Client add-in to allow for message playback and management without having to open a 3rd party media player such as Windows Media Player? Does the user have the choice to play the message through their telephone, or through their PC speakers, while still controlling the call through their Email Client? Provide a screen shot of the software used to control Integrated Messaging.

Response: "COMPLY "

Yes, yes and yes! CITY OF MANHATTAN BEACH can deploy the ShoreTel MS Outlook plugin (included in the ShoreTel Communicator client) which is completely synchronized with the voice mail system including the message waiting light. This allows messages to be played natively from Outlook over the telephone or over the PC.

Below is an image of PCM displaying the voicemail tab. Messages can be forwarded to others via email. At the bottom of the graphic notice the green "play" arrow to be able to hear the message on your desk phone or through your PC.

See Screen Shot on Next Page:



9.1.3 Briefly describe any advanced capabilities for text to speech playback of emails over a telephone interface, speech to text, voice control and Calendar/Task integration. Describe what upgrades are required to add these advanced features to the system you are quoting.

Response: "OPTIONAL COMPLY"

ShoreTel does not natively provide audio playback of emails over the phone.

The ShoreTel Sky Scribe voicemail to email service transcribes voice messages from your ShoreTel system into text and then sends it, along with a WAV file, to the email address of your choice. There is a monthly fee for this service and pricing may be furnished upon request.

9.2 UNIFIED COMMUNICATIONS AND COLLABORATION

9.2.1 Unless already provided in the Critical Considerations section or Schedule C, please describe any Unified Communications functionality available with the proposed solution. Please summarize the components and software required to add desktop Presence, Instant Messaging, Collaboration, desktop video, and buddy lists through the telephone system's native application or your recommended alternate. Vendor should state what, if any, Unified Communications functionality is provided in the base platform specifically. If possible, provide budgetary numbers for the application on a per user basis.

Response: "COMPLY"

Desktop Presence, Buddy Lists, Instant Messaging & Collaboration:

Live Presence/Buddy Lists: On the ShoreTel System, live presence is provided for all users across the organization in our FREE Desktop application; Personal Communicator. Specifically there is a tab in Communicator titled "Contacts." Users are able to see when other employees are on or off the phone or if they've been idle. It is represented by a very intuitive stop

light system: green = available, yellow=idle, Red=away/DND. This tab is fully customizable for both internal buddies and external buddies. External buddies can be quickly added through Communicator's integration with Outlook's Contacts and will show as a gray bubble. They do not have presence, but are always at the users' fingertips for a quick click-to-dial from Communicator.

Users can also hover over any of their internal buddies and see who they are currently talking to and how long they've been on a call for. These functions are all managed by the Administrator depending on a user's Class of Service.

Instant Messaging & Collaboration:

ShoreTel's service appliance; the SA100 or SA400 Conference bridge, is a one stop shop for an organizations Instant Messaging, Meet me Audio Conferencing, and Web sharing/collaboration. Adding this solution to the ShoreTel appliances stack (can also be virtualized) will give each user the complete unified communications suite enabling them to quickly escalate a conversation from IM, to a phone call, desktop sharing collaboration session.

The SA100 appliance is needed as the engine for Instant Messaging, and once deployed, users will be able to take advantage of instant messaging directly through the Personal Communicator. There is no extra charge for a single user to have Instant Messaging. The SA100, which we would recommend for the City of Manhattan Beach, has an MSRP of $2,995. You can also virtualize this appliance for FREE and take advantage of Instant Messaging at no additional cost.

The Audio conferencing ports are licensed in packs of 10 for $1,750 each, and the same applies for the Web Conferencing ports; $1,750 for a bundle of 10 ports. Web conferencing allows users to seamlessly and quickly share their desktop or any presentation internal or externally to the organization. The SA100 conference bridge is also paired with an additional Outlook Plugin, letting users quickly send out a unique conference ID and Web Presentation URL. Everything is hosted by the internal bridge, safe and secure. Web conferencing also comes with white boarding features, the ability to send files to users during a presentation, integrated chat, and many more features you'd expect from an enterprise collaboration solution.

Recap: Instant Messaging can be completely FREE if the City determines they can virtualize the SA100. If not, IM is a built in solution for a one-time charge of $2,995 + installation. Web and Meet-Me audio conferencing are licenses in packs of 10. The SA100 conferencing bridge can host up to 50 ports of Audio and 30 ports of web conferencing at any given time. This is not licensed per user, but is priced based on how many simultaneous ports would be in use at any peak time.

Desktop Video:

Desktop Peer to Peer Video is a very cost effective solution on the ShoreTel system. For a one-time $80 charge, users can be given ShoreTel's Professional Communicator license. This unlocks (2) main functions in the Communicator desktop client: P2P video between other users with Professional Communicator, and the ability to use Softphone. Users just need a built in video camera on their laptops, or a separate mounted camera on their desktops.

Additionally, if the City is currently using an Enterprise Video Conferencing solution, there are options for user on Professional Communicator to be a part of Multiparty Video calls hosted from the Enterprise MCU or Video Bridge.

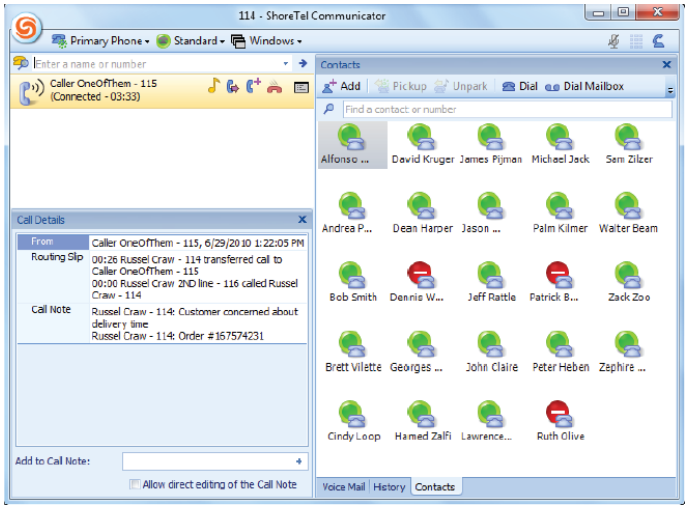


Figure 2: High Resolution Personal Video

9.2.2 Describe whether the proposed system would allow for online collaboration, screen sharing, whiteboarding, presentations, etc. (similar to WebEx or LiveMeeting). Although this functionality is not required at present, provide general overview of how this functionality can be provided in the future.

Response: "OPTIONAL COMPLY"

While the ShoreTel system can be configured (included) to accommodate 6 party Ad-Hoc conferencing inherently, the ShoreTel system has an optional Conference Bridge (but included) that provides meet-me conferencing, application and desktop sharing. The solution provides leader codes, participant codes. It integrates into the Personal Communicator for instead desktop sharing as well as into MS Outlook for booking meetings with conference services. The bridge comes is 10-port increments and has an audio-only or audio+web license.

Unifying voice and data helps improve collaboration and productivity ShoreTel's Converged Conferencing delivers a next-generation collaboration solution that unifies audio conferencing, desktop/application sharing, instant messaging, virtual meeting rooms, on-line presentations, and multi-media recording with one easy-to-use interface. The system's simplified management and exceptional reliability enables organizations to easily manage collaborative activities in-house and helps reduce costs. Key features include:

Reliability Built In
ShoreTel Converged Conferencing is built on an embedded, Linux-based appliance with redundant disk-drives to provide enterprise-class reliability. The system's web-based management and report interface make it simple and easy to administer.

Secure Audio and Web Conferencing
Passwords and SSL streaming keep documents secure while secure pass codes, locked conferencing, and a visual display of who's on the call keep the audio calls safe from eavesdroppers as well.

Outlook Integration
Schedule your audio and web conference right inside your Outlook appointment by simply responding "Yes" to a conference and having the software automatically assign your access codes and paste them into your meeting invitation.

Conference Recording
Mutimeldia recordings store the audio from the call, along with the documents presented to keep an archive of the event or to enable the distribution of the information to a broad audience without having to repeat the session over and over again.

Dial-Out Capability

Eliminate the dead time associated with waiting for parties to join a conference on time by simply dialing out and proactively bringing them into the meeting. In addition, the Web-based interface lets customers and foreign employees request a call-back.

With all of these vital collaboration tools available at the click of the mouse, communications - both internal and external - improve to provide faster responses to your customers and more informed decisions for your business.

ShoreTel Converged Conferencing is an internal solution that pays for itself through the elimination of expensive audio and web conferencing services. What's more, with the ability to share your documents and applications - and even take control of a remote PC - you can reduce travel costs across the enterprise by eliminating the need for so many face-to-face visits.

9.2.3 Some phone systems include a built in conference bridge at no additional cost. These conference bridges tend to leverage existing telephony infrastructure and provide a “meet me” number that can be provided to callers to automatically bridge calls into a conference call. Some Manufacturers allow the use of passcodes, scheduled and reserved meetings, and meeting invitations; while other Manufacturers simply add each incoming caller to the bridge without the requirement for a passcode. Please describe any functionality that the quoted system will provide for this type of Meet Me Conference Bridge.

Response: “OPTIONAL COMPLY”

While the ShoreTel system can be configured (included) to accommodate 6 party Ad-Hoc conferencing inherently, the ShoreTel system has an optional Conference Bridge (but included) that provides meet-me conferencing, application and desktop sharing. The solution provides leader codes, participant codes. It integrates into the Personal Communicator for instead desktop sharing as well as into MS Outlook for booking meetings with conference services. The bridge comes is 10-port increments and has an audio-only or audio+web license.

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Secure Audio and Web Conferencing

Passwords and SSL streaming keep documents secure while secure pass codes, locked conferencing, and a visual display of who's on the call keep the audio calls safe from eavesdroppers as well.

Outlook Integration

Schedule your audio and web conference right inside your Outlook appointment by simply responding "Yes" to a conference and having the software automatically assign your access codes and paste them into your meeting invitation.

Conference Recording

Multimedia recordings store the audio from the call, along with the documents presented to keep an archive of the event or to enable the distribution of the information to a broad audience without having to repeat the session over and over again.

Dial-Out Capability

Eliminate the dead time associated with waiting for parties to join a conference on time by simply dialing out and proactively bringing them into the meeting. In addition, the Web-based interface lets customers and foreign employees request a call-back.

With all of these vital collaboration tools available at the click of the mouse, communications - both internal and external - improve to provide faster responses to your customers and more informed decisions for your business.

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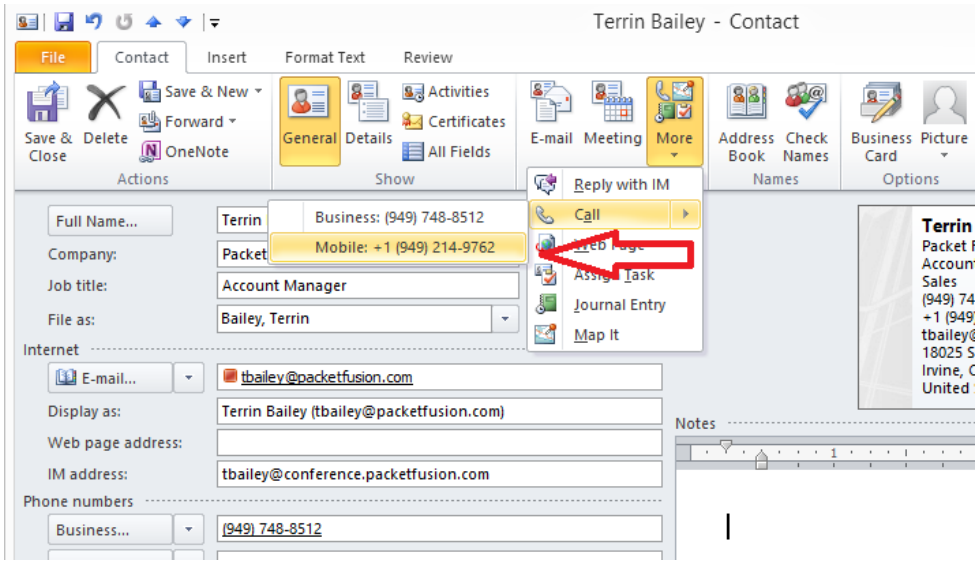
9.3 COMPUTER TELEPHONE INTEGRATION

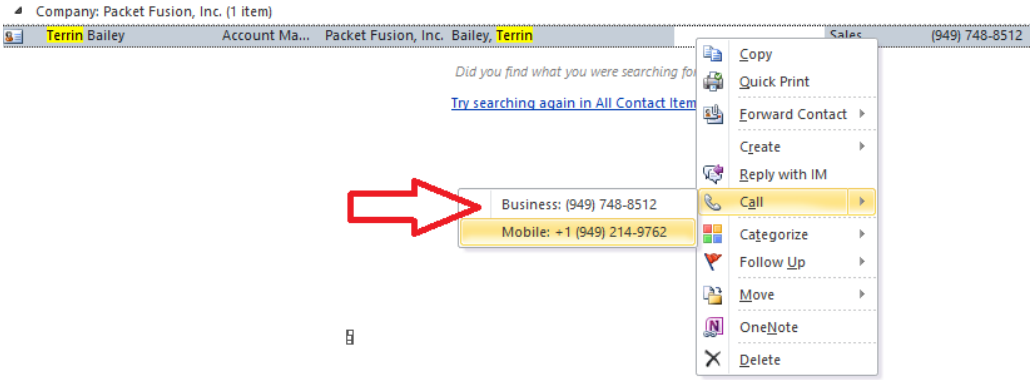
9.3.1 Click to Dial –Will the proposed solution allow a user to dial a phone number from Outlook 2010 clients and have the call complete on their VoIP deskphone? Will employees be able to place calls by pressing the dial button from the Contacts or the Global Address List? Is there any additional software or licensing required? If so, please describe which application provides this functionality and include this application in your base price for all employees. Provide optional pricing where indicated on Schedule A.

Response: "COMPLY"

From the Contact Tab:



From the List of Contacts :



9.3.2 Will your click to dial application also support dialing from Microsoft "Smart Tags"; how is this functionality supported; and does it require additional licenses or hardware?

Response: "COMPLY"

The ShoreTel "click to dial application can support dialing from the Microsoft "Smart Tags." ShoreTel can accomplish this with the ShoreTel application dialer. This is optionally proposed. We can also integrate telephony presence and visibility with MS word and outlook with professional communicators mentioned above.

9.3.3 Does the proposed solution provide the ability to highlight a phone number on a web browser page and have the call dialed by the phone system? Describe how this feature works, what components are required for this functionality, whether this functionality is included in the proposal as priced, and optional budgetary pricing if not included. Provide optional pricing where indicated on Schedule A.

Response: "COMPLY"

The ShoreTel Web Dialer application provides one-click dialing to any telephone number displayed in a Microsoft Internet Explorer or Mozilla Firefox browser window, taking the time and effort out of dialing when working online. Telephone numbers on the page are highlighted in orange, making them easy to find. With one click, users can dial local, long distance or international telephone numbers.

The benefits of Web Dialer are the following:

• Automatically highlights phone numbers on every Web page browsed using Microsoft Internet Explorer or Mozilla Firefox.

• One click dials the number

• Runs transparently until the application is turned off

• Supports a variety of number formats, including international numbers.

The Web dialer enhances Productivity that enhances the bottom line.

The ease of use that the Web Dialer application enables directly translates into productivity gains and bottom-line savings. This simple, yet powerful, application eliminates incorrectly dialed numbers and saves seconds every time a user makes a call. This adds up to hours every year, per employee – a significant amount of time when multiplied across the number of staff making outbound calls.

Some screen shots are below:

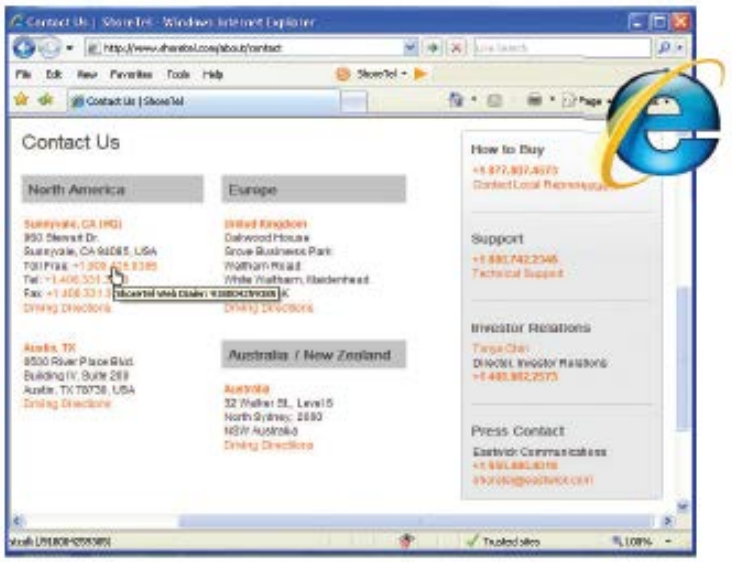


Figure 1: Web Dialer control shown in Internet Explorer

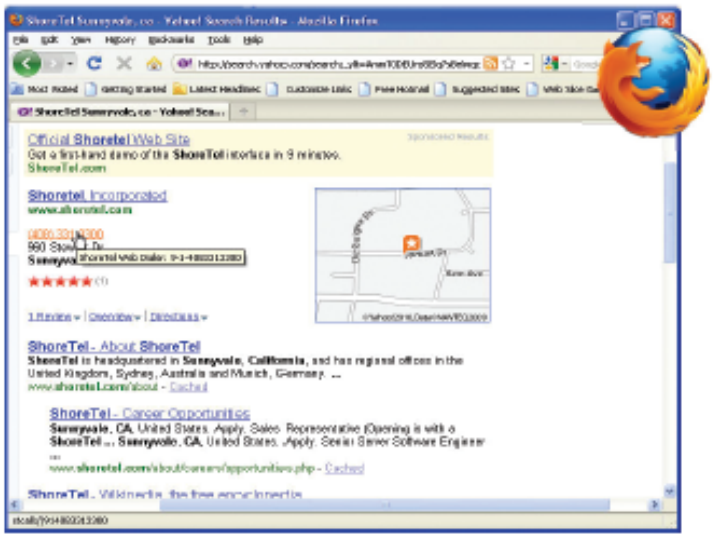


Figure 2: Web Dialer control shown in Mozilla Firefox

9.3.4 Briefly describe and price any other relevant CTI applications that could improve employee efficiency.

Response:

Packet Fusion Mobility would be a great attribute to The City of Manhattan Beach's employee efficiency applications.

The Mobile Communicator offers mobile users access to familiar functions such as ShoreTel QuickDialer, access to corporate and address book contacts, and visual voicemail.

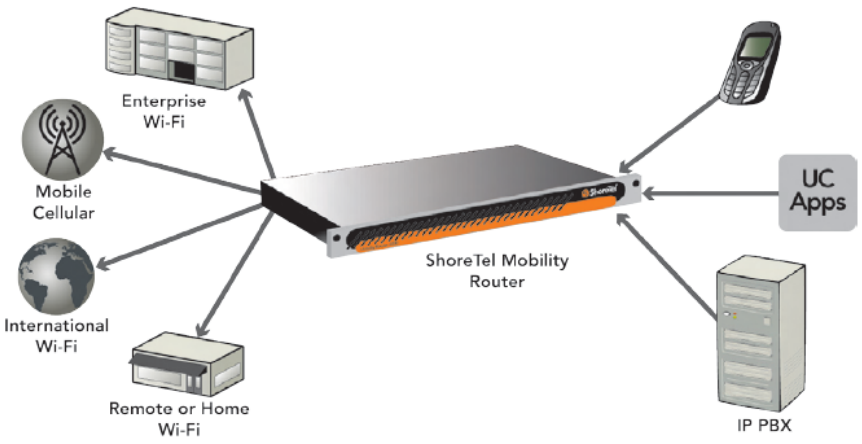
Users can make their mobile phone the enterprise extension on the fly and easily change their call handling settings to meet their mobile requirements.

The ShoreTel Mobility solution extends voice and unified communications (UC) applications to a wide range of single-and dual-mode (Wi-Fi and cellular) mobile handsets including BlackBerry, iPhone and Nokia. This provides a fully converged device for both business and personal communications, allowing users to make and receive calls from both the enterprise and personal cellular numbers while automatically selecting the best network (Wi-Fi or cellular). Fast and automatic network handover helps optimize cost, call quality and battery life, without end-user involvement—keeping connectivity on the go brilliantly simple.

The benefits of the Mobile Communicator are the following:

- Slash international roaming & long distance charges
- Provide high-quality, low cost in-building coverage
- Increase user productivity with greater responsiveness and accessibility
- Simplify UC for mobile workers and their peers
- Deliver enterprise-grade mobility

An example of the design is below:



ShoreTel Mobility extends enterprise communications to VoIP over WLAN and cellular

9.4 MICROSOFT LYNC

9.4.1 Unless already provided in the Critical Considerations section or Schedule C, please describe whether and how the system currently integrates with Microsoft Lync Server and Microsoft Lync client? If not currently available, what is the manufacturer's long-term vision regarding these integrations?

Response: "COMPLY"

ShoreTel provides the following integration options with Lync:

- ShoreTel Communicator knows all Outlook contacts for each user
  - Contacts are available via desktop Communicator, as well as in the IP Phone Directory for most phone models
- Presence sharing with Office applications, (Outlook, Word, Excel, etc.) is included as a standard configurable optio
- Calendar integration in Outlook can be used to modify Call Handling Modes, (In a Meeting, Out of Office, etc.), as well as to easily schedule meet-me audio and/or web conference calls via the ShoreTel Service Appliance (SA) conference bridge appliance
- Instant Messaging between Lync users and ShoreTel Communicator users can be enabled as a standard option
- iLink CSTA Gateway can optionally be implemented to enable ShoreTel call control capabilities within MS Lync client.
  - Licensing cost is $40 per user (list price)
- A SIP tie trunk can optionally be implemented between ShoreTel and MS Lync conference bridge to allow outside parties to dial in to MS Lync conference calls
  - SIP Trunk licensing is $50/SIP trunk (list price)
- Optional Application Dialer can be added which enables users to click-to-dial from within Office Applications, (Outlook, Word, Excel, Sharepoint, etc.) by simply clicking on a recognized phone number. Application Dialer is available in various bundled pricing options. 50 licenses has a list price of $800, as an example.

9.5 MOBILITY APPLICATIONS (FIND ME/FOLLOW ME)

9.5.1 Extend to Cell Phone: Describe any functionality that the system has to ring a call to a person's cell phone and desk phone simultaneously. If the call is answered on the cell phone, how do you get the call back to the desk phone? If the call is answered on the desk phone, how do you extend the call to the cell phone? Will the user see the inbound caller's Caller ID or the PBX's Caller ID on the display of their cell phone? Provide optional pricing where indicated on Schedule A.

Response: "COMPLY"

Simultaneous Ring

- The ability to simultaneously ring a user's desk phone and cell is an included feature that just needs to be activated. If the user answers the call on their cell phone, they can get the call back to their desk phone by pressing the "move" soft key on the desk phone. You would press the same "move" soft key to move a call from the desk phone to the user's cell phone.

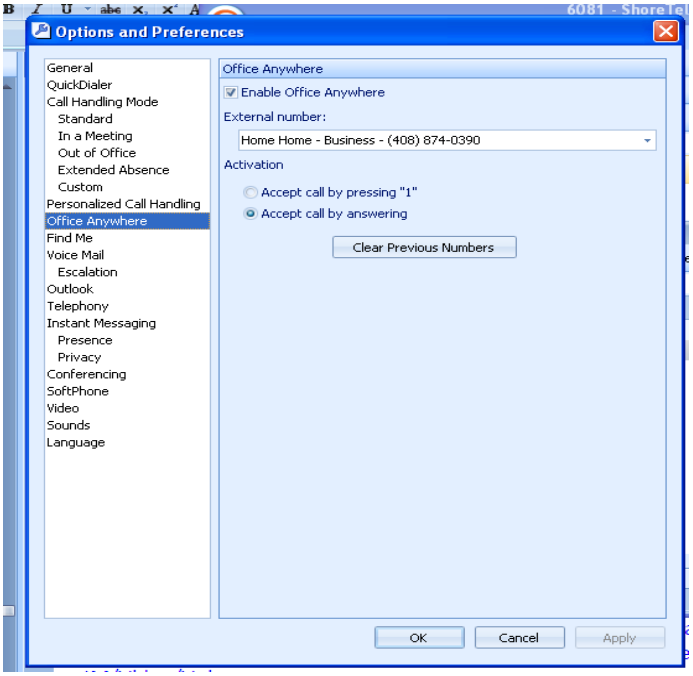
Find Me / Follow Me

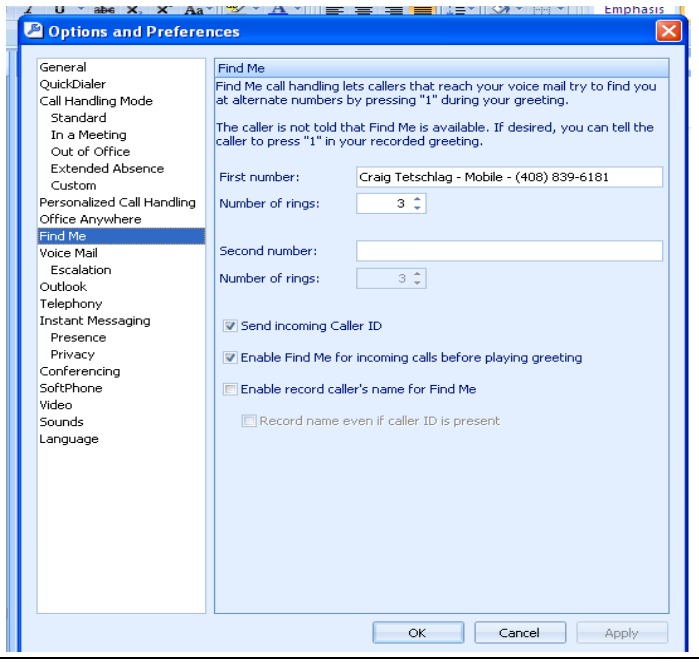
- Find me, follow me is also available at no additional charge and in the base offering. The same rules apply as far as the "move" key mentioned above is concerned.

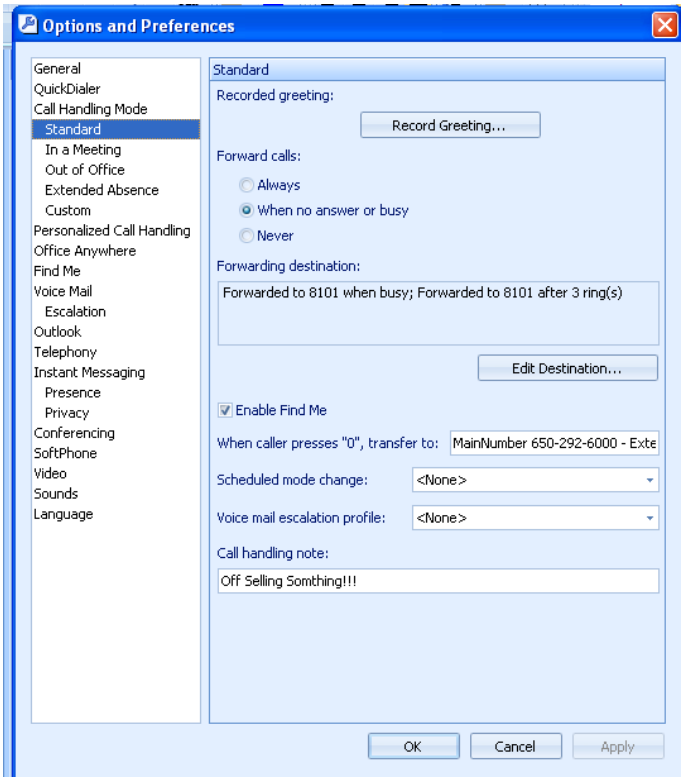
Office Anywhere

- The ShoreTel Office Anywhere, part of the ShoreTel Communicator, feature allows users anywhere on or off the network to sit at any phone (office, analog home, or mobile phone) and have that phone ring when their extension is dialed. Workers can use ShoreTel Office Anywhere to assign their extension to any phone including a cell phone, or analog home phone.

  Office Anywhere – The most common solution for customers is to use Office Anywhere. This allows the employee to use the Personal Communicator for all their call control and unified communications, but leverage the PSTN for the actual phone call. Users simply assign their extension to an external number that can be their cell phone, home phone or any external phone. This has the benefit of toll quality voice without worries. This feature is included without any additional cost to CITY OF MANHATTAN BEACH.







9.5.2 Describe and provide optional pricing for any other Mobility applications, or abilities that the system can provide in order for an employee to manage where the phone system can expect to find them. Provide optional pricing where indicated on Schedule A.

Response: "COMPLY"

The ShoreTel Mobility Router is an innovative and highly scalable network appliance that fuses IP telephony, enterprise wireless LANs, carrier cellular networks, and location technology to extend voice and Unified Communications (UC) to mobile devices. The router is also available as a virtual application that runs on your industry standard X 86 server.

The Mobility Router lets users make and receive calls from both the enterprise and personal mobile phone numbers by automatically selecting the best network (Wi-Fi or cellular) with fast and automatic network handover, to optimize cost, call quality and battery life.

ShoreTel Mobility is available on Multiple platforms.

Feature	Apple iOS	Android	Blackberry OS
ShoreTel Dock Compatibility	●		
Calendar integration	●	●	
Video tutorials and graphic overlays	●	●	
Enterprise Calling	●	●	●
Enterprise PBX Features			
- Voicemail	●	●	●
- Transfer	●[1]	●[1]	●[2]
- Conference	●[1]	●[1]	●[2]
VoIP over Wi-Fi	●	●	●[2]
Automatic Handover between Wi-Fi/Cellular	●	●	●[2]
VoIP over 3G/4G	●[3]	●	●[3]
Integrated SSL VPN (Secure Remote Voice feature)	●	●	●
IM & Presence			
- Microsoft OCS 2007	●	●	●
- Microsoft Lync	●	●	●
- ShoreTel			
Directory Query (LDAP and ShoreTel directory)	●	●	●
Reverse Dial Cellular Calling			●
Personal Dial		●	●
Visual Voice mail*	●	●	●
Extension Assignment*	●	●	●
Call Handling Modes*	●	●	●

Join Meetings with one touch

Instant Messaging

Peer to peer video keeps callers engaged.

Contact Information also includes availability via presence
You can easily drag and drop a contact to instantly start a voice or video call or an IM session.

10 AUTOMATIC CALL DISTRIBUTION (ACD)– CALL CENTER

10.1 SPECIFIC REQUIREMENTS

10.1.1 Call Center Groups

City of Manhattan Beach has several departments that are interested in Automatic Call Distribution (ACD) Call Center functionality. Below is a brief summary of the groups and their function.

10.1.1.1 Public Works - This group located at City Yard has 36 total phones with 8 staff answering about 3000 calls per month to their main number from residents inquiring about utilities (water, sewage, and refuse services). This group uses a work order management system.

10.1.1.2 Finance/Revenue Services – The Division is located at City Hall and has 15 phones with 7 staff members answering about 1000 calls per month to their main number from residents inquiring about various bills and/or licenses. This group uses the Tyler Technologies Eden Financial Management system.

10.1.1.3 Parks and Recreation/Dial-A-Ride – Dial-A-Ride (DAR) is a bus service for City residents 55+ years old or disabled (all ages). DAR dispatch utilizes RouteMatch hosted solution for scheduling/managing the transportation services. This group includes one or two staff members answering about 45 – 60 calls/weekday with 30 seconds to 15 minutes duration.

10.1.1.4 Finance/Information Systems – Information Systems (IS) Division supports enterprise-wide technology needs. This group uses a work order management system. The average number of calls is 900 per month.

Response: "COMPLY" Packet Fusion has read and understands the above.

10.1.2 ACD Call Pickup/Transfer: City would also like to know how a call can be easily transferred to a supervisor, where the ACD system should have the ability for an agent to put a call on hold and the supervisor is then able to pick up the call or agent able to transfer without having to pull the call back off of hold. Please describe how your solution would provide this, or similar, functionality.

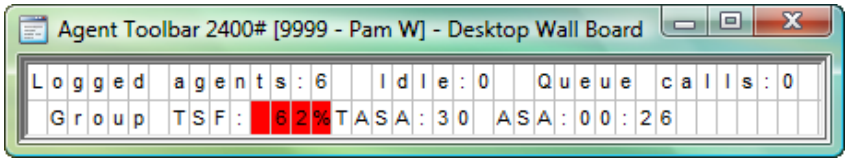
Response: "COMPLY"

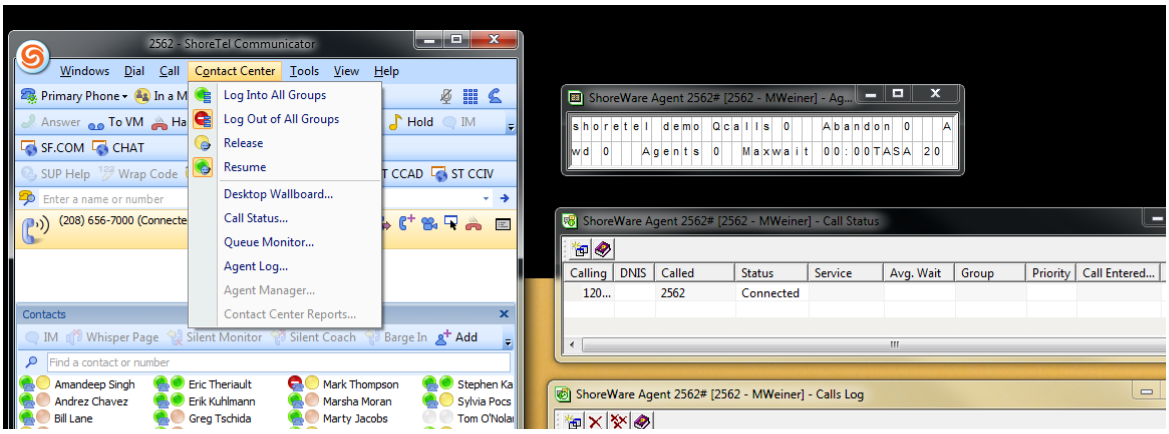
The ShoreTel PBX provides the current status of all users, known as "presence." Agent can transfer a call directly to the Supervisor. ShoreTel ECC also provides the ability to send the call directly to any Supervisor or Agent using a "Personal Agent Queue" which allows the user to hear the personal greeting of the Supervisor if the Supervisor happens to be on a call. This allows the Supervisors to "pick up" the call with the need for placing the call on hold.

10.1.3 Agents should be able to see how many calls are in the queue, how long the longest call has been waiting and how many agents are logged in and ready to receive calls. This information may be presented on the telephone, on a PC based agent software, or both. However, at least one of the methods above is required for "agent dashboards". Please describe how this functionality will be provided by the proposed solution and include a screen shot below your description. Does the system have the ability to flash, beep or change color when certain pre-determined thresholds are met such as no agents available or time that a call has been waiting in queue?

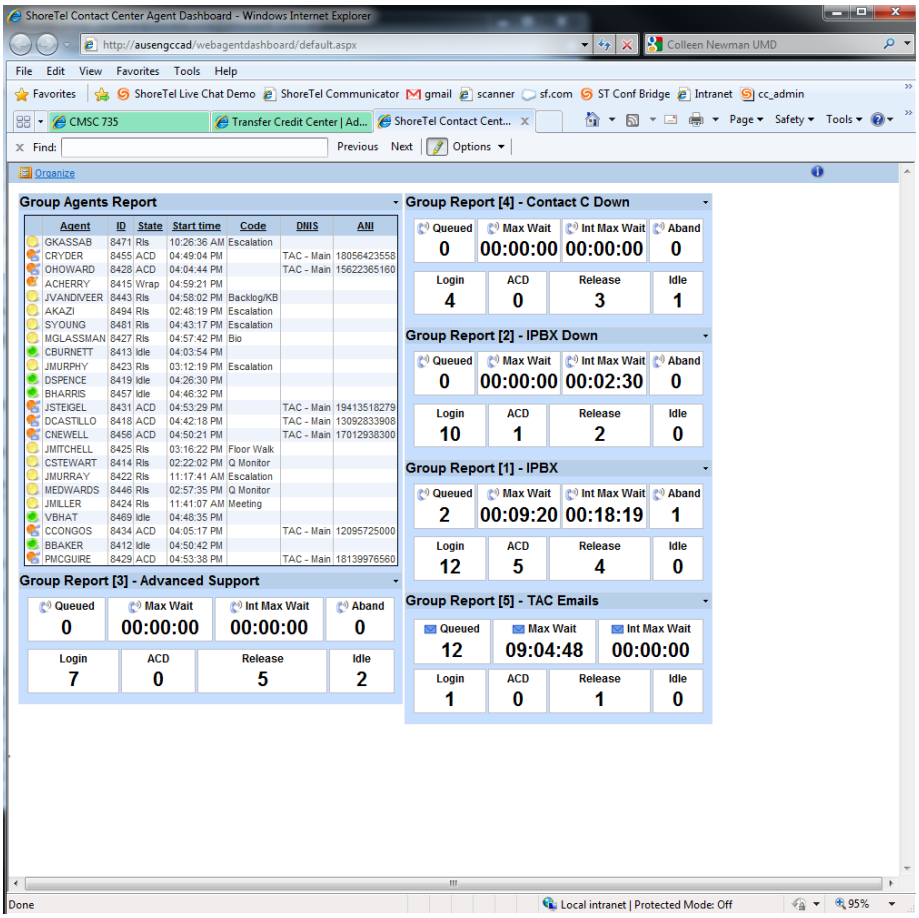
Response: "COMPLY" – Enerprise Contact Center (ECC) , "COMPLY"- Work Groups (WG)

The ShoreTel ECC solution has an included Desktop Reader Board as well as optional browser based applications. Agents can have an agent desktop wallboard displaying real-time contact center statistics. This is a standard feature.



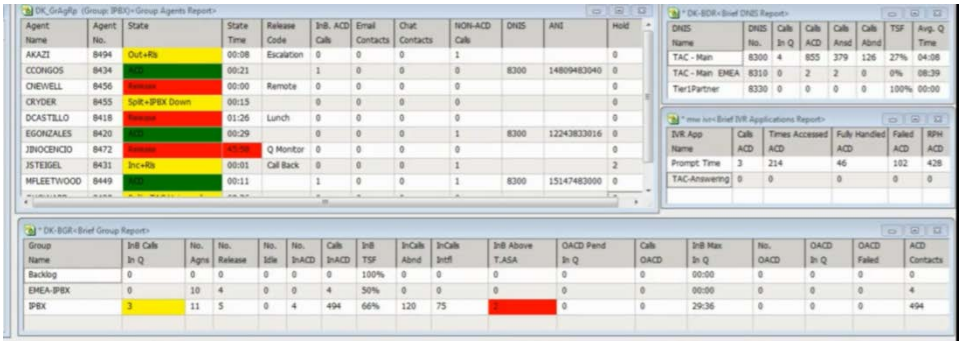


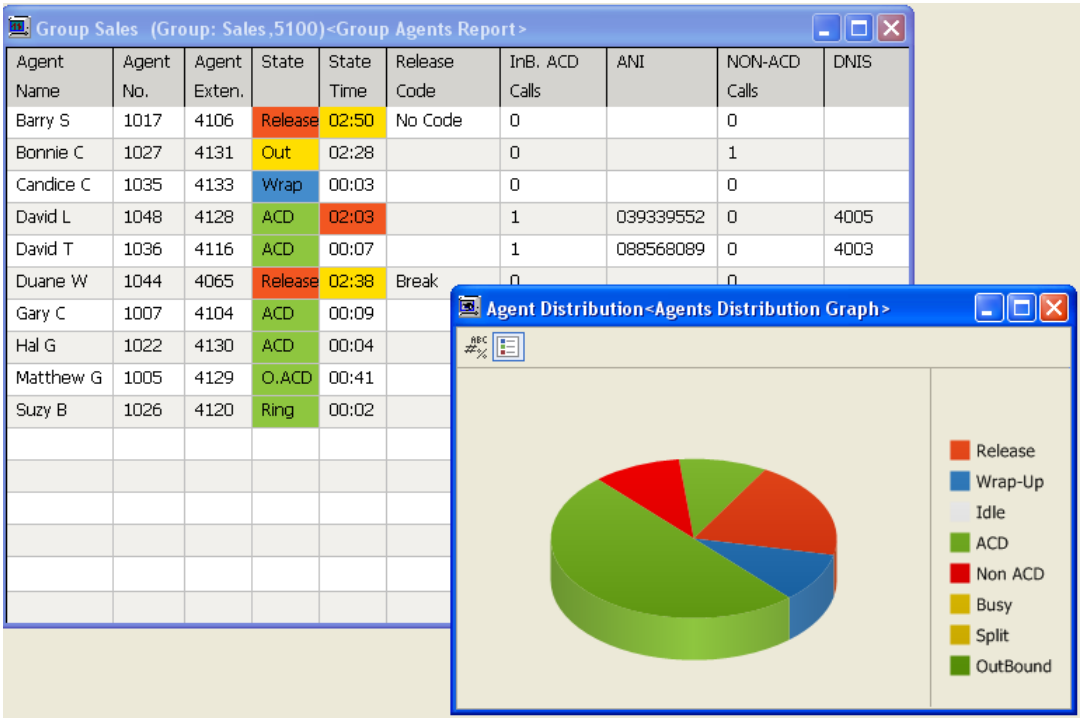
Contact Center Agent Dashboard:



The ShoreTel ECC solution supports color change and audible alarms for the Supervisor.

Below is a snapshot of the supervisor real time monitor screen. The agent view shows the state that the agent is in, for how long, and if that agent has exceeded a threshold. You can change the colors of the real time reports. By default yellow is warning, and red is error.





10.1.4 A large number of the calls received by each of the ACD queues at City of Manhattan Beach are from internal callers or other branches. For this reason, it is critical that extension calls and intercom calls are properly reflected in all ACD reports, just as if they had been an outside caller. Additionally, when an ACD agent transfers a call to an agent the ACD system should treat this call as transferred or interflowed, but never as abandoned.

Response: "COMPLY"

The ShoreTel ECC standard reports reflect the very specific details of each call that is handled by any ACD user. This includes: internal calls; external calls, calls transferred IN, call transferred OUT, etc. Calls transferred in, overflowed, or interflowed are processed as Transfers, Overflow, Interflow. ShoreTel ECC reports are customizable. While the reports have been created with a formula, these formulas can be altered, changed, and customized to reflect TRUE ABANDOND calls, from any other type of call activity.

10.1.5 Call Center Requirements

City of Manhattan Beach's ACD requirements are delineated in this RFP as well as in Schedule C. Specifically call out and address any partial or optional compliance from Schedule C, where the feature is "Required". Additionally, address any non-compliant features where the feature is "Should Have but Optional". Lastly, describe how the ACD functionality provided by the proposed solution will meet the specific requirements of City of Manhattan Beach, if not already addressed above.

Response: "COMPLY"

Packet Fusion has provided an explanation/summary for the OPTIONAL, PARTIAL OR NON-COMPLIANT responses throughout this response and on Shedule "C"

10.2 ACD QUESTIONS

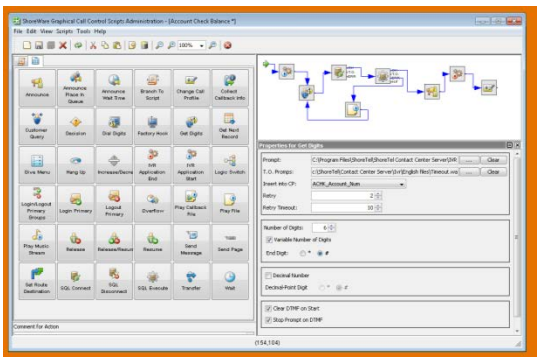
10.2.1 Provide a general overview of how ACD call routing is achieved in your solution. Include a screen shot of a typical ACD call routing programming screen from the system administration console.

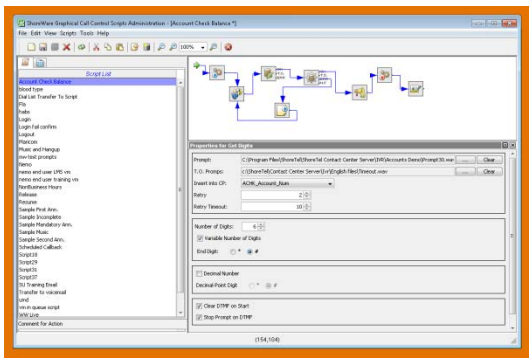
Response: "COMPLY"

Call routing determines how the customer interacts with your contact center. Call routing ranges from the most basic configuration—a single phone number that connects customers to the first available agent—to a complex system that relies on a sophisticated rules engine to distribute calls according to customer requirements and best-fit agent criteria. Highly trained agents are of little value if you can't connect them to customers who need information quickly.

ShoreTel Contact Center solutions can be customized to offer basic call routing features, including queuing, menu interactions, music on hold, and schedules. If a call arrives when all agents are unavailable, it is placed in a queue of callers awaiting delivery to the next available agent who can handle the call. Basic call routing allows caller interaction through menus that callers can use to select a service. Once the service is identified, the system can then route the call to a group of agents best equipped to handle the caller's needs. Basic call routing supports music on hold and recorded announcements that let your callers know they haven't been forgotten. Recorded messages can customized with additional "comfort" information including their place in line or estimated wait time.

Advanced call routing techniques built into Enterprise Contact Center let you get maximum value from your knowledge resources and deliver the highest possible levels of customer satisfaction. The advanced call routing features built into Enterprise Contact Center include service-level routing, skills-based routing, identity routing, domain routing, day and date routing, outbound call routing, and IVR scripting. Enterprise contact center also allows agents to have their personal queues which can be used for advanced routing scenarios, managing higher priority calls, scheduling callbacks to their own queues etc:





Customized routing plans and distributed agents provide superior service by routing each caller through the initial greeting and status announcements while they are in queue. Calls are then delivered to the appropriate agent to address their needs. Administrators can easily configure call routing to serve customers based on agent skills, caller identity, wait time, priority or service level. Beyond the phone, agents can interact with customers via Web chat and e-mail. An advanced Interactive Voice Response (IVR) scripting tool enables a self-service option, empowering customers to immediately handle their needs.

Plus, advanced call routing based on service levels, skills and priority helps ensure calls go to the right agents, reducing the service time per call.

Enterprise Contact Center is ShoreTel's most powerful call center solution, meeting the requirements of advanced multimedia contact centers. It includes universal queuing and enterprise resource matching. It also offers optimized call routing by service level, skill matching, priority, customer identity, schedules and caller location. Enterprise Contact Center also supports e-mail and Web contacts, and outbound calling as service options.

Call routing in ECC is based on numerous variables that can be set by the system administrator as listed below. These values are numeric in nature and provide great flexibility.

Call Routing

The Contact Center offers multiple methods for routing calls to agents including the following options:

- Customer
- Domain (ANI) - page 19
- Skill-Based - page 20
- Priority - page 22

- Schedule - page 23
- Service Factor (TSF) - page 24
- Longest Wait - page 24
- Group List Priority - page 25

- Advanced routing: Delivers the appropriate call routing to customers as needed, including dialed number identification service, menu selection, automatic number identification, customer, time of day, calendar service level, priority and skills-based routing.

  Call Routing
  Call routing determines how a customer's call interacts with the call center. Call routing ranges from the most basic configuration—a single phone number that connects customers to the first available agent—to a complex system that relies on a sophisticated rules engine to distribute calls according to customer requirements and best-fit agent criteria.

  Basic Call Routing
- Basic call routing features include queuing, menu interactions, music on hold, and schedules. It facilitates caller interaction through menus that callers can use to select a service. After the service is identified, the system can route the call to a group of agents who are best equipped to handle the caller's needs.

- If a call arrives when no agent is available, it goes into a queue of calls waiting for delivery to the next available agent. Music on hold and recorded announcements can let callers know they haven not been forgotten. Recorded messages can be customized with additional information, including the caller's place in line or estimated wait time.

- A basic routing solution also helps you adjust for fluctuations in staffing. You can set up automatic routing options based on the time of day, day of the week, or date. Capabilities include:

- Recorded announcements and menus that enable callers to identify their desired service, and Music on hold, customizable for each individual service your call center provides.

- Support for 20 additional interactions that can be made available to callers waiting for an agent, including "estimated wait time" announcements and "place in line" announcements.

- Mandatory announcements to callers prior to entering the queue, notifying them of important information, including a "your call may be monitored" announcement.

- Support for three different routing options—on-hours, off-hours, and holiday— automatically activated on the basis of time and date.

Mid-Level Call Routing

- Mid-level call routing features include agent prioritization, overflow, interflow, and domain routing.

- With agent prioritization, you can specify primary and secondary areas of expertise for agents and route calls on the basis of these skill sets. Agent prioritization also matches a caller with the agent who is best equipped to provide assistance. Agents receive calls related to their primary area of expertise until no more calls related to that skill are in the queue.

- At that point, agents begin to receive calls related to their secondary skill set.

- Agent prioritization optimizes agent time and enables you to maximize the return of knowledge capital.

- Overflow is another routing technique that can improve customer service and help you optimize valuable resources. Overflow enables you to reserve highly trained or cross-trained agents as backups for groups experiencing unusually heavy call traffic.

- When the caller wait time exceeds a specified ceiling, backup resources are automatically added to the pool and made available to handle customer calls. Overflow features provided by Contact Center include:

- Single-level overflow. As calls reach the specified wait time limit, they are queued for a new, expanded group of potential agents. The overflow process can add one or more additional agent groups to the queue.

- Multiple-step overflow (available only with Enterprise Contact Center). Adds flexibility to overflow by allowing you to specify one group of agents for overflow duty when the call reaches the first time-out, a second group after a longer interval, and additional agent groups after subsequent intervals.

- Automate callbacks. Available to customers who abandoned the caller queue, by hanging up, after failing to reach an agent.

- Caller choice. Callers can choose between requesting a callback or remaining on hold for an agent.

- Interflow offers another service-level tool for managing calls. If the caller wait time is too long (or projected to be too long), Contact Center can divert the call to a different destination offering other service groups or service options, or notify callers of the extended wait time and ask them to try again later. Interflow doubles as a resource management tool by routing calls out of your call center instead of stacking on-hold customers on expensive 800 lines. Interflow features provided by Contact Center include:

- *W*ait time flow. When a caller reaches the configured time-out value, they are transferred to a alternative destination.

- Predictive interflow (available only with Enterprise Contact Center). *E*xtends the value of the service by offering transfer to an alternative destination when the estimated service time—based on the average service time and the number of callers already in the queue—exceeds the configured threshold.

- With domain routing, you can route callers on the basis of geographical location. When a call arrives, Contact Center identifies the physical location of the customer and routes the call to a group with a skill set related to that geographical area, or to a group within the same time zone.

Advanced Call Routing (available only in Enterprise Contact Center)

- The advanced call routing techniques in Enterprise Contact Center enable you to get maximum value from your knowledge resources and deliver the highest possible levels of customer satisfaction. The advanced call routing features in Enterprise Contact Center can be specified by service level, skills, identity, day/date, outbound calls, CRM database, and IVR scripting.

- With service-level routing, you can set up dynamic routing based on service category and wait time. Agents with multiple expertise capabilities can receive calls routed from service groups that have failed to reach a percentage of calls answered within a predefined wait time interval.

- Skills-based routing optimizes the caller experience by matching calls to the agent best equipped to address the customer's needs. When multiple agents are available, Enterprise Contact Center routes the call to the agent with the highest skill ranking for the requested service. (When multiple calls are waiting, available agents are selected on the basis of a "best match".)

- With identity routing, you can extend premium services to your most valued customers. When a call arrives, Enterprise Contact Center identifies the customer (by caller ID, DNIS, or data from a CRM database) and assigns the caller a priority level. Callers designated as high priority immediately move to the front of the queue to await delivery to the first available agent. You can further optimize the customer experience by routing tagged customers to a "premium" group of top-level agents—or by sending customers with pastdue accounts directly to the collections department.

- Day/date routing provides an additional level of resource management by designating specific service offerings and/or groups for call handling on the basis of date or the day of the week. You can use day/date routing to define multiple shifts based on different date and time ranges, and then use the shifts to modify call routing options.

- Outbound call routing makes your call center more proactive by allowing you to initiate customer interactions and offer your customers higher-value services. Outbound call routing can significantly improve the value of your service, making it possible for the call center to produce revenue. Outbound call routing frees agents from tedious dialing and eliminates cost leakage due to incorrectly dialed numbers. Outbound call routing features include the ability to:

- Automate callbacks to customers who abandoned, by hanging up, the caller queue after failing to reach an agent.

- Offer your callers a choice between requesting a callback or remaining on hold for an agent.

- Conduct dialing campaigns—automated calling of groups of customers with new service offers, courtesy information, or other opportunities.

- CRM database routing customizes call routing on the basis of intelligence resident in your relationship management system. By employing customer information or other business data in the call routing rules engine, you can optimize the customer experience with intelligent call routing and customized announcements.

- IVR scripting provides a higher level of automated customer interaction by allowing the collection of more detailed caller information and employing CRM information to make more complex call routing decisions. Advanced scripting options make it possible for call center managers to modify call routing, collect caller information, query external databases, perform logic decisions, manage overflow or interflow, and provide callers with automated feedback and results. IVR scripting is used to build an automated interface between the caller and your corporate information systems. An IVR-based, self-service system delivers immediate, effective customer service without straining agent resources.

- Your scripts can prompt callers for actions, record dual-tone multi-frequency (DTMF) inputs, check and change the status of records in the corporate database, and provide customers with report results and status information.

  Contact Center provides tools to build and implement scripts that augment call routing features. You can write scripts that provide deeper interaction with customers by querying customer data stores, diverting calls to different locations, modifying skills or properties, or delivering information to callers.

10.2.2 City of Manhattan Beach's ACD requirements are delineated in this RFP as well as in Schedule C. If you have multiple software levels to your ACD solution, please explain which level you would recommend to satisfy our required functionality, and why you chose this level. Please include a chart that shows a comparison between the levels. Please specify and price the next higher level of ACD software as an option on Schedule A.

Response: "COMPLY"

ShoreTel has two levels of ACD products called Workgroups (WG) and Enterprise Contact Center (ECC). Although we believe the Workgroups of product could fit needs needs of the City of Manhattan Beach, we have proposed Enterprise Contact Center based on the requirements within this RFP. The details of the Enterprise Contact Center level are provided below along with some information on Workgroups. Both levels of the contact center allows input calls to enter a single call flow and be distributed to agents anywhere in the enterprise including to agents telecommuting.

PARTNERS

Contact Center

Workgroups vs. ECC

Features	Workgroup	Enterprise Contact Center 8
GENERAL SYSTEM OVERVIEW		
Targeted Solutions	Informal ACD Groups	Medium to Large Enterprise Inbound and Outbound ACD Multi-Media Contact Centers
Distributed IP Communications Platform	Yes	Yes
Universal Queue	No	Yes
Graphical User Interfaces (GUI)	Yes	Yes
Graphical Real-Time Displays (RTD)	Yes	Yes
Server Operating System	Integrated on ShoreWare Server	Windows Server 2008 (32 bit) SP2 , Windows 2003 R2, Windows Server 2008 R2
Supported Client Platforms	Windows XP, Vista, Windows 7 (32, 64 bit)	XP, Vista, Citrix XenApps 5.0, XenApps 6.0 , WTS 2008 (32 bit) SP2, WTS 2008 (64 bit), WTS 2008 R2, Windows 7
Announcements Format	Wav, 8 kHz, Mono	Wav, 8 kHz, Mono
Redundancy - Failover and Recovery	Via Double Take Application	Yes
Geographical survivability	No	Yes
Scheduled Database Backups	No	Yes
SYSTEM CAPACITIES		
Maximum Live Agent Positions	500	1000
Maximum Configured Agents	500	2000
Active Supervisors / Server	128	100
Configured Supervisors / Server	Unlimited	1000
Number of Agent Groups Supported	128	256
Maximum Number of Agents Per Group	300 16 Simultaneous Ring	1000 Active
Maximum Number of Groups Agent can Belong to	128	100 groups
Maximum Number of Skills	N/A	256
Wrap-up Codes (Call Coding)	No	Yes - 256
Announcement Per Service	Five	One Mandatory One First Twenty Secondary (Announcements or Scripts)
Maximum IVR Ports/Server	254	254

Maximum Calls in Queue/Server	254	254
Wall Boards Supported (Chained)	0	Up to 16 Wall Boards
Maximum DNIS routes	300	1500
Maximum Release Codes	N/A	256
MEDIA SUPPORT		
Inbound - Voice	Yes	Yes
Outbound - Voice	No	• Scheduled Callback • Abandoned Callback • Web Callback • Campaigns (Dial from List)
Web Chat	No	Optional
E-mail	No	Optional (IMAP)
Call Blending	Inbound Only	Inbound Chat E-mail
Voicemail	Yes	Yes
Web Callback	No	Yes
Customizable Task	No	No
ROUTING		
Skills Based Routing	No	Yes
Maximum Number of Defined Skills	N/A	Unlimited
Skills Group Routing	No	Yes
Personal Agent Queueing	No	Yes - 1000 queues
Route to last agent	No	Yes - Database lookups
Set Personal Callbacks	No	Yes
Agent Priority Based Routing	No	Yes
Service Level Based Routing	No	Yes
Identity Routing (By Caller ID or CRM)	No	Yes
ANI or Geography Based Routing	No	Yes
Agent Search Criteria	• Longest Idle • Round Robin (Circular) • Top Down (Terminal) • Simultaneous	• Longest Idle • Best Skill Fit • Round Robin (Circular) • Top Down (Terminal)
Routing by DNIS	Yes	Yes
Routing by Type of Day	Holiday Routing	Flexible, Scheduled Based Routing
Routing by Time of Day (Schedule)	Two Shifts	Flexible, Scheduled Based Routing
CRM Based Routing	No	SQL Databases by ODBC or Stored Procedures
Overflow on Wait	Yes	• Yes, Multi Level • Multiple Groups

Interflow on Wait	Yes	Actual Wait Predictive Wait (Statistical)
Route on No Agent Destination	Yes	Yes
Attach custom data to call (captured in CCIR call record)	No	Yes
AGENT APPLICATIONS AND CAPABILITIES		
Agent Applications	• ShoreWare Agent Call Manager • Queue Monitor	Agent Tool Bar ShoreTel Communicator (Personal, Professional, workgroup agent) Desktop Wall Board Agent Logs Queued Calls Call Status * ShoreTel WEB Agent Dashboard
Agents Online Presence and Instant Messaging	Yes when using either ShoreTel UC Conferencing SA-100/SA-400 or Microsoft OCS/Lync Integration	Yes when using either ShoreTel UC Conferencing SA-100/SA-400 or Microsoft OCS/Lync Integration
Agents Telephony Presence	Yes	Yes
Window Customization	No	Yes (If Allowed)
Calls in Queue Display	Yes	Yes
Pick Call From Queue	Yes	Yes (If Allowed)
Previous Call Log Display	Yes	Yes
Programmable Buttons	Yes	Yes
Phone Only Mode Supported	Yes	Yes
Class of Service Based Window / Feature Access	No	Yes
Graphical Threshold Alerts	Yes - Audio Also	Yes - Wall Board
Individual Group Login	No	Yes (If Allowed)
CRM Screen Pop	Outlook TAPI (ANI or DNIS)	Agent: DDE/ActiveX/Triggers/URL Outlook TAPI (ANI or DNIS)
Answer Strategy: Group Select	By All Groups	By Group List OrderBy All GroupsBy Service Level
Answer Strategy: Call Select	By Longest Wait Time	By Longest Wait Time By Priority By Best Skill Fit
Available Agent Status	Login Logout Wrap-Up	Idle Login Logout Wrap-Up Release Release (w/ Reason Code)
Integrated Web Chat	No	Yes - Optional License
Chat Response Tree	No	Yes - Optional License
Exit Controlled Wrap-Up Early	Yes	Yes
Manually Extend Wrap-Up Time	No	Yes (If Allowed)
Wrap Up Codes	No	Yes

Forced Wrap Up Codes	No	Yes
Release Codes	No	Yes
Group Name displayed on phone for alerting calls	Yes	No
Phone-based Agent Login / Logout / Wrap Code	Yes	No
REAL TIME SUPERVISORY / MIS APPLICATION CAPABILITIES		
Supervisor Applications	• ShoreWare Supervisor Call Manager • Queue Monitor • Agent Monitor	• Agent Manager • Wall Board Director • Contact Center Interaction Viewer
Control rights of Supervisors, Group Supervisors	No	Yes
Window Customization	No	Yes (If Allowed)
Graphical Threshold Alerts	Yes - Audio Also	Yes - Audio also
Call Information Display	Yes	Yes
Real-time Statistics (Supervisor)	Yes - Limited	Yes
Historical Reports	Basic	Yes (If Allowed)
Wall Board Management	No	Yes (If Allowed)
Desktop Wallboard	No	Yes
Visual Alerts	Yes	Yes
Agents Status and Activity	Log In Status Current Call Status	Yes
Group Status and Statistics	Custom Package	Yes
Agents Requiring Help Notification	No	Yes
Agent Login/Logout Status / Control	Yes	Yes - Logged In Agents Only Cannot Log Out of Last Group
Silent Monitor	Yes	Yes
Whisper	Yes	Yes
Barge In	Yes	Yes
Supervisor Controlled Recording	Basic	Basic
Contact Center Configuration	No - Only ShoreWare Director	Yes (If Allowed)
Supervisor Options	Monitor Only	Monitor Only
Monitor Only Application Access	Agent Monitor	Administrator Level Real-time Reports / Agent Control
Administrator Application Access	N/A	• Agent Manager• Contact Center Director• Historical Reporting• Wall Board Director
REAL TIME AND HISTORICAL REPORTS		
Built In Reports Generator	Yes	Yes
Automatic Reports Scheduler	No	xls, csv, pdf, emf, htm
email Scheduled Report	No	Yes

Print Scheduled Report	No	Yes
Store Interaction Data	Inbound Voice	Inbound Voice
Export Data Multiple Formats	Yes	Yes
Pre-defined Reports	Yes	Yes
Add/Remove Report Columns	No	Yes
Create New Calculated Fields	No	Yes
Public/Personal Reports	No	Yes
Periodical (Non-Continuous) Reports	No	Yes
Filter Report Results by Agent/Group	Yes	Yes
Default Refresh Rate	Real Time	One Second
Adjustable Refresh Rate	No	Yes
Auto-Adjustable Refresh Rate Based on Network Performance	No	Yes
Available Report Formats	Tabular	Tabular, Graphical
Public/Personal Reports Management	No	Yes
Group Sliding Interval Statistics	No	Yes
Super Group Status and Statistics	No	Yes
Super Group Sliding Interval Statistics	No	Yes
Group Calls in Queue Status	Yes	Yes
Group Queue Service Time Statistics	No	Yes
DNIS Status and Statistics	No	Yes
Group Staffing Status	No	Yes
Group Overflow/Interflow Reports	No	Yes
Daily and Hourly Statistics	No	Yes
Outbound Status/Statistical Reports	No	Yes
IVR Application Status and Statistics	No	Yes
Mailbox Queue Status and Statistics	No	Yes
Agent Performance Reports	Yes	Yes
Group Performance Reports	Yes	Yes
Super Groups Performance Reports	No	Yes
Staffing Reports	No	Yes
ACD Call Distribution Reports	Yes	Yes
Abandoned Calls Reports	Custom Package	Yes
Wrap Up Code Reports	No	Yes
ANI Domain Reports	No	Yes
IVR Applications Reports	No	Yes
Outbound Reports	No	Yes
DNIS Reports	No	Yes
Trunk Reports	Yes	Yes
Agent Activity Reports	Custom Package	Yes
Service Level Reports	Custom Package	Yes
Detailed Interaction Views	Yes	Yes

Run reports during business hours	May impact system performance	No system impact
WALLBOARD APPLICATION		
Wall Board Support	Queue Monitor Only	Yes
Text Messages	No	Yes
Real Time Statistical Information	Queue Monitor	Yes
Combined Messages (Text & Stats)	No	Yes
Scheduled Pop-Up Messages	No	Yes
System Alarms	Queue Monitor	Yes
Max Messages on Scenario	No	Unlimited
Automatic Configuration Backup	No	Yes
THIRD PARTY APPLICATIONS INTEGRATION		
Screen POP	Outlook Client Based (TAPI)	• Outlook Client Based (TAPI) • (DDE, ActiveX, Triggers)
Database Integration	No	• Yes - Select, Insert, Update and Delete operations. • Supports SQL stored procedures. Supported Databases - • mySQL, Oracle, MSSql
Workforce Management (Historical)	No	Third Party Option
Real Time Adherence	No	Third Party Option (via RTA event Feed)
Integrated IVR Call Control Scripts	Menus	Fully Featured
GRAPHICAL SCRIPT EDITOR		
Graphical Script Editor	No	Yes
Announce Place in Queue	No	Yes
Announce Wait Time	Yes	Yes
Announce Numbers	No	Yes
Branch to Script	No	Yes
Change Call Profile (Skills, Priority)	No	Yes
Collect Callback Info	No	Yes
Customer Query	No	Yes
Dial Digits	No	Yes
Factory Hook	No	Yes
Get Digits	No	Yes
Hang Up	No	Yes
Logic Switch	No	Yes
Login Primary	No	Yes
Logout Primary	No	Yes
Menu	Yes	Yes
Overflow	No	Yes
Play Callback File	No	Yes

Play File	Yes	Yes
Release	No	Yes
Resume	No	Yes
Send Message	No	Yes
Send Page	No	Yes
SQL Connect	No	Yes
SQL Execute	No	Yes
SQL Disconnect	No	Yes
Transfer	Yes	Yes
Wait	No	Yes
Decision	No	Yes
Get Next Record	No	Yes
Increase / Decrease	No	Yes
IVR Application Start	No	Yes
IVR Application End	No	Yes
Integrated IVR Application		
Play Message to Callers	Yes	Yes
Play Music to Callers	Yes	Through .wav file
Music on Hold Options	External	System wide stream, per caller stream, play from start
Languages Supported	English (US, UK), Spanish (Spain, Mexican), French (France), German, Swedish, Italian, Danish, Dutch	English (US, UK), Spanish (Spain, Mexican), French (France), German, Arabic (UAE), Swedish, Italian
Capture and Process DTMF Input	Yes	Yes
Automated Attendant Support	Yes	Yes
Number, Dates, Currency to Speech	No	Yes
Digit Input	No	Variable or fixed digits
Automatic configuration for timeouts, retries	No	Yes
Logical Operations Support	No	>, <, >=, <=, =
Integrated Self Service Application Support	No	Yes
IVR Application Reports	No	Yes
Database Integration (ODBC)	No	• Yes - Select, Insert, Update and Delete operations. • Supports SQL stored procedures. Supported Databases - • mySQL, Oracle, MSSql
Third Party IVR applications (eg, Payment Solutions)	No	Yes (Pro Services)
Outbound Dialer		
Integrated Dialer	No	Yes
Outbound Campaign Types	Custom Package - Leave VoiceMail only	Preview Progressive
Campaigns without Agents	Custom Package - Leave VoiceMail only	Custom Package - Leave VoiceMail only

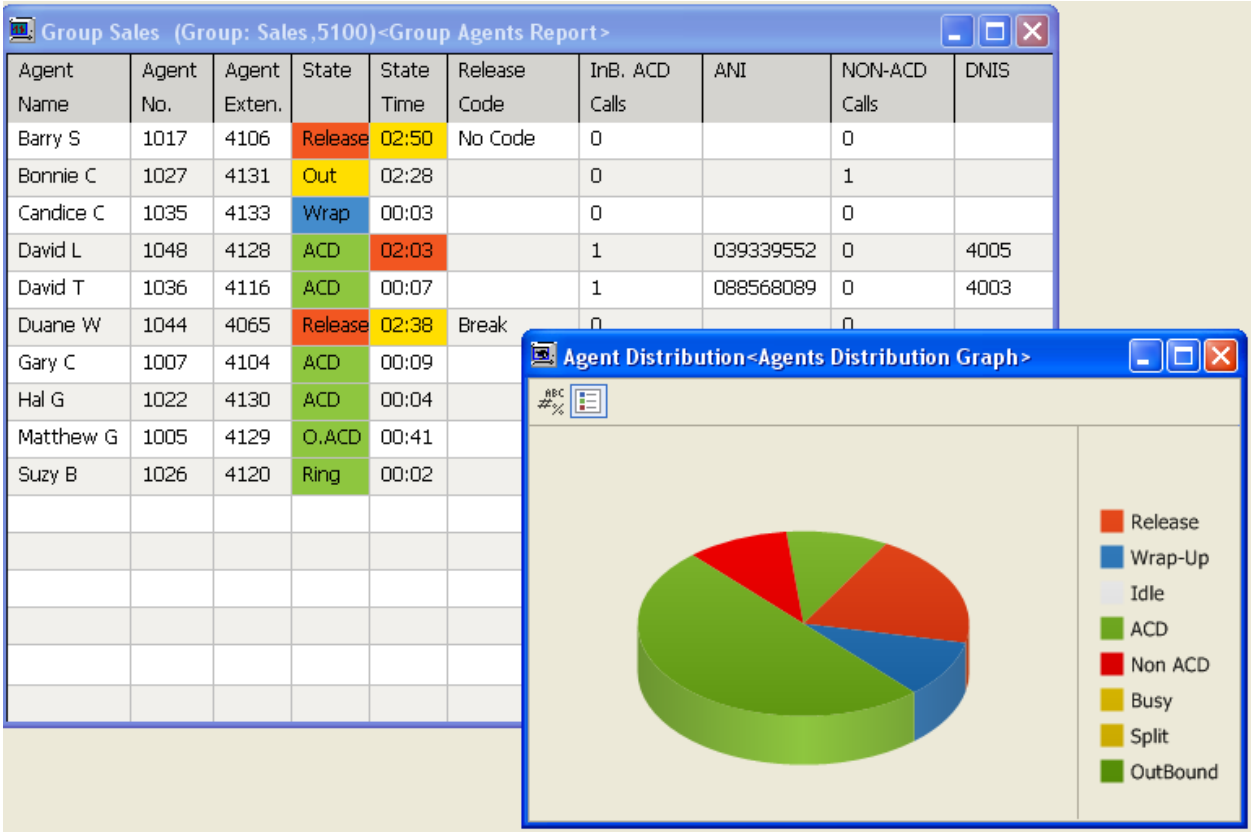
Dialing Lists Supported	Custom Package - CSV	Lists from ODBC compliant database
Database Integration (ODBC)	No	• Yes - Select, Insert, Update and Delete operations. • Supports SQL stored procedures. Supported Databases - • mySQL, Oracle, MSSql
Do Not Call List support	No	Yes
Read multiple phones number for every name in list	No	Yes
Configurable retries on failure	No	Yes
Write back to database on success	No	Yes
Write back to database on failure	No	Yes
Play announcement before transfer to agent	No	Yes
Configurable dial list import	No	Yes (automatic, manual)
Blend inbound and outbound calls	No	• Calls in queue • Target Service Factor • Average Wait Time
Present custom outbound Caller ID per campaign	No	Yes
Real Time Campaign Status Report	No	Yes
Automatically schedule campaigns	No	Yes
Multiple time zone support	No	Yes

10.2.3 Indicate the maximum number of agents and supervisors your system can support with the software and hardware quoted. Specify any system capacity limitations for ACD components, including but not limited to:

	Capacity
Agents	ECC-2000, WG-300
Routing scripts	ECC 256 skills and unlimited groups, WG-256
Skills	256 skills, WG 0
Groups or Queues	ECC-100 Groups and 100 queues
Lead Directory Numbers (used to direct traffic from DNIS to Queue)	ECC- Unlimited, WG-254
Simultaneous groups or skills per agent	ECC- 256 skills and unlimited groups, , WG-16
Agent priority levels within a skill or group	ECC-256, WG 0
Priority levels for Queues into a single group (standard, emergency, etc.)	ECC-256 skills and unlimited groups, WG 0
Number of groups/skills that a call/script can queue to simultaneously	ECC- Unlimited, WG 0
Built-in Reports (# of historical/# of real-time)	Historical = 25+ Real-time = 50+
Please provide system limits for saving detailed historical data for each of the following (how many days, weeks, years of data can be kept):	
Individual call information with wait time, agent disposition, call handling, and call resolution	ECC- Unlimited – highly customizable
Interval/Hourly/Real Time	ECC- Unlimited – highly customizable
Daily	ECC- Unlimited – highly customizable
Weekly	ECC- Unlimited – highly customizable
Monthly	ECC- Unlimited – highly customizable
Yearly	ECC- Unlimited – highly customizable

Response: "COMPLY"

Below is a snapshot of the supervisor real time monitor screen. The agent view shows the state that the agent is in, for how long, and if that agent has exceeded a threshold. You can change the colors of the real time reports. By default yellow is warning, and red is error.



10.2.4 Supervisors should be able to listen in on agent calls without the agent or caller being notified. How is this feature implemented in your solution? Can a supervisor stay logged against a single agent and listen to multiple calls in a row, or do they need to monitor on a call-by-call basis? Can the agent join the call in speak mode if they need to take over the call or assist the agent? Can the agent press a "Supervisor Assist" button to notify their supervisor that they need to listen in on a call?

Response: "Partially COMPLY"

Supervisors can use the feature Silent Monitor to listen in on an agents call without notifiying the agent. The feature is implemented based on class of service. The Supervisor would access the feature from their Supervisor client on their desktop. A supervisor can only monitor an agent on a call by call basis. The Supervisor can join in on call in speak mode. Yan agent can also notify a Supervisor to assist on a call if needed.

10.3 ACD Reporting

10.3.1 Please provide examples of available reports on the CD that the Vendor will be burning with the response.

Response: "COMPLY" Packet Fusion has included the reports in the attached thumb drive.

10.3.2 Does the quoted system provide all of the following standard reports?

10.3.2.1 Average call duration

10.3.2.2 Average talk time

10.3.2.3 Average time to abandon

10.3.2.4 Wait time (average and total)

10.3.2.5 Service level attainment

10.3.2.6 Detailed Call Log showing number called, hold time, who answered, who hung up, for each call from cradle to grave

10.3.2.7 Total number of received, answered and abandoned calls

10.3.2.8 Spectrum reports that show number or percentage of calls received and answered within 5 seconds, 10 seconds, 15 seconds . . .

10.3.2.9 Interval reports showing Queue and agent statistics for 15 minute periods

10.3.2.10 Delay before answering

10.3.2.11 Agent activity and productivity reports

10.3.2.12 Group/skill activity and utilization reports

10.3.2.13 Peak time reporting (daily, weekly and monthly) with historical trend analysis

10.3.2.14 Trunk group utilization reports

Response: "COMPLY"

All of the above Reports may be generated from the hundreds of templates available in the Contact Center Reports application/administration tool. There are not "canned reports" per say, for each best practices template can easily be customized by point and click movements as shown below. Embedded here are some sample reports.

ContactCenterReports.zip

10.3.3 Please discuss any limitations the system has regarding creating cradle to grave ACD reports from the moment that the call hits the phone system and is placed into queue, through automated attendant scripts, announcements, overflows, interflows, queuing to multiple groups, transferring to voicemail, being answered by an agent, being escalated to a supervisor or transferred to another agent, etc.

Response: "COMPLY"

Full "Cradle to Grave" data is available for interaction history reports with the purchase of the ECC CCIR License. Some of the Contact Center fields are but not limited to below. Additionally a unique called is archived with the record to tie back to all interactions with non contact center resources. Some customization may need to be performed by our professional service team at an additional charge.

event_id	event_name
1	ACD Conferenced
2	ACD Transferred on connect
3	ACD Transferred on ring
4	Agent answer
5	Agent rings
6	Call abandoned
7	Call at IVR
8	Call at music
9	Call at script
10	Call at service
11	Call entered CC
12	Call interflowed
13	Call overflowed
14	Call wrap code
15	Call exit ACD
16	Disconnect after callback
17	Queued
18	Disconnect
19	Hold
20	Call retrieved
20	Call retrieved
21	Call answered
22	Call initiated
23	Call rings
24	Conferenced
25	Transferred on connect
26	Transferred on ring
27	Call started
28	Call ended
29	Agent login
30	Agent logout
31	Agent ready
32	Agent release
33	Agent resume
34	Agent wrap
35	Outbound call
36	New call
37	Call rings at device
38	Call at IVR application

10.3.4 Does the system track individual call-by-call statistics such as the wait time, which agent answered the call, whether the agent transferred or put the call on hold, who hung up the call, etc.? If so, how long is the individual call information available and how is a query for a specific call generated? If individual call information is rolled up to average call statistics, what is the interval for this roll-up?

Response: "COMPLY"

The ShoreTel ECC Real-Time Bundle provides cradle-to-grave tracking for all calls handle via ACD. CCIV (contact center interactive viewer) allows a Supervisor to "mine" the call details of any call that use handled by the ACD. ShoreTel recommends maintaining the call details for 18 months. If longer call detail data retention is required, ShoreTel recommends replicating the data to a client-provided repository for long-term data retention and storage.

10.3.5 Describe the ability to create custom, user-definable reports from within the Call Reporting platform. What is the native call reporting engine for the reporting platform?

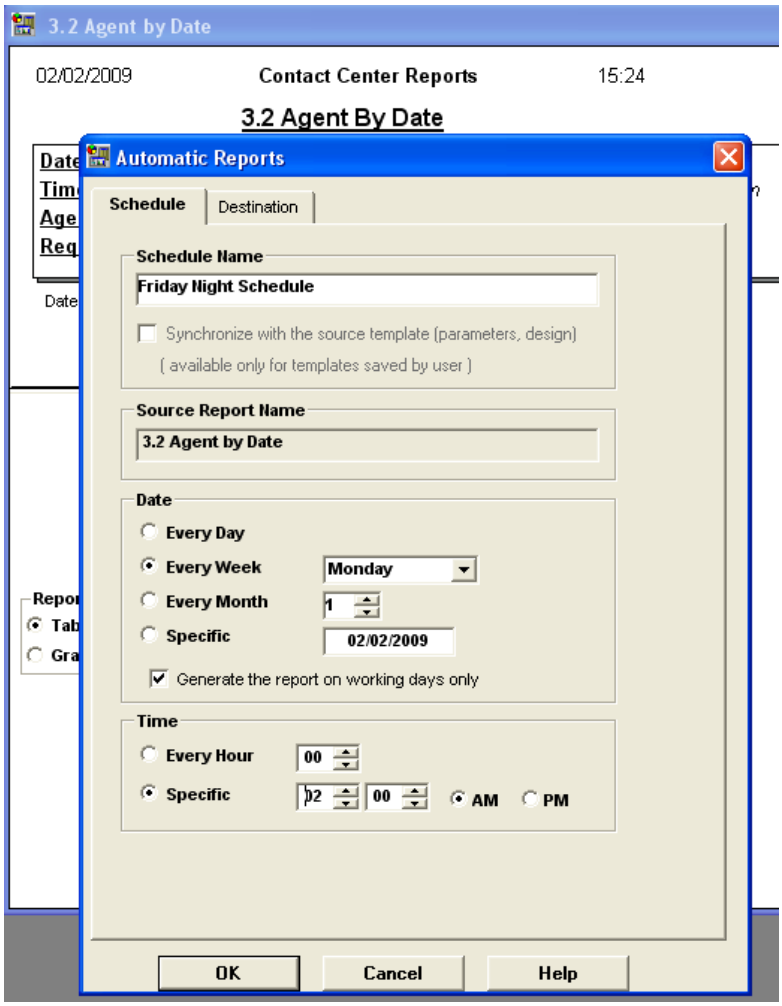
Response:

ShoreTel ECC provides for over 23+ canned reports, over 50+ report options, and some of those reports have up to 600 data elements available for reporting purpose. The process of customizing a report is as simple as doing a "right-click" in the header and ADD or DELETE any column of available data for customizing Enterprise Contact Center Reports.

10.3.6 Can reports be scheduled to run automatically? Can they be sent to a network printer? Can reports be sent to a file? Will scheduler create a unique file name for each report and date? Can reports be scheduled to automatically email to various people without human intervention?

Response: "COMPLY"- ECC

Yes. They may be scheduled to archive as a file in most popular formats, or scheduled to a printer. Each report may have a unique file name. Additionally older reports may be saved with a new suffix as the new reports replace the previous execution. Reports may also be exported automatically to most popular formats including Excel, Word, HTML, CSV and SQL script as seen below.



10.3.7 Can reports be exported to Microsoft Excel, Access or other formats? Can the reporting database be accessed through Crystal Reports or other ODBC report writer? Describe.

Response: "COMPLY"- ECC- all formats including ODBC. "COMPLY" – WG – Excel, CSV reporting database accessable (MySQL)

Yes. Reports may be exported automatically to most popular formats including Excel, Word, HTML, CSV and SQL script as seen below.

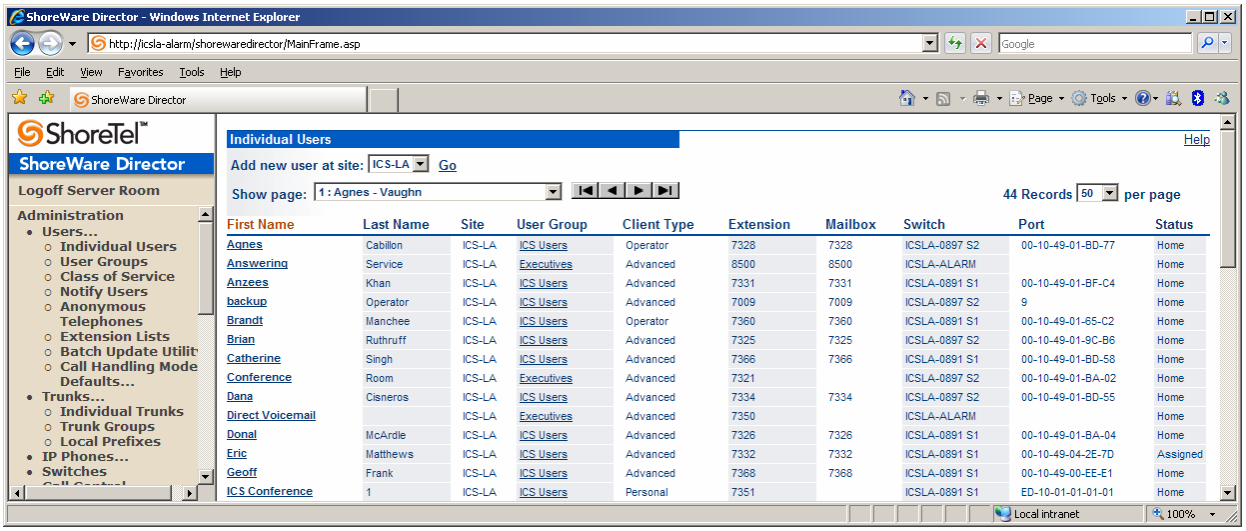
11 SYSTEM ADMINISTRATION REQUIRMENTS

11.1 SPECIFIC REQUIREMENTS

11.1.1 City of Manhattan Beach requires a system administration tool capable of supporting all offices within the enterprise from a single intuitive user interface. Ideally, this program will allow management of the phone system, voicemail, ACD, etc. from a single unified interface. Please describe all functions and applications the administration tools can support and include screenshots for each application.

Response:

The ShoreWare Director Administration is a web page driven tool limited only by successful authorized user account logins.



With ShoreTel's best-in-class system management, enterprises can reduce complexity, saving time and money. An entire phone system spread across multiple sites can be managed from one browser-based interface. From anywhere on the network, system administrators can examine a unified view of all PBXs, voice mail systems and automated attendants. And the ShoreTel system is so easy to use administrators can learn it in just hours. Enterprises save on training costs and end reliance on third parties for basic configuration changes. Hidden productivity drains are eliminated, allowing staff to spend time on other IT projects.

The ShoreTel system is simple to install and expand, allowing enterprises to react quickly to changing business conditions. With plug-and-play installation, active IP phones are automatically recognized and immediately configured. To expand, plug in a new ShoreGear® voice switch and ShoreWare Director automatically discovers it and readies more telephone or trunk capacity.

ShoreWare Director posts system health on one administrative screen. For fast, 24-hour response, ShoreWare Director also delivers warnings through e-mail to one or more e-mail addresses. Because ShoreTel intelligence is distributed throughout the system, if one device fails, the others automatically compensate, assuring optimal performance 24x7.

Manage your Toll and WAN usage The ShoreTel system provides centralized Call Detail Reporting for multi-location enterprises. Rather than having multiple CDR databases and the inherent complexity of reviewing such data, the call detail reporting spans all locations. Without the inherent complexity, you can spot under-utilized trunks driving down service provider feeds, as well as track network performance across your WAN links.

Plug-and-play installation

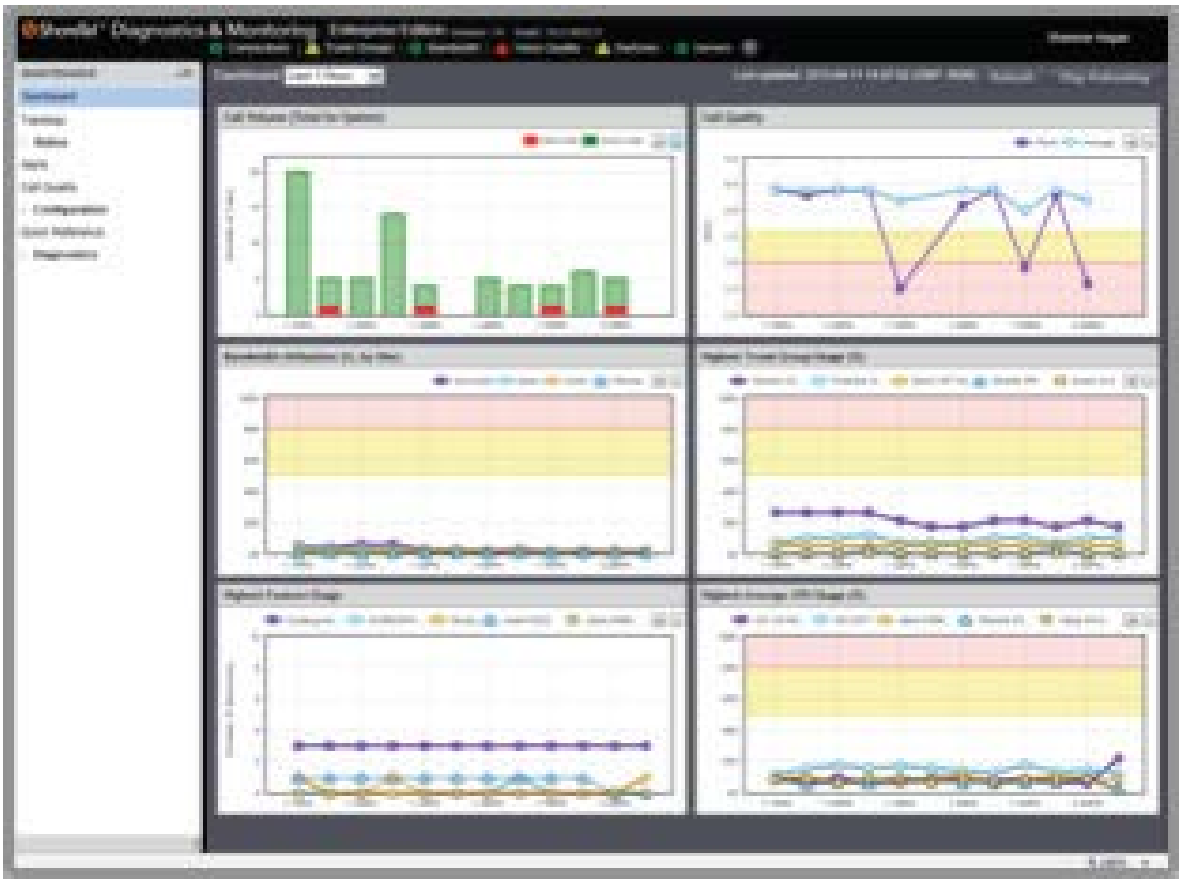
Plug-and-play installation means that IP phones plugged into the network are automatically recognized by the system and configured for immediate service. If more capacity is required, simply plug in a new ShoreGear voice switch and it will be automatically discovered by ShoreWare Director, and more telephone or trunk capacity is ready.

Integrated software distribution

The ShoreTel system also provides integrated software distribution for voice switches, IP phones, servers and desktop applications, thereby reducing support overhead and ensuring the system is always running optimally. New users can be added in seconds from anywhere on the network with only a browser. Software automatically updates the centralized database — allowing for streamlined backup procedures.

Diagnostics and Monitoring

The Diagnostics and Monitoring capability provides a visual Dashboard showing overall system status and resource utilization. The Topology capabilities give an overview of health and performance of all sites and connectivity between them. Call Quality information including packet loss, jitter and delay information along with a call trace are captured for each call to make it easy to identify potential network issues. For additional diagnostics, packet capture can be enabled directly from ShoreTel Director (as shown below).



Ease of administration

From anywhere on the network, the system administrator can launch a web browser and gain access to ShoreWare Director—the best-in-class management interface. Through one browser, you can manage all the sites including the PBX, voice mail, automated attendant and desktop applications. ShoreWare Director is hosted on the main voice application server and pushes web pages out to the system administrator. When a new user is added, for instance, the system administrator simply clicks “add new”, enters the user’s first and last name and hits save. The management software automatically updates the centralized database—allowing for easy backup procedures—and the change is propagated to each and every voice switch, the mailbox is created, the automated attendant dial-by-name and number are updated, the

online directories are updated and the user even gets an e-mail with a URL to download their desktop productivity application!

Ease of maintenance

With a single web interface for all your locations, you get a single view of your complete voice network. ShoreWare Director maintenance screens "bubble-up" anything that goes wrong on the system on one screen. With simple icons and color coding—green is good, yellow is not as good, and red is bad—you can quickly take action when required. In addition, the system features proactive notification in which anything that goes wrong on the system can generate an e-mail to one or more addresses for fast, 24-hour response.

SNMP support

The ShoreGear voice switches support a SNMP agent so they can be discovered by any network management application. In addition, the ShoreWare server can be configured using SNMP features included in the server operating system to automatically generate traps on any event on the ShoreTel system.

Call Detail Reporting

The ShoreWare Call Detail Recording service generates call records for all locations into a single, unified database on the ShoreWare server—there is no need for "buffer boxes" and "polling devices" to integrate CDR data from multiple sites. Bundled reports provide information on trunk, user, workgroup, and network activity. Using database tools, knowledgeable individuals can create custom reports tailored for specific needs. The ShoreWare CDR Service also generates call records into a text file for use by third-party call accounting packages.

Online documentation

ShoreWare Director provides online documentation for quick, easy answers including a complete administration guide, installation guide as well as user documentation all in one spot. Standard search tools allow you to find all the references to our topic of interest so you can get on with your task immediately.

Administration

Browser-based interface
Centralized administration:
Call control
Voice mail
Automated attendant
Workgroups
Call detail reporting
Multi-user access
Multi-level access control
User ID and password protection
User groups
Call permissions
Telephony permissions
Voice mail permissions
Trunk groups
Dialing plans
Dynamic configuration
Automatic synchronization
Unattended restart
Online help

Maintenance

Real-time monitoring
Event reporting
E-mail event notification
SNMP

Online help

Call Detail Reporting
CDR database
Integrated archival
Bundled reports:
User activity
Trunk activity
Workgroup agent activity
Workgroup queue activity
WAN activity
Third party integration
Space-delimited CDR output

11.1.2 The system should maintain a change log of programming changes and which administrator made the change.

Response: "COMPLY"

Yes, the system will maintain a change log of programming changes and which administrator made the change.

11.2 System Administration Questions

11.2.1 Describe the database which contains user programming information for the phone system, voicemail, and other major system components.

Response: "COMPLY"

The system database is an .MDB file (Microsoft Access format). An Active Directory Import utility is provided.

11.2.2 Generally describe how the programming database might be integrated with Client's current Active Directory, Email, and HR databases.

Response: "PARTIAL COMPLY"

The ShoreTel solution can leverage Active Directory for system wide password authentication and for importing user account information into the ShoreTel database. AD synchronization must be done manually today. This functionality is included in the base pricing.

The system database is an .MDB file (Microsoft Access format). An Active Directory Import utility is provided.

ShoreTel supports "Single Sign On" with Active Directory for all the user interfaces (PCM, Director, Web user interface) which has been very well received by customers. When a user changes their password on the network, nothing has to be changes on ShoreTel at all.

We can also export from AD and import into ShoreWare Director. There is also a button on the user page to synchronize the user back to AD. Bidirectional integration with Active Directory is on ShoreTel's roadmap. ShoreTel is willing to discuss under NDA plans for synchronization.

11.2.3 How is security provided to prevent unauthorized access to the administration application? Is there any limit to the number of administrative users that can be given access passwords? Can different administrators be given individualized permission levels? Can some administrative users be defined with "view-only" permissions? How many administrative levels can be defined?

Response: "COMPLY"

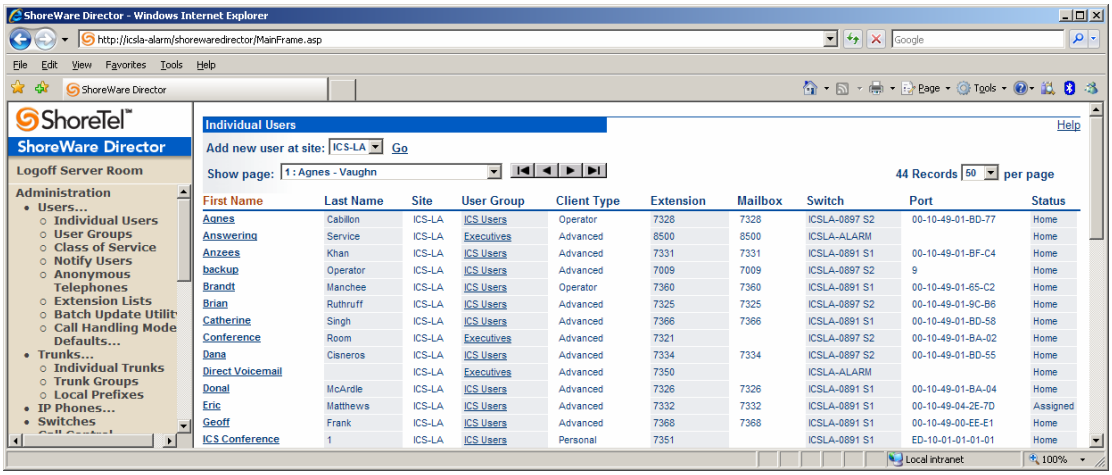
The number of logins is restricted solely by requiring that the login be an authorized user. Passwords are set in an administrative utility. A user may be created with an Administrative role that is provided with view only access. Anyone that has access to a section of the system is provided with view only permissions to other areas.

11.3 SYSTEM MONITORING AND DIAGNOSTICS

11.3.1 What diagnostic tools, logs and reports are available to aid in isolating faults? Are the system's diagnostic tools SNMP compliant?

Response: "COMPLY"

The ShoreWare Director Administration is a web page driven tool limited only by successful authorized user account logins.



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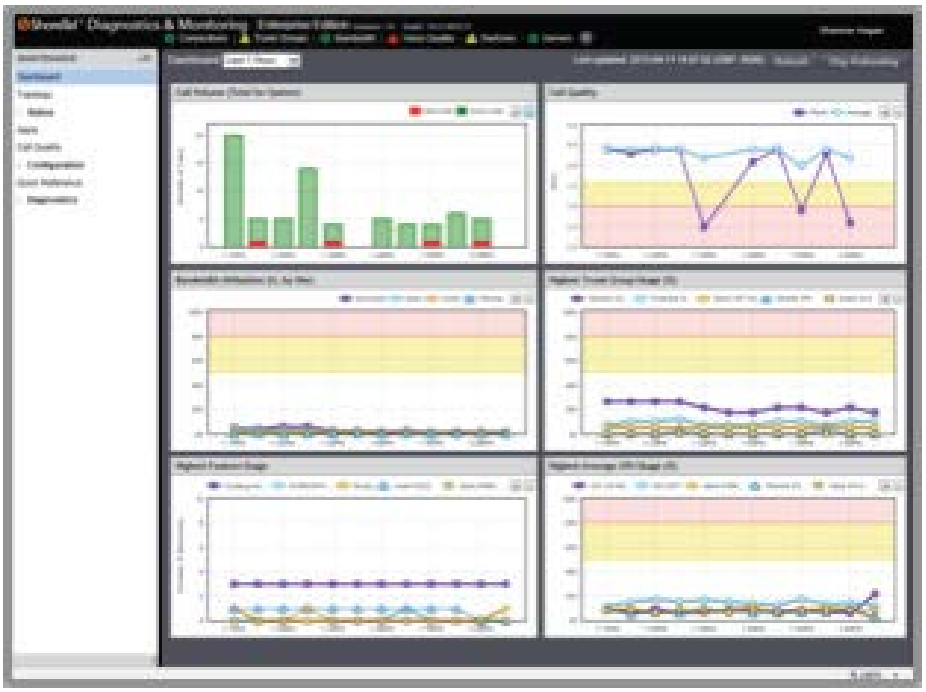

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Automatic synchronization
Unattended restart
Online help

Maintenance

Real-time monitoring
Event reporting
E-mail event notification
SNMP
Online help

Call Detail Reporting

CDR database
Integrated archival
Bundled reports:
User activity
Trunk activity
Workgroup agent activity
Workgroup queue activity
WAN activity
Third party integration
Space-delimited CDR output

11.3.2 Describe the system alarms and alarm notification available from each sub-system. Will the system call home to the maintenance company; call Client designated phone numbers; send out pages to pagers; send emails, etc.?

Response: "COMPLY"

The proposed solution can be configured to meet the City of Manhattan Beach required thresholds for alarms to be sent.

ShoreWare™ Director software is a browser-based management interface. Director is constantly running diagnostics on different components of the System. Graphical icons, supported by text alert administrators to errors, or problems in system performance. System administrators use this graphical management tool to configure and monitor all the functions of the system. The ShoreWare™ Director software's point-and-click interface provides quick access to useful information anywhere, anytime. The ShoreWare™ Director Web interface lets any PC on the network be used as the management station, eliminating the requirement for a dedicated management console.

With a single web interface for all your locations, you get a single view of your complete voice network. ShoreWare Director maintenance screens "bubble-up" anything that goes wrong on the system on one screen. With simple icons and color coding—green is good, yellow is not as good, and red is bad—you can quickly take action when required. In addition, the system features proactive notification in which anything that goes wrong on the system can generate an email to one or more addresses for fast, 24-hour response.

SNMP Support
The ShoreGear voice switches support an SNMP agent so they can be discovered by any network management application. In addition, the ShoreWare server can be configured using SNMP features included in the server operating system to automatically generate traps on any event on the ShoreTel system.

Acts of God failures – Failures caused by conditions out side of ShoreTel's control. (Examples include but are not limited to: failures caused by Lightening strikes, Tornadoes, Hurricanes, Water Damage, Floods, Fire, Ice Storms, etc.)

Major Malfunctions – A hardware failure that precludes the Equipment from functioning and thereby prevents the Customer from completing urgent tasks. (Examples include but are not limited to: power supply failure, processor failure, backbone equipment failure, etc.)

Minor Malfunctions – A hardware failure that does not preclude the Customer from performing urgent tasks. (Examples include but are not limited to: redundant power supply failure, redundant processor failure, redundant backbone equipment failure, failure of device ports which can be reconfigured, etc.)
Event filters specify the criteria for which e-mail notifications are sent after an event has been reported. The Event Filters list page displays a list of event filters that may be created with notification sent to a specific e-mail address.

Also part of Packet Fusion's standard support offering is our ability to proactively monitor your ShoreTel environment. Our NOC is supported 24/7/365, with the top industry talent and we have begun leveraging technology from industry leading Kaseya which allows us unparalleled visibility into your ShoreTel environment.

A small agent would be loaded onto each of your HQ, DVS or ECC servers. This agent uses very little processing power, bandwidth and hard drive space. We are able to install it on any server with an internet connection and it will allow the following:

• Monitoring of alarms from ShoreTel:

o D-Channel, Network disconnects/reconnects, switch restarts, fan failure, temperature out of spec, 911, hunt group out of spec, and many, many more.

• Windows alarms:

o TMS disconnect, Windows Update errors, Processing Performance, TAPI alarms, server on and offline, DCOM errors, UAC issues, Data execution prevention errors, Windows updates status, Memory usage, etc.

• Automatic back-up of configuration database. This is a configurable periodic. This is not meant to supersede the customer's responsibility for back up duties.

• Inventory of all equipment and licenses.

• Cataloging of current release of software for notification if there are issues with that particular release.

The agent sends check in "Pings" every five minutes over TCP and UDP port 5721 to our NOC. The agents we provide come in two varieties: The first allows remote access, the second allows for remote access, but only if enabled buy someone on the server itself.

Kaseya is integrated into our ticketing system provided by Connectwise and allows for an automated process of opening tickets, assigning engineers, and correcting issues before they have noticeable symptoms.

Packet Fusion's Network Operations Center has a dedicated staff of certified engineers 24/7/365 capable of providing remote Tier3 support if alarms are presented or by request. The City of Manhattan Beach will be able to communicate directly with our engineering team on all support tickets.

11.3.3 Does the proposed system have the ability to monitor VoIP Quality of Service? Does this application simply monitor for underlying network issues (latency, jitter, packet loss) through the use of some kind of probe or error logs? Or, does it monitor actual phone calls through data provided by the telephones? If data is provided by the telephones, can it be monitored in real-time, or are the statistics sent at the end of a call? Can this data be exposed in a simple network management protocol (SNMP) management information base (MIB) for easy access with traditional network management system applications? Please provide a brief description, with screen shot, and include a full brochure in the appendix.

Response: "PARTIAL COMPLY"

Voice quality is tracked for every call. The endpoints in the system report QOS statistics, which are stored in the Call Detail Records database. Statistics are sent at the end of the call. See attached media stream statistics from the CDR mysql schema and full details.

Pages from shoretel_9_admin_gu

11.4 SOFTWARE UPGRADES AND PATCHING

11.4.1 The manufacturer must provide software updates to address security flaws in the OS and applications at no additional cost (other than labor to implement) during the warranty and maintenance period.

Response: "COMPLY"

Typically, ShoreTel will come out with two major releases or one major and 1 minor release per year. If a new version is available to resolve an issue with the ShoreTel software, it will be provided to THE City of Manhattan Beach at no charge.

11.4.2 How does your company provide future software releases? Will the system need to reboot, or can these upgrades take place in an on-line environment? Briefly describe the process for installing a software update, and reverting to a previous software load if required. Specify for each major component proposed.

Response: "COMPLY"

Packet Fusion / ShoreTel provides several methods for keeping systems up to date with the latest software versions. Packet Fusion, Inc. will inform the customer, via email or verbally, of all new releases/versions along with any major releases. Should there be an inherent feature or function the customer desires, we will provide a quote for the labor to implement the software update. All ShoreTel software updates are FREE of charge, as long as The City of Manhattan Beach is under a support contract at the time. The customer also has the option of upgrading the software.

The software updates can be uploaded to the system (management software server) in an on-line environment. However, for new software to become effective, the system must be rebooted in the newer version of code. Station changes can also be performed without taking the system down and schedules can be set to perform the changes.

11.4.3 Is it possible to perform a software upgrade on a standby/redundant processor and then force a failover to minimize down time during a software upgrade? Is this functionality included in the base price? Can the 2nd processor stay on the old software level in case you need to revert to the previous software level?

Response: "PARTIAL COMPLY"

No and not applicable with the design of ShoreTel. Software upgrades may be applied during business hours and switches restarted quickly after hours. This process is fast, effective and convenient. The ShoreTel system is a single image solution which allows for simple upgrades. Software can be down leveled in the event that the upgrade was not successful. This is accomplished in the same fashion as the upgrade.

12 IMPLEMENTATION REQUIREMENTS

12.1 SPECIFIC REQUIREMENTS

The entire "Implementation Requirements" section reflects the requirements of City of Manhattan Beach. Vendors should ensure that their proposal will meet the required Scope of Work in this section.

Response: "COMPLY" Packet Fusion has read and understands the above.

12.2 INSTALLATION

Please indicate your intended compliance with each of the following once you are awarded the contract. The plans and charts do not need to be created at this time.

12.2.1 ***Responsibility*** **-** The selected Vendor is solely responsible for the complete turn-key engineering of the new telecommunications system and all interconnecting facilities.

12.2.2 ***Initial Work*** **-** Vendor will perform needs analysis, station reviews, cutsheet database discovery, and original program initializations.

12.2.3 ***Telco Coordination*** **–** City of Manhattan Beach or Communication Strategies will coordinate the ordering of all local and long-distance communications facilities as deemed necessary.

12.2.4 ***Installation*** **-** Vendor will be responsible for placement and installation of all servers, gateways, telephones, and all other supplied hardware.

12.2.5 ***Interconnection*** **-** Vendor will be responsible for interconnection of all newly supplied equipment, including patch cords, patching, cross-connecting, plugging, Telco terminations, specialty wire harnesses, Amphenol tails, toning of analog cable, any required analog station patch panels or termination blocks, and any additional cables or wires required to connect the new telephone system to City of Manhattan Beach's house cable.

12.2.6 ***Software Version*** **-** Vendor will implement the most recent and stable version of all supplied software. If the manufacturer releases a software update to fix flaws, bugs, or security during the installation timeframe the Vendor will update City of Manhattan Beach's system at the earliest reasonable opportunity during a scheduled maintenance window. This maintenance window will be scheduled after hours for service impacting upgrades to an operational and partially deployed system at no extra cost to customer.

12.2.7 ***Project Plan*** **-** A master project schedule must be created, along with a work responsibility matrix, identifying the tasks the Vendor will perform and the tasks City of Manhattan Beach is expected to perform to successfully implement the new system.

12.2.8 Vendors must furnish all space, power, and environmental requirements for the proposed system equipment.

12.2.8.1 Space – Provide the physical dimensions of all equipment that will not be rack mounted.

12.2.8.2 Power – All power requirements, including any special conditioning or grounding requirements.

12.2.8.3 Heat – Vendor must provide heat dissipation for proposed switch room and the recommended safe temperature operating range for the proposed system.

12.2.8.4 Rack elevation - showing the number of U, and recommended stacking of the equipment that is being proposed at City Hall/Data Center, and at each location.

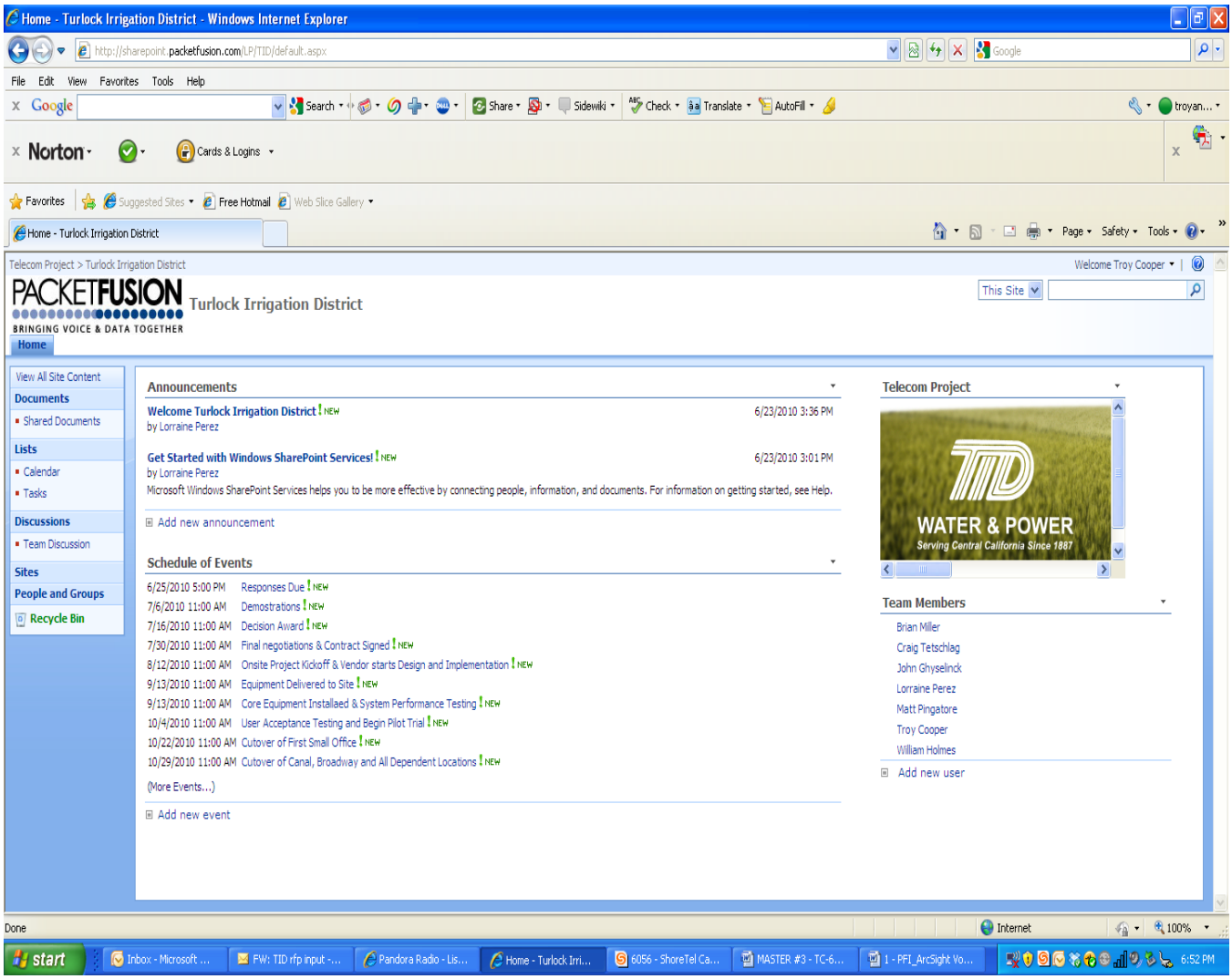
Response: "COMPLY" - Packet Fusion, Inc. has read and understands the above.

For BTU, Power, Heat and Rack Requirements, please see the BTU Tables included in Section 7 "Network Topology."

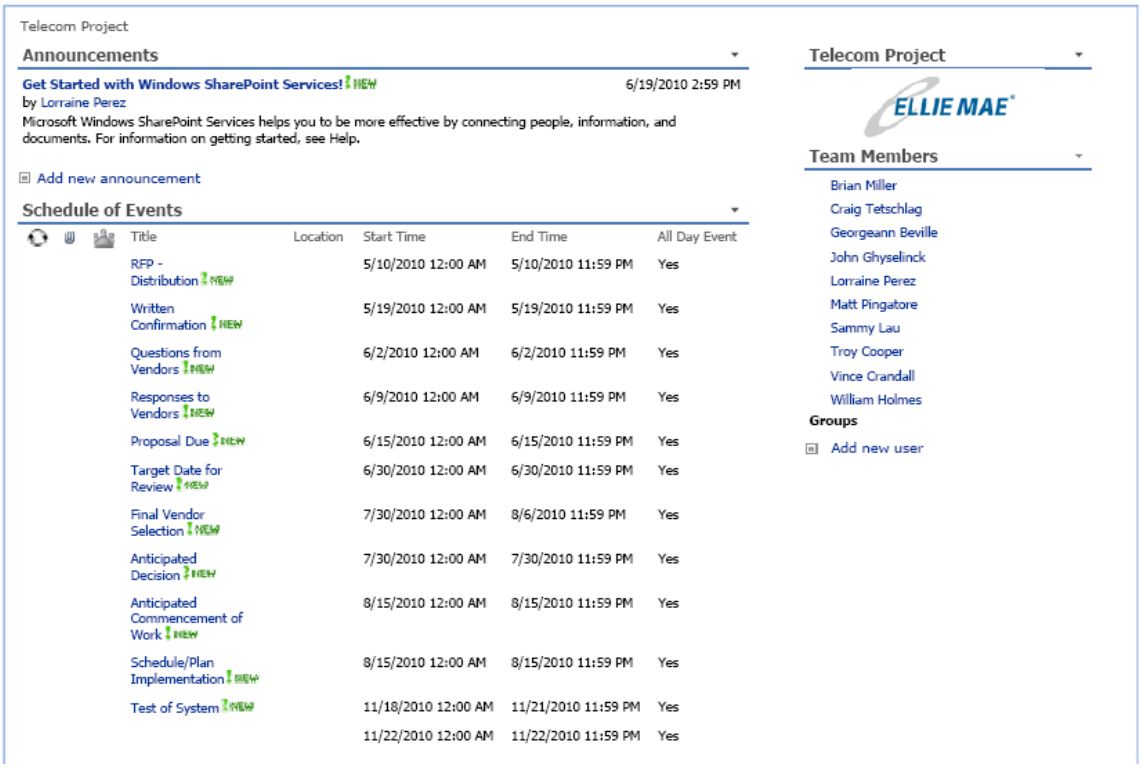
Project Approach and Work Plan

Packet Fusion will utilize Microsoft SharePoint throughout the entire project. SharePoint is a place to store shared documents and input information pertaining to the project. SharePoint will include, announcements; calendar; tasks; project plan; team discussion and a contact list. The project plan will include, individual tasks (*pre-installation, site survey, installation, end-user training and post installation*); timing for those tasks; resources and dates.

Below are examples of the Web based Project Plan interface:



PACKETFUSION BRINGING VOICE & DATA TOGETHER Ellie Mae



After a link is clicked, the new page looks like the following example:

PACKETFUSION BRINGING VOICE & DATA TOGETHER Ellie Mae

Ellie Mae > Calendar > Schedule/Plan Implementation

Calendar: Schedule/Plan Implementation

New Item | Edit Item | Delete Item | Alert Me | Export Event

Title	Schedule/Plan Implementation
Location	
Start Time	8/15/2010 12:00 AM
End Time	8/15/2010 11:59 PM
Description	
All Day Event	Yes
Recurrence	
Workspace	

Created at 6/19/2010 3:47 PM by Lorraine Perez
Last modified at 6/19/2010 3:47 PM by Lorraine Perez

Packet Fusion believes in setting clear, attainable goals from the outset. A clear strategy and project plan with well-defined objectives and outcomes will help keep the project team focused and on track. One of the first steps in any project is establishing a mutually agreed upon and well-defined scope.

Packet Fusion will assign an experienced Project Manager and a Senior Engineer. The project team member's begin immediately to build a strong partnership with their client that will last throughout the lifecycle of the project, including ongoing support. The goal is a single integrated team of Packet Fusion and The City of Manhattan Beach's staff.

Packet Fusion follows a structured project preparation plan and uses pre-configured solution components (documentation and design concepts) that enable rapid progress. Our creative approach to resolving technical and functional issues during the project is critical during the design and configuration, integration, conversion, parallel run and cut-over stages. Throughout, every effort is made to capitalize on the available functionality and create operational efficiencies while supporting our clients' business needs.

Project Team

CEO:	Matthew Pingatore - CEO
Sales / Project Management:	Kasey Nelson – Director, Enterprise Sales
Sales / Project Management:	Terrin Bailey – Senior Account Executive
Sales / Project Management:	Dylan Smith – Account Executive
Project Management:	Christine Schell – Project Manager
Lead Pre-Sales Engineer:	John Ghyselinck – Sr Sales Engineer
Lead Technician / Sr. Engineer:	William Holmes – Lead Engineer
Lead Technician / Sr. Engineer:	Alex Contreras – Sr. Engineer
Technician / Engineer:	Benny Martinez - Engineer

The list of team members in not limited to the above and detailed resumes and/or interviews with each can be arranged if necessary during the negotiation process. We currently have around 40 employees (most of them are technicians to support our customers).

Project Meetings

Weekly progress meeting are extremely important for a successful implementation. Based on our experience, Tuesday or Wednesday works the best for these meetings. All resources provided in the PFI solution will be available for weekly meetings where notes will be taken and status given of all outstanding issues along with their proposed resolution and time frames.

Installation Timeframes

For an installation of this size and complexity, 30-60 days from contract signing is needed to complete the tasks at hand. We will define a timeline specific to the project once a configuration has been set. 60 days is a perfect world, if for some reason this needs to be condensed, we can reach a mutually acceptable timeframe and make it part of the contract.

Database Gathering

A crucial component of the success of the installation is the database. A Systems Design Specialist, (SDS) will work with the City of Manhattan Beachto gather the complete database. Every phone in the entire network will be visited and documented as to the current and future programming needs. A cut-sheet will then be created based on this information, which the customer will ultimately sign off on. We would like to have this information 2 weeks prior to cutover.

Follow Up

Within 2 weeks after cut over a meeting will be held to "accept" the system. All items from the proposal and contract are to be fulfilled by this time. Meetings with the customer from this point forward will be held to review any projects in place and future needs, on a scheduled basis.

Training

End User Training: Will be held on site in a designated conference room. These classes will be held the week prior to the cutover. 10 - 15 live and operational phones will be in this conference room for training. Each class lasts 1-1.5 hours and covers phone and voice mail usage. Manhattan Beach employees will be empowered to transfer, conference, intercom, place calls on and off hold, and have all questions answered in the training classes. There will be additional special classes for console operators and PBX users. On the day of cutover we will have Packet Fusion's Trainer, Project Manager, Engineers and Sales Team walking around the site to ensure all Manhattan Beach employees are able to use their new ShoreTel phone system immediately.

Administrator Training: The week after cutover we will train 2-3 Manhattan Beach employees on how to administer the phone system. This class will be a 4-6 hour class and the cost for this has been included in our proposal. Of course, if Manhattan Beach's team has questions prior to their training, PFI will be happy to assist.

Packet Fusion, Inc. encourages our customers to get involved. Because of the simplicity of the ShoreTel architecture it is now a reality for customer to be self maintained. Days of proprietary programming languages and archaic interfaces are a thing of the past. We ask the customer to participate in the installation and learn the ShoreTel system. This enables them to be comfortable with the day to day administration of the system. If the customer wishes for PFI to take all responsibilities of the phone system, that is an option too.

SAMPLE - SCOPE OF WORK

Work to be performed: Implementation of Telephony Solution Pre-installation Planning

Packet Fusion is responsible for conducting most pre-installation planning. The installation will be based on this information and any significant change after it is completed may result in additional charges.

Installation

During the installation Packet Fusion shall perform the following tasks:

- Conduct a kick off meeting at the customer's site to review the project and create a time line with associated tasks for all parties involved.
- Provide a project manager to oversee the installation and act as a liason between the customer, the customer's vendors working on the project and Packet Fusion.
- Assist in ordering telco from the chosen vendor.
- Install chassis, modules, and software purchased.
- Delivery, setup, installation, configuration of the hardware components and affiliated software for TELEPHONY SYSTEM.
- This includes mounting in a customer provided and installed rack or Customer provided and installed wallboard.
- All software will be the current version that ShoreTel offers.
- All optional features purchased at time of installation purchase will be installed (i.e. voicemail, voice mail upgrades, etc.)
- Configuration of TELEPHONY SYSTEM, extensions, dial plans, telco circuits and telephones.
- Install, label (using Customer provided labeling plan), and test TELEPHONY SYSTEM telephones purchased at time of installation purchase.
- Provide link from Telco demark if within 10 feet of TELEPHONY SYSTEM location to TELEPHONY SYSTEM
- Verify TELEPHONY SYSTEM and configuration
- Utilizing test plan to insure that all items installed and configured by Packet Fusion are properly working according to TELEPHONY SYSTEM specifications.
- Provide end user training (up to one hour class with 8 users in each class) on installed telephone and voicemail functionality.
- Provide System Administrator training. 1 to 2 individuals for a single 3 hour class.
- Provide Documentation
- A drawing indicating the logical layout of the installed TELEPHONY SYSTEM system.
- Written documentation of the TELEPHONY SYSTEM configuration, dial plan, and extensions that were installed and configured by Packet Fusion.
- PFI will install the desktop applications on several of the customers workstations. It is the customers responsibity to deploy these applications. PFI has allotted 4 hours to assist in this desktop application installation. Any time above this will be billed on a time and materials basis.

Web Portal

With your purchase, like all Packet Fusion customers, You will have a personalized Web Portal into the Packet Fusion corporate system. This will allow you to review and expedite all ongoing relations with Packet Fusion, such as placing and tracking service requests, placing orders for additional phones, reviewing account statements and links to support and reference material.

Project Management

Packet Fusion adheres to a rigorous standard of project management for each of its contracted solutions. This entails the assignment of a Project Manager to the installation of your system who will establish milestones and coordinate all steps in the process. With this detail, you can be assured of a smooth, trouble-free and on-time completion of your transition to a new phone system.

SAMPLE - SCOPE OF WORK (CONT.)

CUSTOMER REQUIREMENTS

During or prior to the installation, the Customer or it's representative shall perform the following tasks:

- Provide a liaison to manage Customer's participation in the installation and be available to support the project. This person will serve as a primary contact between the Customer and Packet Fusion to assist in the execution and training associated with the project.
- Provide VPN access to telephone system to give Packet Fusion remote access to the TELEPHONY SYSTEM for remote system installation, configuration, monitoring and maintenance.
- Provide all required connectivity to the public switched telephone network prior to scheduling the installation.
- Insure that all required electrical facilities are in place to support the TELEPHONY SYSTEM installation and ongoing functionality.
- Provide assistance as required to define the procedures to handle Customer interactions.
- Identify up to (number) staff members to be trained in solution use. All of these agents must work in Customer facility where the solution is installed.
- Allow Packet Fusion reasonable access to the Components during the term of this installation.
- Provide a script for each voice-greeting file to be recorded.
- Customer will have a facility available for installation of the TELEPHONY SYSTEM. This facility will be suitable to provide a secure location for the Components, with adequate floor/rack space, power, ventilation, and voice and data network connectivity.
- Customer will have all required outside telephone lines installed with connectivity to the facility.
- Customer will have any required equipment racks and/or cable management hardware in place at the facility. Customer will provide such items as needed to meet Customer's requirements.
- If 19 inch rack space is not used and wall mounting is required, the Customer will have the 3/4 inch plywood mounted to the wall location for TELEPHONY SYSTEM installation.

OTHER PROJECT CONSIDERATIONS:

Customer must have all paperwork and signatures returned to Packet Fusion in adequate timeframe to facilitate equipment procurement. The typical lead-time is approximately four to six weeks. All work is quoted to be done on a weekend when the customer can be with out phone service. Proposed cut date is to be determined.

EXCLUSIONS:

The following are specifically excluded:

- Any and all cabling unless expressly included.
- All aspects relating to ordering, installation, or testing of circuits from dial tone provider.
- Adds, moves or changes occurring after the installation is complete.
- Training in excess of that provided above.
- Any obligation to provide installation services of future upgrades to any hardware or software

Like all Packet Fusion customers, The City of Manhattan Beach will have a personalized Web Portal into the Packet Fusion corporate system. This will allow you to review and expedite all ongoing relations with Packet Fusion, such as placing and tracking service requests, placing orders for additional phones, reviewing account statements and links to support and reference material.

Packet Fusion runs its entire operation from Accounting, Service/MAC Scheduling, Trouble Ticket management, etc. on Microsoft Great Plains. This application is very powerful. One of the modules within it is our Packet Fusion Customer Portal. The following is a sample letter that goes to all our new customers:

Welcome to the Packet Fusion Family! As one of our preferred customers you have full access to our Customer Portal. This secured web interface allows you to view information about your specific account at the click of a mouse. This information is updated in real time and allows you to stay current with your account in a quick and painless process.

Among its many features, the Customer Portal allows you to:

* open or track service calls and review technician's notes and findings
* get a list of your equipment inventory
* check equipment warranty and maintenance contract coverage
* download manufacturer documentation about your equipment
* review invoice and credit documents
* price and order equipment

Logging onto the Customer Portal

Entering your Customer Portal is easy, simply go to **http://portal.packetfusion.com,** or access this site through are home page at http://www.packetfusion.com by choosing sub category Customer Portal and clicking on Visit Customer Portal. This will take you to the Customer Portal home site.

Click LOGIN, in the upper right and enter in the following user information:

Email address: Your email address

PIN: Password established by you and our sales representative

Start In: Choose where to start your portal access (Home, Service, Equipment, Maintenance, Projects or MySite)

(Multiple Sites to View): If you have multiple company locations registered, you will be asked to select a specific site to view.

The Customer Portal Value

Your corporate logo and address should appear once you are logged into the Customer Portal. Using the blue tabs (Home, Service, Maintenance, Equipment, Project, and MySite) you now have the opportunity to access all of the portal's options.

New Call - create a trouble ticket… you will be provided with a service call number and instant ability to track the progress of the incident (dispatch time, technician, etc.)

Service - review open and historical service calls with detailed information such as description, problem type, call type, appointment date(s), and resolution (technician's notes and findings)

Equipment - look up information such as equipment type, model number, manufacturer, location, installation date, warranty, maintenance contract, service history, and manufacturer's documentation

Maintenance - view maintenance contract information including type of contract, length of coverage, contract description (including SLAs), and service history

Projects - view information for non-service service call activities, such as installations, upgrades, and moves

MySite - a personalized page where your specific company and project information can be posted

Other Services from the Customer Portal Home Page

eOrder:** Packet Fusion's online e-store, allows customers to make hardware purchases over the internet in a timely fashion. By clicking on eOrder from the main web page, customers can:

* view and track quotes and orders online… even those not originated online
* track shipping information
* view pricing for our full-range of equipment
* place equipment orders directly online

AnyView**: Another tool from Packet Fusion that increases your ability to extract detailed account information. AnyView allows you to:

* view customer specific information across multiple sites
* view and reprint hardware quotes, sales orders, and invoicing information
* reconcile purchase and billing information
* view information on service calls, maintenance contracts, and equipment
* create your own custom views for easier usability
* export information for additional analysis to Word or Excel

General Information

1. **Technical Support**: Please contact us toll free at (866) 9 PACKET
2. **Password**: To change or to verify a password, contact either technical support or your Packet Fusion sales representative.
3. Your user credentials are unique. They have been specifically activated and assigned access privileges FOR YOUR USE ONLY. DO NOT share your login User Name or your Password with anyone. You are solely responsible for any transaction that takes place under your Packet Fusion account.
4. ***Please note****: granting you this access does not constitute a contractual commitment with Packet Fusion. Packet Fusion reserves the right to withdraw access at any time.*
5. Once again, welcome to the Packet Fusion Family. We are committed to strengthening our customer relationships, and the Customer Portal is just one of the ways we hope to better this relationship. If you should have any questions or problems, please contact me.

Packet Fusion Contact and Escalation List/Procedure

Packet Fusion, Inc. is committed to providing complete customer satisfaction. While any of our Professional Service Engineers will be happy to address your issues, you are encouraged to follow the contact procedures shown below.

Packet Fusion, Inc. Headquarters:

Main number: 650-292-6000

Normal Hours (8:00 – 5:00, M – F)

Toll Free: 866-972-2538

After hours: Press 1 for Dispatch and leave a voice message for the On-Communicator and Engineer. (For Emergency Service the On-Communicator and/or Engineer will respond within 1 hour).

Emergency Service is available 24 hours a day, 7 days a week including holidays.

Routine Service / Moves, Adds & Changes / Repair & Maintenance Requests:

Please send all related request by email to support@packetfusion.com (Service Desk management). This is strongly encouraged to ensure system and manager tracking of your reported issue/request. If email is not readily available to you please call the main number. The Service Desk will coordinate available times and schedule dispatch of the appropriate Service Engineer.

Escalation:

Service Desk		support@packetfusion.com
Main number:		866-9-Packet
Service Desk Manager:	Direct:	650-292-6050
Sarah Nakagawa		
Project Manager:	Direct:	949-748-8501
Christine Schell		
Purchasing Manager:	Direct:	650-292-6024
Jaemi Kim		
COO (Operations Officer):	Direct:	650-292-6065
Steven Hastings	Cell:	415-987-2327
shastings@packetfusion.com		
CEO, President:	Direct:	650-292-6015
Matt Pingatore	Cell:	415-518-9192

12.3 TRAINING

12.3.1 ***Requirements*** **-** The successful Vendor is required to include end-user training on City of Manhattan Beach premises, with classes grouped by phone type or job classification.

12.3.1.1 Training class sizes will not exceed more than 15 station users at a time.

12.3.1.2 Each user should have access to a live telephone instrument during training.

12.3.1.3 Classes should not exceed 60 minutes (45 minutes preferred)

12.3.1.4 All users will require training on the new telephone system and voicemail

12.3.1.5 ACD agents and supervisors should receive additional ACD specific training

12.3.1.6 Operators will require training on the new attendant console(s). Training should occur away from the reception area prior to cutover. On the morning of the 1st day of service, Vendor should provide personnel to assist the receptionist, as required, for a minimum of 2 hours.

12.3.1.7 Six (6) users will require complete system administration training on all new systems implemented

12.3.1.8 Two to three (2-3) weeks after the initial training, Vendor should conduct 2 sessions at City of Manhattan Beach for Power Users showing how to use all advanced functionality.

12.3.2 ***Training Materials*** **-** Vendor will provide a training program and soft-copy training materials for designated City of Manhattan Beach personnel who will train future employees. In addition, specify what computer based training materials are available and whether they are included in the base price.

12.3.3 ***Quick Reference Guide*** **-** Vendor will prepare a 1-2 page handout that shows how to use the most commonly used features of the phone system and voicemail.

12.3.4 ***Desk-side Training*** **–** Due to other commitments, it is often difficult to get Executives to attend training classes. For this reason, please add 1 full day, or 2 half days of trainer time starting the first day of service for walk-around and desk-side training at large locations, and 1 hour of desk-side training for small locations.

Please state your intended compliance with the section above.

Response: "COMPLY" - Packet Fusion, Inc. has read and understands and complies to all of the above.

Please click the link below for a complete offering of classroom and online (CBT) training available from ShoreTel.

http://support.shoretel.com/training/

Click the below link for a full ShoreTel user (phone, ShoreTel Communicator, voicemail and system features/functionality) tutorial:

http://training.shoretel.com/communicator/Communicator.htm

Click the below link for a ShoreTel phone tutorial:

http://training.shoretel.com/communicator/PhoneCourses.htm

Training

End User Training: Will be held on site in a designated conference room. These classes will be held the week prior to the cutover. 10 - 15 live and operational phones will be in this conference room for training. Each class lasts 1-1.5 hours and covers phone and voice mail usage. Manhattan Beach employees will be empowered to transfer, conference, intercom, place calls on and off hold, and have all questions answered in the training classes. There will be additional special classes for console operators and PBX users. On the day of cutover we will have Packet Fusion's Trainer, Project Manager, Engineers and Sales Team walking around the site to ensure all Manhattan Beach employees are able to use their new ShoreTel phone system immediately.

Administrator Training: The week after cutover we will train 2-3 Manhattan Beach employees on how to administer the phone system. This class will be a 4-6 hour class and the cost for this has been included in our proposal. Of course, if Manhattan Beach's team has questions prior to their training, PFI will be happy to assist.

Packet Fusion, Inc. encourages our customers to get involved. Because of the simplicity of the ShoreTel architecture it is now a reality for customer to be self maintained. Days of proprietary programming languages and archaic interfaces are a thing of the past. We ask the customer to participate in the installation and learn the ShoreTel system. This enables them to be comfortable with the day to day administration of the system. If the customer wishes for PFI to take all responsibilities of the phone system, that is an option too.

12.4 User Acceptance Testing

12.4.1 Vendor, Communications Strategies and City of Manhattan Beach will create a User Acceptance Test (UAT) plan that confirms the operation and resilience of all applications to the requirements specified in the RFP.

12.4.2 Vendor will test all installed equipment to manufacturer and vendor supplied test plans and correct all defects prior to UAT.

12.4.3 Vendor shall have lead technician and adequate support staff onsite for UAT system testing at least 1-2 weeks prior to going live with the telephony cutover.

Response: "COMPLY" - Packet Fusion, Inc. has read and understands all of the above.

12.5 Cutover Coverage

12.5.1 For the cutover, Vendor shall provide at least one onsite Lead Engineer to provide programming and at least two onsite trained technicians to provide floating trouble resolution for two and a half (2 ½) 8-hour days beginning with the first day in service; after that, at least one trained technician shall continue to provide onsite trouble resolution until all reasonable punch-list items are resolved.

12.5.2 For the cutover, Vendor shall provide at least one onsite Project Manager for two and a half (2 ½) 8-hour days beginning with the first day in service to provide trouble ticket prioritization, desk-side training, and overall coordination, continuing onsite until all reasonable punch-list items are resolved.

12.5.3 After reasonable punch list items are resolved, additional issues will be moved to an exception list and will be tracked by Vendor with an action plan, responsible person, and deadline for completion. Vendor will provide daily updates on the remaining exception list items.

12.5.4 State intended compliance with the requirements stated above.

Response: "COMPLY" - Packet Fusion, Inc. has read and understands all of the above.

Packet Fusion, Inc. will provide cutover coverage as described above as a part of our standard installation/implementation procedure. In the event of any troubles, we will notify ShoreTel directly to obtain manufacturer support from their TAC group if PFI cannot resolve the issue. A ticket will be opened and the customer will be informed of the status of the resolution.

As a standard practice, our cut over team will set up a "war room" the day of cutover to handle all trouble tickets. These tickets will be logged with and resolved in a priority level manner. The war room will be manned the entire day and a log will be created with all trouble tickets and their resolution.

12.6 System Acceptance

System acceptance will be defined as follows:

- All equipment delivered and installed.
- All training completed
- All installation issues resolved to City of Manhattan Beach satisfaction
- All advanced features and software installed and tested, but not necessarily deployed
- Documentation representing the system "As Builts" is delivered and reviewed with City of Manhattan Beach
- City of Manhattan Beach may agree to system acceptance with an acceptable exception list

City of Manhattan Beach expects that they will move from installation support to warranty/maintenance support only upon execution of a Delivery and Acceptance agreement. Please define if Vendor has a different requirement for the beginning of the warranty/maintenance period.

Response: "COMPLY" - Packet Fusion, Inc. has read and understands the above.

13 WARRANTY, MAINTENANCE AND CUSTOMER SUPPORT

13.1 SPECIFIC REQUIREMENTS

13.1.1 **ALL** hardware, software, and installation labor provided by the Vendor or Manufacturer should be covered by a 1-year parts and labor replacement warranty or first year maintenance plan, including onsite support if required.

Response: "COMPLY" - Packet Fusion, Inc. has read and understands the above.

13.1.2 As most of the critical components of the system being quoted will be redundant and/or resilient, City of Manhattan Beach will only require 8x5xNBD support in order to minimize ongoing yearly expenses. This means that service and support will be provided at no additional cost during business hours Monday to Friday Pacific Standard Time, and that any replacement equipment will be delivered by the next business day.

Response: "COMPLY" - Packet Fusion, Inc. has read and understands the above. Packet Fusion only has Platinum Support as an offering that is 24 x 7 x 365. We have found that if a Customer has an issue after hours or on the weekend, we want to provide support to get their system up as soon as possible, rather than tell them they don't have support or that we would have to charge them a higher price. Our support is turn-key and available at all times.

13.1.3 Please provide an option to upgrade to 24 hours X 7 days X 4 hour Service Level Agreement on the core Telephone System hardware and software, including:

13.1.3.1 All Call Processors and Core Telephony servers and applications

13.1.3.2 Call center routing (but not reporting)

13.1.3.3 Voicemail servers and applications

13.1.3.4 Call Recording Application

Response: "COMPLY"

This is a standard part of our offering.

13.1.4 If City of Manhattan Beach signs up for 8x5 support, we would be interested in any option that provides for after-hours Emergency support on a Time and Materials basis.

13.1.4.1 Please describe City of Manhattan Beach's ability to receive immediate service or advanced replacement from 5pm to 8am on an 8x5 plan by paying the price differential on the labor hours or an expedite fee for 24x7x4 type onsite service.

13.1.4.2 We understand that our call for service would have a lower priority than a maintenance customer that actually paid for 24x7x4 service. However, what service level agreements would Vendor be able to provide for T&M based, after hours support, in the case of an emergency?

Response: "COMPLY"

Packet Fusion, Inc. is extremely flexible and will work with The City of Manhattan Beach to put together a customized service agreement to meet The City of Manhattan Beach's requirements and budget. Rates would be 1.5x normal labor rates for work performed from 5pm to 8am**.**

13.1.5 Telephones do not require a maintenance contract; City of Manhattan Beach will maintain spares and purchase replacement telephones as required. However, please provide an optional price for 8x5xNBD maintenance of the telephones where indicated on the pricing form in Schedule A "Options".

Response: "COMPLY" - Packet Fusion, Inc. has read and understands the above.

13.2 WARRANTY QUESTIONS

13.2.1 What is the manufacturer's standard warranty period on hardware, software, and other equipment without the purchase of additional maintenance or warranty?

Response: "COMPLY"

12 months is the standard warranty.

13.2.2 Which of the maintenance options available (Vendor vs. Manufacturer, and which service level) has been included in the base pricing for 1st year Warranty and 2nd year Maintenance support? Why?

Response:

Response: "COMPLY"

We are proposing Vendor support due to the fact that it is less expensive to the customer and there is more support included as you will see the difference between the description of what we provide vs. what the manufacturer provides (see section 12.2.3 directly below for ShoreTel's offering). The proposed maintenance is available where the vendor provides Tier 1 support, help desk, advanced replacement and escalation but manufacturer provides hardware replacement, Tier 2+ support, and resolution of software issues.

- Proactive Monitoring
- On site Emergency Response Times
- Warranty on all equipment (excluding phones after the first year) – 4 hours for emergencies.
- Etc.

This is procured through Packet Fusion, but 100% of the support comes from the manufacturer. The biggest difference is there is no on site support here. It is 100% remote and next business day hardware replacement.

Yes, this is the way the service works as Packet Fusion, Inc. always being Tier 1.

Below is a sample of our Premium Maintenance Package which is included for the first year:

Premium Maintenance Agreement includes:
PPM - Primary Period of Maintenance: 24 x 7 x 365
Response Time for Major Malfunction: 1 hour by Telephone and 4 hours on-site
Response Time for Minor Malfunction: 2 hours by Telephone and 12 hours on-site
Repair Service and Emergency Support
Personalized Web Portal for on-line account control, tracking and equipment inventory info
1 Free Traffic Study (1 week of data) per Year
Remote System Maintenance and Diagnostics
Remote Software Patch Activation
Remote Service Monitoring 24 x 7 x 365
1 Free Scheduled Preventive Maintenance Visit per Year

We provide for a 4-hour onsite emergency response time for major system problems. The exact time to clear a trouble ticket will depend on the issue/problem.

RESPONSIBILITY CLASSIFICATIONS:

Major Malfunction:

- System ceased calls processing
- System call processing degraded for reasons such as:
    1. A trunk Group out of service
    2. 25% or 100 or more ports out of service
- Loss of total console capability
- Loss of other Auxiliary Processor in ACD application
- Loss of incoming or outgoing calls capability (25% or more)
- Loss of Voice Mail Voice Messaging Capabilities
- Loss of any Meridian Link Applications
- Tape or Disk Drive Failure

Minor Malfunction

- Initializations (1 or less per day)
- Severe Trunk Lockups
- Public network interface issues (1 or more per day)(not out of service)
- Data corruption, which renders peripheral equipment inoperative.
- A problem, which can be cleared by normal Customer Care, practices, but which re-occurs regularly (1 or more per month).
- Non-service affecting software inconsistencies (feature related operations)
- Hardware diagnostic failures, not already defined above, which cannot be corrected by technical personnel (ERR Messages / SCH codes).
- Software errors or hardware problems that are intermittent in nature, but which effect subscriber service.

Also part of Packet Fusion's standard support offering is our ability to proactively monitor your ShoreTel environment. Our NOC is supported 24/7/365, with the top industry talent and we have begun leveraging technology from industry leading Kaseya which allows us unparalleled visibility into your ShoreTel environment.

A small agent would be loaded onto each of your HQ, DVS or ECC servers. This agent uses very little processing power, bandwidth and hard drive space. We are able to install it on any server with an internet connection and it will allow the following:

- Monitoring of alarms from ShoreTel:
  - D-Channel, Network disconnects/reconnects, switch restarts, fan failure, temperature out of spec, 911, hunt group out of spec, and many many more.
- Windows alarms:
  - TMS disconnect, Windows Update errors, Processing Performance, TAPI alarms, server on and offline, DCOM errors, UAC issues, Data execution prevention errors, Windows updates status, Memory usage, etc.
- Automatic back-up of configuration database. This is a configurable periodic. This is not meant to supersede the customer's responsibility for back up duties.
- Inventory of all equipment and licenses.
- Cataloging of current release of software for notification if there are issues with that particular release.

The agent sends check in "Pings" every five minutes over TCP and UDP port 5721 to our NOC. The agents we provide come in two varieties: The first allows remote access, the second allows for remote access, but only if enabled buy someone on the server itself.

Kaseya is integrated into our ticketing system provided by Connectwise and allows for an automated process of opening tickets, assigning engineers, and correcting issues before they have noticeable symptoms.

Packet Fusion's Network Operations Center has a dedicated staff of certified engineers 24/7/365 capable of providing remote Tier3 support if alarms are presented or by request. Manhattan Beach will be able to communicate directly with our engineering team on all support tickets.

13.2.3 Is post installation warranty/maintenance support available from the manufacturer? Please describe briefly the options available.

Response: "OPTIONAL COMPLY"

ShoreCare Service Agreement EXHIBIT A:

Enterprise Service Program Data Sheet:

ShoreCare Feature	Enterprise Program Provides
Technical Assistance Center (TAC)	
▪ Hours of Service	7 x 24
▪ After Hours	1 hour response
▪ Authorized Contacts	Up to Four Contacts may be designated
ShoreCare Web Access	
▪ Access the ShoreCare Web Center	Yes
▪ Case Management	Yes
▪ Knowledgebase	Yes
QuickStart Education Services	
Web-based End-user Training	Yes
✧ Number of Students	16
Web-based System Administrator Training	Yes
✧ Number of Students	8
Software Subscription Services	
▪ Software Updates	Yes
▪ Published Patches and Fixes	Yes
ShoreGear Switch Hardware Maintenance Services	
▪ Extended Warranty	Yes
▪ Advanced Exchange	Yes
▪ Delivery Method	Next Business Day Delivery
ShorePhone IP Telephone Hardware Maintenance Services	
▪ Extended Warranty	Yes
▪ Advanced Exchange	Yes
▪ Delivery Method[1,2]	Ground Delivery [1]Additional fee applicable for expedites handling [2]Requestor responsible for shipping charges for shipping method other than ground

13.2.4 Is post installation warranty/maintenance support available from the installing Vendor? Please describe briefly the options available.

Response: "COMPLY"

Yes, the proposed maintenance is available where the vendor provides Tier 1 support, help desk, advanced replacement and escalation but manufacturer provides hardware replacement, Tier 2+ support, and resolution of software issues.

- Proactive Monitoring
- On site Emergency Response Times
- Warranty on all equipment (excluding phones after the first year) – 4 hours for emergencies.
- Etc.

This is procured through Packet Fusion, but 100% of the support comes from the manufacturer. The biggest difference is there is no on site support here. It is 100% remote and next business day hardware replacement.

Yes, this is the way the service works as Packet Fusion, Inc. always being Tier 1.

Below is a sample of our Premium Maintenance Package which is included for the first year:

Premium Maintenance Agreement includes:
PPM - Primary Period of Maintenance: 24 x 7 x 365
Response Time for Major Malfunction: 1 hour by Telephone and 4 hours on-site
Response Time for Minor Malfunction: 2 hours by Telephone and 12 hours on-site
Repair Service and Emergency Support
Personalized Web Portal for on-line account control, tracking and equipment inventory info
1 Free Traffic Study (1 week of data) per Year
Remote System Maintenance and Diagnostics
Remote Software Patch Activation
Remote Service Monitoring 24 x 7 x 365
1 Free Scheduled Preventive Maintenance Visit per Year

We provide for a 4 hour onsite emergency response time for major system problems. The exact time to clear a trouble ticket will depend on the issue/problem.

RESPONSIBILITY CLASSIFICATIONS:

Major Malfunction:

- System ceased calls processing
- System call processing degraded for reasons such as:
    1. A trunk Group out of service
    2. 25% or 100 or more ports out of service
- Loss of total console capability
- Loss of other Auxiliary Processor in ACD application
- Loss of incoming or outgoing calls capability (25% or more)
- Loss of Voice Mail Voice Messaging Capabilities
- Loss of any Meridian Link Applications
- Tape or Disk Drive Failure

Minor Malfunction

- Initializations (1 or less per day)
- Severe Trunk Lockups
- Public network interface issues (1 or more per day)(not out of service)
- Data corruption, which renders peripheral equipment inoperative.
- A problem, which can be cleared by normal Customer Care, practices, but which re-occurs regularly (1 or more per month).
- Non-service affecting software inconsistencies (feature related operations)
- Hardware diagnostic failures, not already defined above, which cannot be corrected by technical personnel (ERR Messages / SCH codes).
- Software errors or hardware problems that are intermittent in nature, but which effect subscriber service.

Also part of Packet Fusion's standard support offering is our ability to proactively monitor your ShoreTel environment. Our NOC is supported 24/7/365, with the top industry talent and we have begun leveraging technology from industry leading Kaseya which allows us unparalleled visibility into your ShoreTel environment.

A small agent would be loaded onto each of your HQ, DVS or ECC servers. This agent uses very little processing power, bandwidth and hard drive space. We are able to install it on any server with an internet connection and it will allow the following:

- Monitoring of alarms from ShoreTel:
    - D-Channel, Network disconnects/reconnects, switch restarts, fan failure, temperature out of spec, 911, hunt group out of spec, and many, many more.
- Windows alarms:
    - TMS disconnect, Windows Update errors, Processing Performance, TAPI alarms, server on and offline, DCOM errors, UAC issues, Data execution prevention errors, Windows updates status, Memory usage, etc.
- Automatic back-up of configuration database. This is a configurable periodic. This is not meant to supersede the customer's responsibility for back up duties.
- Inventory of all equipment and licenses.
- Cataloging of current release of software for notification if there are issues with that particular release.

The agent sends check in "Pings" every five minutes over TCP and UDP port 5721 to our NOC. The agents we provide come in two varieties: The first allows remote access, the second allows for remote access, but only if enabled buy someone on the server itself.

Kaseya is integrated into our ticketing system provided by Connectwise and allows for an automated process of opening tickets, assigning engineers, and correcting issues before they have noticeable symptoms.

Packet Fusion's Network Operations Center has a dedicated staff of certified engineers 24/7/365 capable of providing remote Tier 3 support if alarms are presented or by request. Manhattan Beach will be able to communicate directly with our engineering team on all support tickets.

13.2.5 Is hybrid maintenance available where the Vendor provides Tier 1 support, help desk, advanced replacement and escalation but manufacturer provides hardware replacement, Tier 2+ support, and resolution of software issues?

Response:

Response: "COMPLY"

Yes, Hybrid maintenance is available where the vendor provides Tier 1 support, help desk, advanced replacement and escalation but manufacturer provides hardware replacement, Tier 2+ support, and resolution of software issues?

- Proactive Monitoring
- On site Emergency Response Times
- Warranty on all equipment – 4 hours for emergencies.

This is procured through Packet Fusion, but 100% of the support comes from the manufacturer. The biggest difference is there is no on site support here. It is 100% remote and next business day hardware replacement.

Yes, this is the way the service works as Packet Fusion, Inc. always being Tier 1.

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Response Time for Minor Malfunction: 2 hours by Telephone and 12 hours on-site
Repair Service and Emergency Support
Personalized Web Portal for on-line account control, tracking and equipment inventory info
1 Free Traffic Study (1 week of data) per Year
Remote System Maintenance and Diagnostics
Remote Software Patch Activation
Remote Service Monitoring 24 x 7 x 365
1 Free Scheduled Preventive Maintenance Visit per Year

We provide for a 2 hour emergency response time for major system problems. The exact time to clear a trouble ticket will depend on the issue/problem.

RESPONSIBILITY CLASSIFICATIONS:

Major Malfunction:

- System ceased calls processing
- System call processing degraded for reasons such as:
    1. A trunk Group out of service
    2. 25% or 100 or more ports out of service
- Loss of total console capability
- Loss of other Auxiliary Processor in ACD application
- Loss of incoming or outgoing calls capability (25% or more)
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- Loss of any Meridian Link Applications
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Minor Malfunction

- Initializations (1 or less per day)
- Severe Trunk Lockups
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• Monitoring of alarms from ShoreTel:

- o D-Channel, Network disconnects/reconnects, switch restarts, fan failure, temperature out of spec, 911, hunt group out of spec, and many many more.

• Windows alarms:

- o TMS disconnect, Windows Update errors, Processing Performance, TAPI alarms, server on and offline, DCOM errors, UAC issues, Data execution prevention errors, Windows updates status, Memory usage, etc.

• Automatic back-up of configuration database. This is a configurable periodic. This is not meant to supersede the customer's responsibility for back up duties.

• Inventory of all equipment and licenses.

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Packet Fusion's Network Operations Center has a dedicated staff of certified engineers 24/7/365 capable of providing remote Tier3 support if alarms are presented or by request. Manhattan Beach will be able to communicate directly with our engineering team on all support tickets.

13.2.6 All maintenance during the warranty period and under any maintenance agreements shall be performed by manufacturer certified personnel that are full time employees of a manufacturer certified Vendor.

Response: "COMPLY"- Packet Fusion has read and understands the above.

13.2.7 Please describe your ability to provide routine system monitoring to assure the continued operation of all system components. Will the Vendor implement software or hardware that will "phone home" proactively to inform the Vendor that there is an alarm in City of Manhattan Beach's infrastructure? Will the Vendor automatically notify the customer if there is a fault detected in the system? How (phone, pager, email, escalation trees), and how often during the incident response will the service provider provide updates to the customer?

Response: "COMPLY"

Yes, the proposed solution can be configured to meet Manhattan Beach's required thresholds for alarms and be to be sent.

ShoreWare™ Director software is a browser-based management interface. Director is constantly running diagnostics on different components of the System. Graphical icons, supported by text alert administrators to errors, or problems in system performance. System administrators use this graphical management tool to configure and monitor all the functions of the system. The ShoreWare™ Director software's point-and-click interface provides quick access to useful information anywhere, anytime. The ShoreWare™ Director Web interface lets any PC on the network be used as the management station, eliminating the requirement for a dedicated management console.

With a single web interface for all your locations, you get a single view of your complete voice network. ShoreWare Director maintenance screens "bubble-up" anything that goes wrong on the system on one screen. With simple icons and color coding—green is good, yellow is not as good, and red is bad—you can quickly take action when required. In addition, the system features proactive notification in which anything that goes wrong on the system can generate an email to one or more addresses for fast, 24-hour response.

SNMP Support

The ShoreGear voice switches support an SNMP agent so they can be discovered by any network management application. In addition, the ShoreWare server can be configured using SNMP features included in the server operating system to automatically generate traps on any event on the ShoreTel system.

Acts of God failures – Failures caused by conditions out side of ShoreTel's control. (Examples include but are not limited to: failures caused by Lightening strikes, Tornadoes, Hurricanes, Water Damage, Floods, Fire, Ice Storms, etc.)

Major Malfunctions – A hardware failure that precludes the Equipment from functioning and thereby prevents the Customer from completing urgent tasks. (Examples include but are not limited to: power supply failure, processor failure, backbone equipment failure, etc.)

Minor Malfunctions – A hardware failure that does not preclude the Customer from performing urgent tasks. (Examples include but are not limited to: redundant power supply failure, redundant processor failure, redundant backbone equipment failure, failure of device ports which can be reconfigured, etc.) Event filters specify the criteria for which e-mail notifications are sent after an event has been reported. The Event Filters list page displays a list of event filters that may be created with notification sent to a specific e-mail address.

Also part of Packet Fusion's standard support offering is our ability to proactively monitor your ShoreTel environment. Our NOC is supported 24/7/365, with the top industry talent and we have begun leveraging technology from industry leading Kaseya which allows us unparalleled visibility into your ShoreTel environment.

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Kaseya is integrated into our ticketing system provided by Connectwise and allows for an automated process of opening tickets, assigning engineers, and correcting issues before they have noticeable symptoms.

Packet Fusion's Network Operations Center has a dedicated staff of certified engineers 24/7/365 capable of providing remote Tier3 support if alarms are presented or by request. Manhattan Beach will be able to communicate directly with our engineering team on all support tickets.

13.2.8 Describe any portals or reports where City of Manhattan Beach can view past and current service calls, and moves/adds/changes with detailed resolution notes.

Response: "COMPLY"

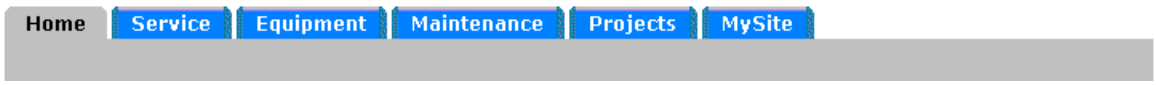
Like all Packet Fusion customers, Superior Farms will have a personalized Web Portal into the Packet Fusion corporate system. This will allow you to review and expedite all ongoing relations with Packet Fusion, such as placing and tracking service requests, placing orders for additional phones, reviewing account statements and links to support and reference material.

Packet Fusion runs its entire operation from Accounting, Service/MAC Scheduling, Trouble Ticket management, etc. on Microsoft Great Plains. This application is very powerful. One of the modules within it is our Packet Fusion Customer Portal. The following is a sample letter that goes to all our new customers:

Welcome to the Packet Fusion Family! As one of our preferred customers you have full access to our Customer Portal. This secured web interface allows you to view information about your specific account at the click of a mouse. This information is updated in real time and allows you to stay current with your account in a quick and painless process.

Among its many features, the Customer Portal allows you to:

* open or track service calls and review technician's notes and findings
* get a list of your equipment inventory
* check equipment warranty and maintenance contract coverage
* download manufacturer documentation about your equipment
* review invoice and credit documents
* price and order equipment



Logging onto the Customer Portal

Entering your Customer Portal is easy, simply go to **http://portal.packetfusion.com,** or access this site through are home page at http://www.packetfusion.com by choosing sub category Customer Portal and clicking on Visit Customer Portal. This will take you to the Customer Portal home site.

Click LOGIN, in the upper right and enter in the following user information:

Email address: Your email address

PIN: Password established by you and our sales representative

Start In: Choose where to start your portal access (Home, Service, Equipment, Maintenance, Projects or MySite)

(Multiple Sites to View): If you have multiple company locations registered, you will be asked to select a specific site to view.

The Customer Portal Value

Your corporate logo and address should appear once you are logged into the Customer Portal. Using the blue tabs (Home, Service, Maintenance, Equipment, Project, and MySite) you now have the opportunity to access all of the portal's options.

New Call - create a trouble ticket… you will be provided with a service call number and instant ability to track the progress of the incident (dispatch time, technician, etc.)

Service - review open and historical service calls with detailed information such as description, problem type, call type, appointment date(s), and resolution (technician's notes and findings)

Equipment - look up information such as equipment type, model number, manufacturer, location, installation date, warranty, maintenance contract, service history, and manufacturer's documentation

Maintenance - view maintenance contract information including type of contract, length of coverage, contract description (including SLAs), and service history

Projects - view information for non-service service call activities, such as installations, upgrades, and moves

MySite - a personalized page where your specific company and project information can be posted

Other Services from the Customer Portal Home Page

eOrder:** Packet Fusion's online e-store, allows customers to make hardware purchases over the internet in a timely fashion. By clicking on eOrder from the main web page, customers can:

* view and track quotes and orders online… even those not originated online
* track shipping information
* view pricing for our full-range of equipment
* place equipment orders directly online

AnyView**: Another tool from Packet Fusion that increases your ability to extract detailed account information. AnyView allows you to:

* view customer specific information across multiple sites
* view and reprint hardware quotes, sales orders, and invoicing information
* reconcile purchase and billing information
* view information on service calls, maintenance contracts, and equipment
* create your own custom views for easier usability
* export information for additional analysis to Word or Excel

General Information

6. **Technical Support**: Please contact us toll free at (866) 9 PACKET
7. **Password**: To change or to verify a password, contact either technical support or your Packet Fusion sales representative.
8. Your user credentials are unique. They have been specifically activated and assigned access privileges FOR YOUR USE ONLY. DO NOT share your login User Name or your Password with anyone. You are solely responsible for any transaction that takes place under your Packet Fusion account.
9. ***Please note**: granting you this access does not constitute a contractual commitment with Packet Fusion. Packet Fusion reserves the right to withdraw access at any time.*
10. Once again, welcome to the Packet Fusion Family. We are committed to strengthening our customer relationships, and the Customer Portal is just one of the ways we hope to better this relationship. If you should have any questions or problems, please contact me.

Packet Fusion Contact and Escalation List/Procedure

Packet Fusion, Inc. is committed to providing complete customer satisfaction. While any of our Professional Service Engineers will be happy to address your issues, you are encouraged to follow the contact procedures shown below.

Packet Fusion, Inc. Headquarters:

Main number: 650-292-6000

Normal Hours (8:00 – 5:00, M – F)

Toll Free: 866-972-2538

After hours: Press 1 for Dispatch and leave a voice message for the On-Call Manager and Engineer. (For Emergency Service the On-Call Manager and/or Engineer will respond within 1 hour).

Emergency Service is available 24 hours a day, 7 days a week including holidays.

Routine Service / Moves, Adds & Changes / Repair & Maintenance Requests:

Please send all related request by email to support@packetfusion.com (Service Desk management). This is strongly encouraged to ensure system and manager tracking of your reported issue/request. If email is not readily available to you please call the main number. The Service Desk will coordinate available times and schedule dispatch of the appropriate Service Engineer.

Escalation:

Service Desk		support@packetfusion.com
Main number:		866-9-Packet
Service Desk Manager:	Direct:	650-292-6050
Sarah Nakagawa		
Project Manager:	Direct:	949-748-8501
Christine Schell		
Purchasing Manager:	Direct:	650-292-6024
Jaemi Kim		
COO (Operations Officer):	Direct:	650-292-6065
Steven Hastings	Cell:	415-987-2327
shastings@packetfusion.com		
CEO, President:	Direct:	650-292-6015
Matt Pingatore	Cell:	415-518-9192

13.2.9 Emergency service will be defined by the warranty/maintenance contracts to include resolving problems which interfere with the normal operation of the business, and include the failure of >10% of stations, >25% of trunks, any core telephony server, an attendant console, or a substantial sub-system of the Telephony system. Emergency service shall consist of remote diagnostics within 30 minutes of the origination of the service ticket. Service Provider will provide a four-hour onsite response time for emergency services. Service Provider should update City of Manhattan Beach with a completion notification for emergency services immediately upon resolution of problem.

Response: "COMPLY" - Packet Fusion, Inc. has read and understands the above.

13.2.10 Response time for minor system problems should be 24 hours. Service Provider should complete routine requests for additions, deletions, and feature changes within 48 hours of request. Service Provider will respond with a confirmation of completion for routine service requests within 48 hours of fulfilling the request.

Response: "COMPLY" - Packet Fusion, Inc. has read and understands the above.

Below is our standard crieteria which can be modified to meet the Superior Farm's needs:

RESPONSIBILITY CLASSIFICATIONS:

Major Malfunction:

- System ceased calls processing
- System call processing degraded for reasons such as:
    1. A trunk Group out of service
    2. 25% or 100 or more ports out of service
- Loss of total console capability
- Loss of other Auxiliary Processor in ACD application
- Loss of incoming or outgoing calls capability (25% or more)
- Loss of Voice Mail Voice Messaging Capabilities
- Loss of any Meridian Link Applications
- Tape or Disk Drive Failure

Minor Malfunction

- Initializations (1 or less per day)
- Severe Trunk Lockups
- Public network interface issues (1 or more per day)(not out of service)
- Data corruption, which renders peripheral equipment inoperative.
- A problem, which can be cleared by normal Customer Care, practices, but which re-occurs regularly (1 or more per month).
- Non-service affecting software inconsistencies (feature related operations)
- Hardware diagnostic failures, not already defined above, which cannot be corrected by technical personnel (ERR Messages / SCH codes).
- Software errors or hardware problems that are intermittent in nature, but which effect subscriber service.

13.2.11 Maintenance cost increases should be limited by the cost of living as measured by the Consumer Price Index.

Response: "COMPLY" - Packet Fusion, Inc. has read and understands the above

14 CONTRACT TERMS AND CONDITIONS

14.1 ORDER OF PRECEDENCE

The successful Vendor will execute the City's standard professional services agreement as a condition of the work. Prevailing wages may apply. If there is a discrepancy in terms and conditions between any documents that will form part of the final awarded contract, the following order will prevail:

I. City of Manhattan Beach Professional Services Agreement
II. RFP, Response to RFP, Addenda, and RFP Schedules
III. Vendor Scope of Work
IV. Vendor Project Plan
V. Written correspondence between the Vendor and City of Manhattan Beach

Response: "COMPLY" - Packet Fusion, Inc. has read and understands the above.

14.2 GENERAL CONDITIONS

The following conditions are typical for telecommunications projects. If you must take exception to any of the conditions below, please copy a blue "Response" clause to the appropriate spot, fully explain your objection, and suggest an alternative.

Response: "COMPLY" - Packet Fusion, Inc. has read and understands the above. Packet Fusion, Inc. is aware of, and is ready, able and willing to comply with the City's desired contract provisions.

14.2.1 Not An Offer to Contract

This RFP is not an offer by City of Manhattan Beach to enter into a contract under these or any other terms. Acceptance of a proposal neither commits City of Manhattan Beach to award a contract to any Vendor, even if all requirements stated in this RFP are satisfied; nor limits City of Manhattan Beach's right to negotiate in its best interest. City of Manhattan Beach reserves the right to reject all proposals and not make a decision, or to contract for only a portion of the project. City of Manhattan Beach shall have the right to modify the terms of this RFP without notice, and to make its selection decision on any basis, in its sole discretion. All costs for proposal preparation are the responsibility of the Vendor.

14.2.2 Addenda

Written Addenda (including emails) issued by City of Manhattan Beach, interpreting, modifying, or adding to this RFP shall be incorporated into the proposal. Any oral communication concerning this RFP is not binding on City of Manhattan Beach and shall in no way modify this RFP.

14.2.3 Valid Period of Offer

The pricing, terms, and conditions stated in the RFP Response must remain valid for three (3) months from the due date of the response in order to finalize a decision and enter into contract. Thereafter, pricing should remain fixed for the term of the contract.

14.2.4 Inclusive Pricing

It is expected that there will be no additional charges other than those specified on Schedule A. The Vendor and Manufacturer are solely responsible for all Time and Materials, airfare, hotel, living expenses, mileage charges, shipping, duties, tariffs and Value Added Tax. These costs should be included in the quoted "turn-key" pricing. Any error in configuration or omission of required equipment is the responsibility of the Vendor to provide at no additional charge in order to provide a functioning system that meets the scope of the RFP.

Vendor's proposal should identify all services and equipment to be provided by City of Manhattan Beach, required to implement the Vendor's proposal. No materials (including servers or Windows OS), labor or facilities will be furnished by City of Manhattan Beach, unless specifically requested in this RFP.

14.2.5 "Optional" Pricing

City of Manhattan Beach wants to avoid any misunderstanding where it is assumed that a feature is included in the base pricing and turns out to be an optional, extra cost feature. As such, any question answered "Comply" will be considered included at no additional cost. Any service that is referred to in the body of this response and exhibits (does not pertain to attachments and brochures) will be considered included in the basic offer, and pricing, unless Vendor specifically refers to the service as optional and provides pricing.

14.2.6 Complete Response

Failure to answer all questions in this RFP may be considered non-responsive. City of Manhattan Beach may, at its sole discretion, waive minor inconsistencies in a response.

14.2.7 Joint Response

If two or more firms are involved in a joint venture or association in order to provide a response, the proposal must clearly delineate the respective areas of authority and responsibility of each party. All parties must submit section 2.11 Vendor RFP Authorization. All parties signing the agreement must be individually liable for providing the services even when the areas of responsibility under the terms of the joint venture or association are limited. This often applies when the Vendor contracts with the Manufacturer for professional services in the installation of the system.

14.2.8 Sub-Contract of Work

Vendor must disclose below if they intend to sub-contract any portion of the work required under this RFP response. Sub-contractors must be chosen prior to submitting a bid and their abilities will be assessed as well as those of the Vendor. City of Manhattan Beach will contract directly with Vendor and Vendor will be completely responsible for the completion of all facets of this RFP (even if sub-contracted to others by the Vendor).

If Vendor sub-contracts work without prior disclosure or changes the designated sub-contractor, this will be considered a breach of contract and City of Manhattan Beach may, at its sole discretion, terminate the contract. Vendor will be paid only for actual work completed to that point and City of Manhattan Beach will pay no penalties for cancelling the contract. Please note below if any work will be sub-contracted, which work, to whom, and the percentage of the total proposal being sub-contracted.

14.2.9 Right of Refusal

Customer retains full right of refusal over Vendor staff or resources for any, or no, reason. Upon notification of a reasonable request to change staff, Vendor will identify alternate candidates with similar or equal qualifications for Customer to interview. Upon selection of alternate resource, Vendor will endeavor to schedule the new resources to the project with minimal delay.

14.2.10 Scope of Work

Vendor's final Scope of Work will not be able to capture every action item, deliverable or responsibility of each party. If an action item is not listed in the SoW but is reasonably required in order to meet the requirements and specifications of the RFP, it will be assumed to be included at no extra charge and the responsibility of the Vendor if it relates to the hardware, software or services being provided by the Vendor. If an action item is not listed and is solely related to the inner workings of Customer's LAN/WAN, IT network, or business processes, it will be assumed to be delivered by the Customer (but with Vendor support and consultation).

14.2.11 Assignment

Vendor may not assign their responsibilities under this contract to any other party without the written consent of City of Manhattan Beach. Vendor contract may not be assumed by another company through a merger or acquisition without City of Manhattan Beach's written consent, which will not be unduly withheld. This is intended to prevent City of Manhattan Beach from being obligated to work with a Vendor that they would not have chosen to work with, through an evaluation of the assigned company's own merits.

14.2.12 Insurance, Liability, and Indemnification

The successful Vendor is liable and responsible for any damage to the premises (e.g., floor, walls, etc.) caused by Vendor personnel or equipment during installation and is responsible for the removal of all project-related debris.

The Vendor shall, at Vendor's expense, procure and maintain satisfactory comprehensive general liability insurance to adequately protect the Vendor's personnel and the City of Manhattan Beach against damages for bodily injury, including death, and property damage, which may arise from operations under this contract, whether such operations are by the Vendor or by the Vendor's subcontractor, or anyone directly or indirectly employed by the Vendor. The City of Manhattan Beach requires $2,000,000 comprehensive general liability coverage, a policy of comprehensive vehicle liability insurance with minimum limits of $1,000,000, and worker's compensation in compliance with California law. In addition, the Vendor must agree to defend, indemnify, and hold harmless the City, its officials, and every officer, employee and agent of City (collectively "City") from any claim, liability or financial loss (including, without limitation, attorneys fees and costs), injuries to property or persons (including without limitation, attorneys fees and costs) arising out of any acts or omissions of Vendor, its officials, officers, employees or agents in connection with the performance of this Agreement, except for such claim, liability or financial loss or damage arising from the gross negligence, sole negligence, or willful misconduct of the City, as determined by final arbitration or court decision or by the agreement of the parties. Vendor shall defend City, with counsel of City's choice, at Vendor's own cost, expense, and risk, and shall pay and satisfy any judgment, award, or decree that may be rendered against City. Vendor shall reimburse City for any and all legal expenses and costs incurred by each of them in connection therewith or in enforcing the indemnity herein provided. Vendor's obligation to indemnify shall not be restricted to insurance proceeds, if any, received by Vendor or City.

14.2.13 Permits

The Vendor shall obtain and pay for any permits and licenses required for the performance of the work, post all notices required by law, and comply with all laws, ordinances and regulations bearing on the conduct of the work, as specified herein. On any work which requires an inspection certificate issued by local authorities, National Board of Fire Underwriters, or any other governing body, such inspection certificate(s) shall be obtained by and paid for by the Vendor. The chosen Vendor shall procure all required certificates of acceptance or of completions issued by the state, municipal or other authorities and must deliver these to City of Manhattan Beach.

14.2.14 Seismic Requirements

All systems, equipment, and materials proposed must be designed and installed to meet Universal Building Code (UBC) requirements for seismic protection. Vendor must certify that all work performed as a part of any contract resulting from this RFP will conform to the codes and other seismic protection requirements and regulations for the locality being installed into.

14.2.15 Single Point of Contact

The Vendor will act as a single point of contact for all installation/warranty/maintenance issues related to all equipment provided under this contract. Vendor will not refer Customer to the manufacturer of the equipment for resolution of any service issues. Vendor will coordinate response between the suppliers of all hardware/software that the Vendor has provided under this contract, so that the Customer is not affected by any "finger pointing." Vendor will provide best effort in resolving issues unrelated to the equipment they provided but integrating with the equipment they have provided (for example Integrated Messaging integration with a Vendor supplied Voicemail platform).

14.2.16 General Guarantee

Neither "sign-off" of operational readiness by City of Manhattan Beach or its representatives nor partial or full payment by City of Manhattan Beach to the Vendor shall relieve Vendor of liability in respect to any express or implied warranties, or responsibility for faulty materials, workmanship, or code violations in labor or material supplied by the Vendor.

14.2.17 On Time Performance

The successful Vendor will be required to commence work within fifteen (15) calendar days of execution of contract, to prosecute the work with faithfulness and energy, and to complete the work according to the schedule set out in this RFP, or as otherwise directed by the City's representative. The parties hereto agree that it will be impractical and extremely difficult to fix the actual damage from a breach of the obligation by the vendor to complete the work within the specified period, and therefore, agree that two hundred fifty dollars ($250) per day shall be presumed to be the amount of damages sustained for any such delay.

It shall be understood by all Vendors that time is of the essence in the prompt manufacture, shipping, delivery, and installation offered by the Vendor and City of Manhattan Beach reserves the right, and may at its sole election, cancel any award or purchase order arising hereunder for untimely delivery (more than 1 month after date shown in final Vendor project plan).

If the contractor shall be delayed in the work by the acts or negligence of City of Manhattan Beach or its employees or by changes ordered in the work, or by strikes, lockouts, fire, unusual delay in transportation, unavoidable casualties or any Force Majeure causes beyond the control of the Contractor, or by delay authorized by City of Manhattan Beach, or by any cause which City of Manhattan Beach shall decide justifies the delay - the time of completion may be extended for such reasonable time as City of Manhattan Beach may decide.

14.2.18 Failure to Perform

Unless otherwise specified, if an item is not provided or installed as specified in the contract or if the Vendor provides an item which does not conform to the specifications, City of Manhattan Beach may, at its option, annul and set aside the contract, either in whole or in part, and may enter into a new contract in accordance with law for furnishing and installing such item. Any reasonable additional cost or expense incurred by City of Manhattan Beach in making of such contract or any additional cost of purchasing or installing an item by reason of the failure of the Vendor as described in this paragraph shall be paid by the Vendor.

14.2.19 Intellectual Property Rights

In as much as this RFP document represents the core product offering of Communication Strategies, Com-Strat LLC retains ownership of the RFP document template. This document may not be used in whole, or in part, outside of this particular RFP engagement with City of Manhattan Beach, nor disclosed or given to any other party for their use, unless otherwise required by a court order or applicable law. City of Manhattan Beach and the Vendor are granted unrestricted rights to use this document in procuring and responding to this RFP.

14.2.20 RFP Responses

All materials submitted by the Vendor in response to this RFP become the sole property of City of Manhattan Beach upon receipt of the proposal.

Response: "COMPLY" - Packet Fusion, Inc. has read and understands the above. Packet Fusion, Inc. is aware of, and is ready, able and willing to comply with the City's desired contract provisions. We would that if there are delays in the project caused by the City of Manhattan Beach that they would waive the $250.00 per day penalty for not completing the project during the required timeline.

15 ATTACHMENTS

The following documents will be provided in soft copy to all Vendors.

15.1 SCHEDULE A – RFP PRICING WORKSHEET (MICROSOFT EXCEL)

15.2 MRC SCHEDULE A – RFP PRICING WORKSHEET (MICROSOFT EXCEL)

15.3 SCHEDULE B – RFP SITE SUMMARY (MICROSOFT EXCEL)

15.4 SCHEDULE C – RFP REQUIREMENTS SUMMARY (MICROSOFT EXCEL)

15.5 CITY OF MANHATTAN BEACH PROFESSIONAL SERVICES AGREEMENT (PDF)

Vendor must provide the following required document with their response:

15.6 ITEMIZED EQUIPMENT LIST OR BILL OF MATERIAL

A sample of the following documents should be provided by the Vendor in their response. They do not need to be customized for City of Manhattan Beach at this time:

15.7 VENDOR SCOPE OF WORK

15.8 INSTALLATION PROJECT PLAN

15.9 ACCEPTANCE TEST PLAN

15.10 MANUFACTURER SOFTWARE LICENSE AGREEMENT

15.11 ANY OTHER CONTRACT DOCUMENTS EXPECTED TO BE SIGNED

Response: "COMPLY" - Packet Fusion, Inc. has read and understands the above.