SAN JOAQUIN
—COUNTY—
Greatness grows here.

Information Systems Division
Jerry Becker, Director
David Newaj, *Assistant Director*
Austin Erdman, *Registrar of Voters*
Tura Morice, *Hospital CIO*

October 17, 2016

Board of Supervisors
County Administration Building
Stockton, CA

Dear Board Members:

APPROVE AND AUTHORIZE AN AGREEMENT WITH TELCION COMMUNICATIONS GROUP IN THE AMOUNT OF $1,293,977.46 FOR THE PURCHASE AND INSTALLATION OF VOICE OVER INTERNET PROTOCOL TELEPHONE TECHNOLOGY FOR SAN JOAQUIN GENERAL HOSPITAL

Recommendation

It is recommended that the Board of Supervisors approve and authorize an agreement with Telcion Communications Group in the amount of $1,293,977.46 for the purchase and installation of Voice over Internet Protocol (VoIP) telephone technology for San Joaquin General Hospital (SJGH).

Reason for Recommendation

In 2009, the Information Systems Division (ISD) first implemented VoIP telephone technology as part of the construction of the new County Administration Building. Since this initial implementation of approximately 600 phones, ISD has successfully implemented VoIP technology for departments including the Human Services Agency, Public Works, Public Health, Probation, Environmental Health, Office of Emergency Services, Agricultural Commissioner, Community Development, and Mountain House Community Services District. There are currently over 3,000 County employees utilizing the VoIP technology, with approximately 4,000 employees still utilizing the older Centrex telephone system that is provided by AT&T.

AT&T recently announced its intent to phase out the Centrex telephone system, beginning in 2020. In response to this notification, ISD has developed a plan to migrate the remaining County employees still utilizing the Centrex system to the new VoIP technology by 2020. SJGH represents the largest and most complex County

Approve and Authorize an Agreement with Telcion Communications Group in the Amount of $1,293,977 for the Purchase and Installation of Voice Over Internet Protocol Telephone Technology for San Joaquin General Hospital.
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department remaining on the Centrex telephone system accounting for approximately 1,200 telephone lines.

On January 29, 2016, the County issued a Request for Proposal (RFP) #16-06 for the implementation of VoIP telephone technology for SJGH. Qualified vendors with demonstrated experience in implementing VoIP technology in hospitals were invited to submit proposals for the implementation of VoIP technology at SJGH. On March 15, 2016, the County received two proposals in response to RFP #16-06. An evaluation committee comprised of staff from SJGH, ISD, and Purchasing and Support Services evaluated both proposals. After a thorough review, the evaluation committee recommended award of the SJGH VoIP implementation agreement to the Telcion Communications Group. The proposal from the Telcion Communications Group met all the requirements detailed in RFP #16-06, providing a complete technical solution and comprehensive implementation services required by the County.

If this proposed agreement with Telcion Communications Group is approved by the Board of Supervisors, ISD, in partnership with the vendor and SJGH, will fully implement VoIP for the Hospital in early 2017.

The attached agreement with the Telcion Communications Group has been approved as to form by County Counsel.

Fiscal Impact

The total cost of the SJGH VoIP project is $1,293,977.46. There is no new Net County Cost associated with the award of this agreement to Telcion Communications Group. The purchase cost of the VoIP telephone equipment ($1,044,535.46) will be financed over seven years and billed on a monthly basis to SJGH. The funds necessary to address the one-time VoIP implementation costs for this project at SJGH ($249,442) are available in the approved 2016-17 Hospital Enterprise Fund budget.

Approve and Authorize an Agreement with Telcion Communications Group in the Amount of $1,293,977 for the Purchase and Installation of Voice Over Internet Protocol Telephone Technology for San Joaquin General Hospital.
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Action to be Taken Following Approval

The Chair will execute the agreement with Telcion Communications Group. ISD will administer the implementation of VoIP telephone technology at SJGH on behalf of the County.

Sincerely,

Jerry Becker, Director
Information Systems Division

Attachment: RFP #16-06 Scoring Tally Sheet
Agreement for VoIP Implementation for San Joaquin General Hospital

c: County Counsel
Purchasing and Support Services
San Joaquin General Hospital
Board Clerk for 11/1/2016 Agenda

Reviewed by County Administrator's Office: Reviewed by County Counsel's Office:

_____   _____
Chris Rose   10/18/2016   Larry Meyers   10/18/2016

Before the Board of Supervisors
County of San Joaquin, State of California

B-16-632

MOTION: Elliott/Villapudua/5

APPROVE AND AUTHORIZE AN AGREEMENT WITH TELCION COMMUNICATIONS GROUP IN THE AMOUNT OF $1,293,977.46 FOR THE PURCHASE AND INSTALLATION OF VOICE OVER INTERNET PROTOCOL TELEPHONE TECHNOLOGY FOR SAN JOAQUIN GENERAL HOSPITAL

THIS BOARD OF SUPERVISORS DOES HEREBY

Approve and authorize an agreement with Telcion Communications Group in the amount of $1,293,977.46 for the purchase and installation of Voice over Internet Protocol (VoIP) telephone technology for San Joaquin General Hospital (SJGH).

I HEREBY CERTIFY that the above order was passed and adopted on 11/01/2016 by the following vote of the Board of Supervisors, to wit:

AYES: **Villapudua, Miller, Winn, Elliott, Zapien**

NOES: **None**

ABSENT: **None**

ABSTAIN: **None**

MIMI DUZENSKI
Clerk of the Board of Supervisors
County of San Joaquin
State of California

Mimi Duzenski

Board Order Template October 2015

Criteria	Possible Score	CDW-G	Telcion
Soundness of Approach a. Understands the project needs and project staffing. b. Approach appears to meet County needs. c. Organized, logical, and recognizes health care environment.	25	19	25
Proposer Capabilities & Experience a. Understands legacy and proposed technology. b. Demonstrates success in similar size projects. c. Demonstrates experience with legacy and proposed technology d. Familiar with hospital operations. e. Mission-critical operations f. Specific skill sets of the proposed team (qualifications)	25	19.25	25
Solution Design a. Scalability appropriate to SJGH needs b. Survivability and High Availability c. Interoperability with 3rd party systems	20	16.33	20
Training plan a. End user local support staff (SJGH and ISD tech staff up to 25 staff.)	10	9.25	10
Cost Proposal	20	12	20
Total Score (100 points possible)	100	75.83	100

INDEPENDENT CONTRACTOR AGREEMENT
SAN JOAQUIN COUNTY

CONTRACT ID# A-16-383

Contract Amount $ 1,293,977.46

PARTIES:	COUNTY:	County of San Joaquin Purchasing & Support Services 44 N. San Joaquin Street Suite 540 Stockton, CA 95202-2931
	With copies to:	County of San Joaquin

DEPARTMENT:	Information Systems Division
Address:	44 N. San Joaquin Street, Suite 455
City,State,Zip:	Stockton, CA 95202
Contact:	David Newaj
Phone:	(209) 953-7862
Email Address:	dnewaj@sjgov.org

CONTRACTOR:	Telcion Communications Group
Address:	370 Commerce Way
City, State, Zip:	Turlock, CA 95380
Contact:	Darren Rodrigues
Phone #:	(209) 656-5740
Email Address:	drodrigues@telcion.com

I. THE PARTIES TO THE AGREEMENT

This Agreement is made and entered into this _____1_____ day of _November_, 2016, by and between Telcion Communications Group, an Independent CONTRACTOR (hereinafter "CONTRACTOR"), and San Joaquin County, a political subdivision of the State of California for Information Systems Division (hereinafter "COUNTY").

II. THE PURPOSE OF THE AGREEMENT

The purpose of this agreement is for the CONTRACTOR to provide equipment, installation, and ongoing maintenance of a Unified Communications System for San Joaquin County General Hospital.

III. ORDER OF PRECEDENCE

A. Each of the items listed below is hereby incorporated into this Agreement by this reference. In the event of an inconsistency in this Agreement, the inconsistency shall be resolved by giving precedence in the following order:

1. Applicable Federal and State of California statutes and regulations;

2. This Agreement and its exhibits.
    a. Contractor's Statement of Work marked as Exhibit A – Part 1
    b. Contractor's Proposal marked as Exhibit A – Part 2
    c. Equipment and Service Schedule marked as Exhibit B.

3. COUNTY Request for Proposal 16-06 VoIP Upgrade for San Joaquin General Hospital

IV. THE SCOPE OF SERVICES

A. The CONTRACTOR agrees to provide equipment, installation, and ongoing maintenance of a Unified Communications System for San Joaquin County General Hospital as outlined in Exhibit A.

B. In addition to the services outlined in Exhibit A, the CONTRACTOR shall also provide active monitoring of the system. This option adds a live-person who shall monitor the alarms of the system on a 24/7/365 basis. In addition to the automated notification of alarms to designated people, the live-person will follow through on these alarms to make sure the appropriate individuals are notified and the proper escalation is taking place for the fasted remediation possible.

C. All equipment under this Agreement shall be shipped to San Joaquin General Hospital at 500 W. Hospital Road, French Camp, CA 95231.

D. The CONTRACTOR shall perform the CONTRACTOR'S work in accordance with currently approved methods and standards of practice in the CONTRACTOR'S professional specialty.

V. GENERAL PROVISIONS:

A. Term of Agreement:

This Agreement shall commence when fully executed and continue through June 30, 2019, unless said work is completed on a date prior thereto or unless terminated earlier as provided herein or extended upon mutual agreement. The County may elect to extend the Agreement for two (2) additional one (1) year periods.

B. Interpretation

This Agreement shall not be interpreted in favor of any Party by virtue of said Party not having prepared this Agreement.

If any time period provided for in this Agreement ends on the day other than a Business Day, the time period shall be extended to the next Business Day.

C. Compensation:

The COUNTY agrees to pay the CONTRACTOR as outlined in the table below:

ITEM	COST
Total Hardware	$578,348.93 (tax included)
Software/Licensing	$466,186.30
Cost of SJGH Personnel absorption into proposed system (scale to 1400)	$69,442.23
Professional Services	$168,000.00
Training	$12,000.00
Total Implementation Cost A detailed schedule of the items included are attached as Exhibit B.	$1,293,977.46
Annual Management & Maintenance	$24,000.00
Annual Support plan post go-live	$30,000.00
Annual Active Monitoring	$7,500.00
Option: Scaling from 1400 to 2000 phones	$335,963.00

Progress payments will be made monthly based on services/equipment/software provided by CONTRACTOR and approved by COUNTY.

COUNTY will retain twenty five percent (25%) of total compensation for services until project is completed by CONTRACTOR and accepted by COUNTY. However, equipment and software shall be paid in their entirety.

The total payments made for implementation services performed pursuant to this Agreement shall not exceed ONE MILLION TWO HUNDRED NINETY THREE THOUSAND NINE HUNDRED SEVENTY SEVEN DOLLARS AND FORTY SIX CENTS ($1,293,977.46).

The total payments made for on-going support after implementation shall not exceed SIXTY ONE THOUSAND FIVE HUNDRED DOLLARS ($61,500.00)

D. Invoicing:

The CONTRACTOR shall submit one original and one copy of each invoice to the County of San Joaquin, **Information Systems Division, 44 N. San Joaquin St, Suite 455, Stockton, CA 95202.** All invoices must reference this Agreement Number/Contract ID # and the service performed. Payments shall be made within 30 days of receipt of invoice from the CONTRACTOR.

E. CONTRACTOR'S Status:

In the performance of work, duties and obligations imposed by this Agreement, the CONTRACTOR is at all times acting as an Independent CONTRACTOR practicing his or her profession and not as an employee of the COUNTY. **A copy of the CONTRACTOR'S current professional, local, state or other business licenses required to conduct the services stated herein, will be provided to the COUNTY.** The CONTRACTOR shall not have any claim under this Agreement or otherwise against the COUNTY for vacation, sick leave, retirement benefits, social security or workers' compensation benefits. The CONTRACTOR shall be responsible for federal and state payroll taxes such as social security and unemployment. The COUNTY will issue a Form 1099 at year-end for fees earned.

F. Assignments:

Inasmuch as this Agreement is intended to secure the specialized services of CONTRACTOR, the CONTRACTOR may not assign, transfer, delegate or subcontract their obligation herein without the prior written consent of San Joaquin County. Any such assignment, transfer, delegation or subcontract without the prior written consent shall be considered null and void.

G. Non Exclusive Rights:

This Agreement does not grant to the CONTRACTOR any exclusive privileges or rights to provide services to the COUNTY. The CONTRACTOR may contract with other counties, private companies or individuals for similar services.

H. Indemnification:

The CONTRACTOR shall, at its expense, defend, indemnify and hold harmless the County of San Joaquin and its employees, officers, directors, contractors and agents from and against any losses, liabilities, damages, penalties, costs, fees, including without limitation reasonable attorneys' fees, and expenses from any claim or action, including without limitation for bodily injury or death, to the extent caused by or arising from the active and/or passive negligence or willful misconduct of the CONTRACTOR, its employees, officers, agents or Subcontractors.

The CONTRACTOR shall hold the COUNTY, its officers and employees, harmless from liability, of any nature or kind on account of use of any copyrighted, or un-copyrighted composition, secret process, patented or un-patented invention articles or appliance furnished or used under this order.

I. <u>Insurance</u>

1. The CONTRACTOR, shall submit proof of insurance with liability limits as set forth below to the Purchasing Department showing the COUNTY, its officers, employees, agents and volunteers named as Additional Insured to include ongoing operations and products completed operations (On Additional Insured Endorsement CG 20 10 10 93), except for Workers' Compensation and professional Liabilities, and insurance policy shall contain provisions that such policy may not be canceled or reduced except after thirty (30) days written notice to the COUNTY. The COUNTY at its discretion, may waive in part or in full insurance requirements. The CONTRACTOR is required to provide insurance unless notified by the COUNTY'S Purchasing Agent of any waivers.

2. The CONTRACTOR agrees that the CONTRACTOR is responsible to ensure that the requirements set forth in this article/paragraph are also to be met by the CONTRACTOR'S subcontractors/CONTRACTOR'S who provide services pursuant to this Agreement. Copies of insurance certificates shall be filed with the COUNTY'S Purchasing Agent.

3. General Liability Limits

    a. BI & PD combined/per occurrence/Aggregate $1,000,000

    b. Personal Injury/Aggregate $1,000,000

    c. Automobile Liability/per occurrence $1,000,000

    1) The CONTRACTOR agrees to defend, hold harmless and indemnify the COUNTY for any and all liabilities associated with the use of any automobiles in relation to tasks associated with this Agreement.

4. Professional Liability

    a. Professional Liability/as appropriately relates to $1,000,000
        services rendered. Coverage may include medical
        malpractice and/or errors and omissions.

5. Workers' Compensation and Employer's Liability   Statutory requirement

J. <u>Discrimination:</u>

The CONTRACTOR shall not discriminate because of because of race, color, religion, sex, gender, gender identity, gender expression, sexual orientation, marital status, national origin, ancestry, mental and physical disability, medical condition, genetic information, military or veteran status, age, pregnancy, denial of medical and family care leave, or pregnancy disability leave (Government Code sections 12940,12945, 12945.2). The Contractor shall not retaliate against any person for protesting illegal discrimination related to one of these categories, or for reporting patient abuse in tax supported institutions.

K. ADA Compliance:

The CONTRACTOR shall comply with the Americans with Disabilities Act (ADA) of 1990, which prohibits discrimination on the basis of disability, as well as all applicable regulations and guidelines issued pursuant to the ADA. (42 U.S.C. Sections 12101 et seq.)

L. Notices:

Any notice required to be given pursuant to the terms and conditions hereof shall be in writing, and shall be effected by one of the following methods: personal delivery, prepaid Certified First-Class Mail, or prepaid Priority Mail with delivery confirmation. Unless otherwise designated in writing by either party, such notice shall be mailed to the addresses shown on page one (1) of this Agreement.

M. Termination:

1.   **Termination for Cause:** If the CONTRACTOR breaches or habitually neglects the CONTRACTOR'S duties under this Agreement without curing such breach or neglect upon fifteen (15) working days written notice, the COUNTY may, by written notice, immediately terminate this Agreement without prejudice to any other remedy to which the COUNTY may be entitled, either at law, in equity, or under this Agreement.

2.   **Termination for Convenience:** In addition, either party may terminate this Agreement upon thirty (30) days written notice to other party.

3.   **Funding out Clause:** If the County Board of Supervisors fails to appropriate funds to enable the County Departments to continue to make purchases under this Agreement, this Agreement will be cancelled immediately and the CONTRACTOR will be given written notice of such termination.

N. Conflict of Interest Statement:

The CONTRACTOR covenants that the CONTRACTOR, its officers, employees or their immediate family, presently has no interest, including, but not limited to, other projects or independent contracts, and shall not acquire any such interest, direct or indirect, which would conflict in any manner or degree with the performance of services required to be performed under this Agreement. The CONTRACTOR further covenants that in the performance of this Agreement no person having any such interest shall be employed or retained by the CONTRACTOR under this Agreement. The CONTRACTOR shall not hire COUNTY'S employees to perform any portion of the work or services provided for herein including secretarial, clerical and similar incidental services except upon the written approval of the COUNTY. Performance of services under this Agreement by associates or employees of the CONTRACTOR shall not relieve the CONTRACTOR from any responsibility under this Agreement.

O. Drug Free Workplace:

The CONTRACTOR shall comply with the provisions of Government Code Section 8350 et seq., otherwise known as the Drug-Free Workplace Act.

P. Force Majeure:

It is agreed that neither party shall be responsible for delays in delivery, acceptance of delivery, or failure to perform when such delay or failure is attributable to Acts of God, war, strikes, riots, lockouts, accidents, rules or regulations of any governmental agencies or other matters or conditions beyond the control of either the CONTRACTOR or the COUNTY.

Q. Compliance:

1. The CONTRACTOR shall comply with all federal, state and local laws, regulations and requirements necessary for the provision of contracted services. Furthermore, the CONTRACTOR shall comply with all laws applicable to wages and hours of employment, occupational safety, fire safety, health and sanitation. The CONTRACTOR shall maintain current throughout the life of this Agreement, all permits, licenses, certificates and insurances that are necessary for the provision of contracted services.

2. The CONTRACTOR shall comply with Assembly Bill 1522, known as the Healthy Workplaces, Healthy Families Act of 2014. With a few exceptions, the new law requires all employers to provide employees performing work in California with paid sick leave, beginning on July 1, 2015.

R. Governing Law and Venue:

The Laws of the State of California shall govern this Agreement. Venue is San Joaquin County. The provision of this paragraph shall survive expiration or other termination of this Agreement regardless of the cause of such termination.

S. Public Record:

All bids become property of the COUNTY. All bids, including the accepted bid and any subsequent contract become public records per the requirements of the California Government Code, Sections 6250-6270, "California Public Records Act". Proprietary material must be clearly marked as such. Pricing and service elements of the successful bid are not consider proprietary information.

The COUNTY will treat all information submitted in a bid/proposal as available for public inspection once the COUNTY has a contract finalized with the selected contractor. If you believe that you have a legally justifiable basis under the California Public Records Act (Government Section 6250 et. seq.) for protecting the confidentiality of any information contained within your bid, you must identify any such information, together with the legal basis of your claim in your bid. The CONTRACTOR agrees to defend and indemnify the COUNTY for any liability, costs, and expenses incurred in asserting such confidentiality as part of your bid. The final determination as to whether the COUNTY will assert your claim of confidentiality on your behalf shall be sole discretion of the COUNTY

T. Documents:

All drawings, specifications, documents and other memoranda or writings relating to the work and services hereunder, shall remain or become the property of the COUNTY whether executed by or for the CONTRACTOR for COUNTY, or otherwise by or for the CONTRACTOR, or by or for a subcontractor operating under the CONTRACTOR'S supervision, or direction, and all such documents and copies thereof shall be returned or transmitted to the COUNTY forthwith upon the COUNTY written demand, termination or completion of the work under this Agreement.

U. San Joaquin County Green Purchasing Policy:

1. San Joaquin County has a Green Purchasing Policy; please click on the link to view.

    http://www.sjgov.org/SupportServ/dynamic.aspx?id=10128

2. The COUNTY has adopted an Environmentally Preferable Purchasing (EPP) Policy. EPP refers to the procurement of goods and services that lessen or reduce negative effect on human health and the environment when compared with competing goods and services that serve the same purpose. This comparison takes into consideration such things as: raw materials acquisition; production; manufacturing; packaging; distribution; reuse; disposal; energy efficiency; performance; safety and cost.

3. A primary goal of this policy is to encourage contractors/suppliers and departments to consider products and services that help minimize environmental impacts with price, performance and aesthetic considerations being equal. Contractors/suppliers are encouraged to offer products and services that meet legitimate "green" standards, e.g. products that possess independent third party certifications such as Energy Star, Green Seal, EcoLogo, EPEAT or FEMP (Federal Energy Management Program) standards. The County also encourages offers of products made with minimal virgin materials and maximum use of recycled materials – again, price and performance essentially being equal.

V. Work Product:

The COUNTY and the CONTRACTOR acknowledge and agree that "Work Product", and all components of it, provided or developed by the CONTRACTOR hereunder or in connection herewith shall constitute "works made for hire" within the meaning of Title 17 United States Code Section 101 et seq. (the "Copyright Act"), and all right, title, and interest in and to the Custom Products shall vest in the COUNTY immediately upon development. To the extent any such Custom Products may not be the sole and exclusive property of the COUNTY and/or may not be a "work made for hire" as defined in the Copyright Act upon development, then the CONTRACTOR agrees to and hereby does sell, transfer, grant and assign to the COUNTY all copyrights, patents, trade secrets, inventions, and other proprietary rights, title, and interest in and to such Custom Products upon development. On all written material, whether in print, electronic, or any media form,

constituting "Work Product", the CONTRACTOR shall place or cause to be placed the following legend preferably in the lower right corner:

© 201X County of San Joaquin. All rights reserved.

W. Data Security – Confidentiality

1. **Acknowledgment of access to information characterized as covered data:**
    The CONTRACTOR acknowledges that its contract/purchase order ("Agreement") with the COUNTY of San Joaquin, California("County") may allow the CONTRACTOR access to confidential COUNTY information or the COUNTY provided information including, but not limited to, personal information, records, data, or financial information notwithstanding the manner in which or from whom it is received by the CONTRACTOR ("Covered Data") which is subject to state laws that restrict the use and disclosure of the COUNTY information, including the California Information Practices Act (California Civil Code Section 1798 et seq.), California Constitution Article 1, Section 1, and other existing relative or future adopted State and/or Federal requirements. Contractor shall maintain the privacy of, and shall not release, Covered Data without full compliance with all applicable state and federal laws, the COUNTY policies, and the provisions of this Agreement. The Contractor agrees that it will include all of the terms and conditions contained in this clause in all subcontractor or agency contracts providing services under this Agreement. Where a federal, state or local law, ordinance, rule or regulation is required to be made applicable to this Agreement, it shall be deemed to be incorporated herein without amendment to this Agreement.

2. **Prohibition on unauthorized use or disclosure of covered data and information:** The CONTRACTOR agrees to hold Covered Data received from or created on behalf of the COUNTY in strictest confidence. The CONTRACTOR shall not use or disclose Covered Data except as permitted or required by the Agreement or as otherwise authorized in writing by the COUNTY. If required by a court of competent jurisdiction or an administrative body to disclose Covered Data, Contractor will notify the COUNTY in writing prior to any disclosure in order to give the COUNTY an opportunity to oppose any such disclosure. Any work using, or transmission or storage of, Covered Data outside the United States is subject to prior written authorization by the COUNTY.

3. **Safeguard standard:** The CONTRACTOR agrees that it will protect the Covered Data according to commercially acceptable standards and no less rigorously than it protects its own confidential information, but in no case less than reasonable care. The CONTRACTOR shall develop, implement, maintain and use appropriate administrative, technical and physical security measures which may include but not be limited to encryption techniques, to preserve the confidentiality, integrity and availability of all such Covered Data.

4. **Return or destruction of covered data and information:** Upon termination, cancellation, expiration or other conclusion of the Agreement, the CONTRACTOR

shall return the Covered Data to the COUNTY unless the COUNTY requests that such data be destroyed. This provision shall also apply to all Covered Data that is in the possession of subcontractors or agents of the CONTRACTOR. The CONTRACTOR shall complete such return or destruction not less than thirty (30) calendar days after the conclusion of this Agreement. Within this thirty (30) day period, the CONTRACTOR shall certify in writing to the COUNTY that the return or destruction has been completed.

5. ***Reporting of unauthorized disclosures or misuse of covered data and information:*** The CONTRACTOR shall report, either orally or in writing, to the COUNTY any use or disclosure of Covered Data not authorized by this Agreement or in writing by the COUNTY, including any reasonable belief that an unauthorized individual has accessed Covered Data. The CONTRACTOR shall make the report to the COUNTY immediately upon discovery of the unauthorized disclosure, but in no event more than two (2) business days after the CONTRACTOR reasonably believes there has been unauthorized use or disclosure. The CONTRACTOR'S report shall identify: (i) the nature of the unauthorized use or disclosure, (ii) the COUNTY Covered Data used or disclosed, (iii) who made the unauthorized use or received the unauthorized disclosure, (iv) what the CONTRACTOR has done or shall do to mitigate any deleterious effect of the unauthorized use or disclosure, and (v) what corrective action the CONTRACTOR has taken or shall take to prevent future similar unauthorized use or disclosure. The CONTRACTOR shall provide the COUNTY other information, including a written report, as reasonably requested by the COUNTY.

6. ***Examination of records:*** The COUNTY and, if the applicable contract or grant so provides, the other contracting party or grantor (and if that be the United States, or an agency or instrumentality thereof, then the Controller General of the United States) shall have access to and the right to examine any pertinent books, documents, papers, and records of the CONTRACTOR involving transactions and work related to this Agreement until the expiration of five years after final payment hereunder. The CONTRACTOR shall retain project records for a period of five years from the date of final payment.

7. **Assistance in litigation or administrative proceedings:** The CONTRACTOR shall make itself and any employees, subcontractors, or agents assisting the CONTRACTOR in the performance of its obligations under the Agreement available to the COUNTY at no cost to the COUNTY to testify as witnesses, or otherwise, in the event of litigation or administrative proceedings against the COUNTY, its directors, officers, agents or employees based upon a claimed violation of laws relating to security and privacy and arising out of this Agreement.

8. ***No third-party rights:*** Nothing in this Agreement is intended to make any person or entity who is not signatory to the Agreement a third-party beneficiary of any right created by this Agreement or by operation of law.

9. ***Survival:*** The terms and conditions set forth shall survive termination of the Agreement between the parties.

X. Attorney's Fee:

In any action brought by a party to enforce the terms of this Agreement, the prevailing party shall be entitled to reasonable attorney's fees and costs, including the reasonable value of any services provided by in-house counsel. The reasonable value of services provided by in-house counsel shall be calculated by applying an hourly rate commensurate with prevailing market rates charged by attorneys in private practice for such services.

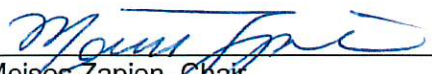Y. Entire Agreement and Modification:

This Agreement and all documents incorporated by reference supersedes all previous Agreements either oral or in writing and constitutes the entire understanding of the parties hereto. No changes, amendments or alterations shall be effective unless in writing and signed by both parties.

VI. EXECUTING PARTIES

A. IN WITNESS WHEREOF, COUNTY and CONTRACTOR have executed this Agreement effective on the day and year first written above.

COUNTY OF SAN JOAQUIN,
a political subdivision
of the State of California

By: _____
Moises Zapien, Chair
Board of Supervisors

Telcion Communications Group
3070 Commerce Way
Turlock, CA 95380

By: _____
Signature, Authorized Agent

By: _____
Lance R. Rell
Print Name

APPROVED AS TO FORM,
Office of County Counsel

By: _____
Gilberto Gutierrez
Deputy County Counsel

Buyer of Record: GG

ATTEST: MIMI DUZENSKI
Clerk of the Board of Supervisors
of the County of San Joaquin
State of California

By: _____

Exhibit A – Part 1 Contractor's Statement of Work

STATEMENT OF WORK

PLEASE NOTE: This is a draft document based on the information we have from the RFP and addendums. Upon award of project and final design confirmation, we will use this as an outline to add required details.

1. SOLUTION OVERVIEW

Telcion has made every effort to detail any assumptions, outstanding caveats, and other considerations within this document, based on our current understanding of ISD's requirements and the existing environment. This section should be carefully reviewed by all parties to ensure accuracy and completeness of the information provided.

Based on the request for proposal from ISD, Telcion perceives the following about ISD.

1.1 CURRENT ENVIRONMENT

A Centrex platform currently supports the main campus. San Joaquin County is currently on a Cisco Unified Communications Manager 9.1(2) platform that San Joaquin General Hospital will need to integrate seamlessly together. All voicemail services today are provided by Centrex. San Joaquin General Hospital is currently using the San Joaquin County's system to operate their Attendant Console using software from ARC. A Vocera deployment is possible in the future but does not exist yet. With the exception of the Communications Center using the Attendant Console, and the scheduling center using IP Phones, all voice endpoints are currently analog.

> LAN/WAN Manufacturer: Enterasys
>
> Current PBX: Centrex
>
> Paging System: Bogen and Valcom

The Ethernet LAN configuration and all cabling will be the responsibility of ISD. Telcion will provide the information regarding VLAN and QOS/COS information, but the LAN switches will need to be configured by the customer. This includes the required DHCP option information for the voice VLAN. Because the LAN infrastructure is not Cisco and may not support the Cisco Discovery protocol, Telcion will need to coordinate with San Joaquin General Hospital as far as the provisioning of voice devices because automatic detection of the voice VLAN may not be possible.

1.2 FUNCTIONAL REQUIREMENTS

Based on conversations and the original RFP the following functional requirements have been identified: a redundant, resilient and scalable IP Telephony solution. The solution will scale to include the main hospital campus and an unknown number of remote sites. The deployment will need to mimic all current telephony features and add new functionality such as extension mobility to allow for employees to move between the various hospital wings and login to phones at each location.

Including automated call distribution for at least two groups of people; Appointments and Communications Center.

Additional functional requirements include:

Exhibit A – Part 1 Contractor's Statement of Work

• Retain existing phone numbers and migrate them from the existing Centrex environment to the new VoIP environment.

• Improve clinical mobility

• Improve Real-time Collaboration

• Integrate clinical data

• Real-time mobile communications

• Web & audio conferencing, desktop & mobile video (smartphones & tablets)

• Ensure future scalability, manageability and supportability

• Connectivity to and routing with existing communications systems on the hospital campus

• Interaction with the rest of the SJGH sites in other city locations

• High Availability (99.999% uptime)

• 5-digit dialing to other SJC sites

• Integration with the existing overhead paging systems

• Eventual support for the Vocera phones

1.3 SOLUTION ARCHITECTURE

The solution is designed as a standard Cisco Unified Communications and Collaboration 11.x deployment with a five server 1:1 redundancy cluster for Call Manager. This includes a single publisher node, two subscriber call processing nodes, and two subscriber TFTP and media nodes. Also part of the cluster are two redundant Instant Messaging and Presence nodes to provide presence services to clients such as Cisco Jabber or Microsoft Lync.

There is a centralized Unity Connection two server cluster that will provide voicemail services and unified messaging integration with the local Microsoft Exchange 2010 deployment. Two Cisco voice gateways, each with dual power supplies, will connect to the PSTN via four ISDN PRI circuits each and run Cisco Unified Border Element to provide gateway SIP services for SIP trunks to external entities. Any remote sites are already running voice gateways with SRST for survivability. A Cisco Unified Contact Center Express Premium two server cluster will provide queuing and automated call distribution for call centers in the hospital, primarily for the appointment center. The goal is to provide queuing for incoming calls and detailed reporting on customer wait times and agent productivity. Cisco MediaSense server will be used as the repository for calls recorded in the call centers. For the Communications Center, we are using a two server cluster of the Cisco Unified Attendant Console Advanced to provide call distribution and reporting on agent activity. That attendant console is the latest version of the product those agents in the Communications Center have been already using.

For proper system management, Cisco Prime Collaboration suite will be used to provision the Cisco Unified Communications cluster, monitor it for health and performance, and analyze it for possible issues or growth planning. The products of Cisco Prime Collaboration Provisioning,

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Prime Collaboration Assurance, and Prime Collaboration Deployment all play vital roles in maintaining this overall collaboration architecture.

In addition to these elements the design includes Singlewire InformaCast Advanced Notification for paging, 2RING gadgets and phone services for UCCX for additional Finesse client features, and the @Comm CommView call accounting and reporting system to augment the CDR data available in the Cisco Unified Communications Manager.

All of this software will be run on a Cisco Unified Computing platform chassis and "mini" fabric with B200 M4 series servers each with dual Xeon processors. These blades provide the density required to run all of the virtual servers while allowing an extra blade server to be "hot standby" if any other blade servers experience an issue. VMware ESXi running as the hypervisor will allow the management of these virtual servers through VMware vCenter. The base storage services will be provided by a Nimble Storage CS215 SAN that is connected to the UCS chassis at 10 Gigabit/sec Ethernet for extremely high throughput and low latency.
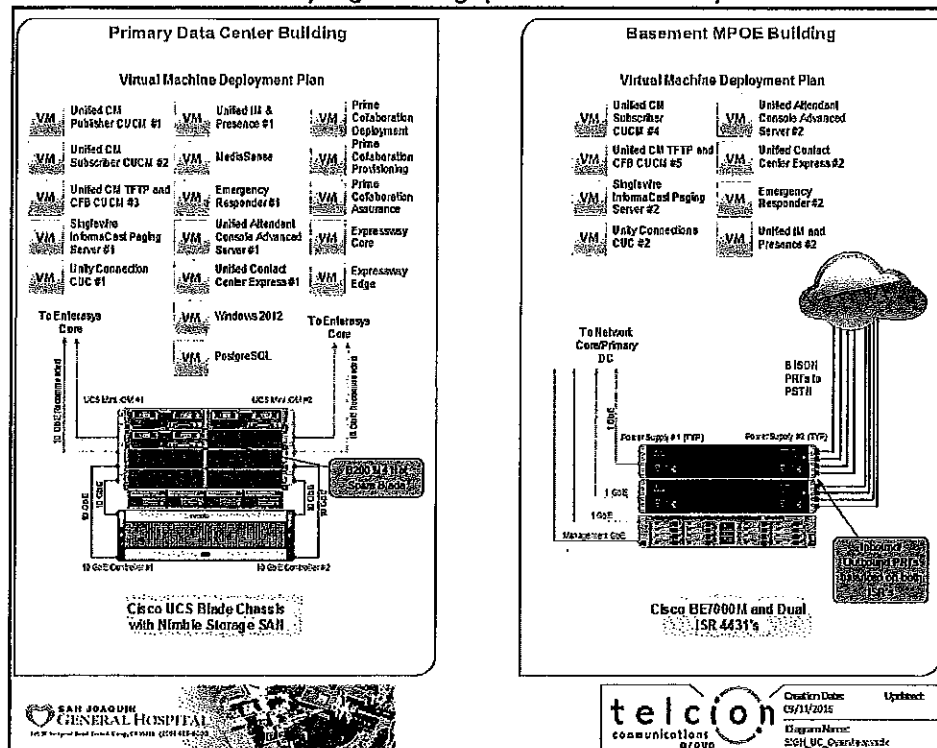
2. PROFESSIONAL SERVICES OVERVIEW

Telcion is focused on providing the professional services, engineering, and support expertise to meet the requirements of today's advanced technology solutions. Our expertise with converged networks, security, wireless, voice, video, data, and IP telephony, coupled with our strong partnership with Cisco, enables us to deliver a wide range of business technology solutions from a simple telephony system to the most robust IP Call Center networks.

Our Professional Services objective is to align your business and technical requirements through a six phase technology solution lifecycle: prepare, plan, design, implement, operate, and optimize. This proven lifecycle services methodology enables effective, efficient deployment of advanced

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technologies with minimal disruption to business, and maximum benefit and return on your investment.

2.1   REQUIREMENTS DEFINITION DEVELOPMENT (RDD)

The objective of the requirements definition process is to identify functional and tactical requirements affecting the solution configuration and deployment. During this process, we will validate the preliminary design presented herein as Appendix A: Bill of Materials and Appendix B: Network Topology Diagram. The information also forms the foundation necessary to create the detailed design. Telcion, in conjunction with ISD, will conduct a series of work sessions to finalize the requirements for the solution components as described in the Solution Overview.

Requirements will be documented in a **Requirements Definition Deliverable (RDD)**, which will be submitted to and approved by ISD. The RDD describes the Customer's business requirements and provides a "roadmap" for the design of the solution. Customer feedback will be incorporated into the RDD and up to three revisions of the original RDD will be provided at no cost.

ISD will be responsible for reviewing and submitting requested changes within three (3) business days for each of the revisions.

Final approval must be provided within three (3) business days of the last revision.

During the RDD process, Telcion or ISD may discover that additional functionality or features that are available to them may benefit the overall project design.

Any project additions are viewed as potential changes to the original STATEMENT OF WORK.

Subsequent to RDD approval, any adjustments made to the original design, associated Bill of Material (BOM), and services will be documented and submitted to ISD for approval prior to proceeding.

2.2   DESIGN DEVELOPMENT

Upon ISD's review and acceptance of the RDD, Telcion will develop the detailed design. Requirements will be translated into technical parameters that describe the solution configuration and programming.

This process requires ISD to complete sections of the data worksheets (provided by Telcion) such as dialed number plans, device pools, user names, and agent ID's. This data will be incorporated into the design documentation.

2.3   DEPLOYMENT TASKS

Telcion has assumed that the deployment will be broken down into at least 4 Phases and possibly more:

1. Datacenter – installation and configuration of the hardware and virtual servers to run the UC platform. Voice gateways will be installed at the MPOE and connected to the network and made operational. Cisco virtual servers will have an initial configuration deployed. Failover testing will be performed.

Exhibit A – Part 1 Contractor's Statement of Work

2. Main Building – physical phone deployment and user configuration. User training begins on the live system. Operators are moved to the new Attendant Console servers and the Appointment call center is brought online.

3. Other On-Campus Sites – physical phone deployment and user configuration.

4. Remote Sites – convert remote sites as identified to new UC cluster. Integrate with SJC cluster.

Note: a more detailed project plan will be presented after the initial customer kick-off meeting.

	Task	Customer	Telcion
Unified Communications Manager	Gather User Requirements	X	X
	Create user database and upload or integrate with Lightweight Directory Services (LDS)		X
	Create globalized dial plan for voice		X
	Create SIP Dial plan for Jabber and Video		X
	Install Publisher, Subscriber 1 and 2, TFTP 1 and 2, IM&P 1 and 2		X
	Creation of specific templates for user/phone provisioning		X
	Endpoint Provisioning		X
	User Portals		X

	Task	Customer	Telcion
Unity Connections	Gather User Requirements	X	X
	Install servers in high availability cluster		X
	Create user database and upload		X
	Integrate with CUCM		X
	Configure Auto Attendants		X

	Task	Customer	Telcion
Emergency Responder	Gather Carrier E911 requirements	X	X
	Install servers in a high availability cluster		X
	Create user and phone database by IP subnet		X
	Integrate with CUCM		X
	Verify database generation and integration with LEC		X

	Task	Customer	Telcion
Voice Gateway(s)	Install/Configure Voice Gateways		X
	Configure Analog Paging Interfaces		X
	Configure PRI Circuits		X

Exhibit A – Part 1 Contractor's Statement of Work

	Configure QoS Marking	X	X (consult with SJGH)
	Configure SRST		X
	Configure CUBE		X

	Task	Customer	Telcion
LAN Switching	Install/Configure existing Ethernet switches	X	
	Define VLAN and QoS parameters	X	
	Configure DHCP Server	X	

	Task	Customer	Telcion
Handset Deployment	Place and Test IP Phones		X
	Place and test Attendant phones with side cars		X
	Place analog handsets (if new phones)		X
	Test analog handsets		X

	Task	Customer	Telcion
Cisco Jabber	Configure settings in UCM/IM&P		X
	Configure base configuration		X
	Configure soft phone		X
	Configure integration with Outlook		X
	Configure video in soft phone mode only		X
	Install client software on PC's	X	X (first 5 clients for testing)
	Configure Group Chat / Chat Rooms with PostgreSQL		X

	Task	Customer	Telcion
Expressway Core and Edge	Provision Network and Firewall Access	X	
	Install Core and Edge Servers		X
	Configure Dial Plan		X
	Configure UC Server Integration		X
	Install Certificates		X
	Configure Mobile and Remote Access		X
	Harden Servers		X

	Task	Customer	Telcion

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Unified Contact Center Express (UCCX)	Discovery around Operations	X	X
	Build design plan		X
	Install server in a high availability cluster		X
	Provide recordings for voice prompts and music on hold	X	
	Author call processing scripts		X
	Load certificates on agent/supervisor PC's	X	
	Configure Finesse Environment		X
	Configure CUIC Reporting		X
	Configure supervisors/agents		X
	Call Recording and Monitoring with MediaSense		X
	Install and Configure 2RING Gadgets for Finesse		X
	Testing		X

	Task	Customer	Telcion
Unified Attendant Console Advanced	Discovery around operations	X	X
	Build design plan		X
	Install servers in high availability cluster		X
	Load software		X
	Configure attendant consoles		X
	Testing	X	X

*Per Bill of Materials, Customer will provide hardware server, OS and SQL server software for Arc.

	Task	Customer	Telcion
InformaCast Advanced Notification Paging	Install servers in high availability cluster		X
	Integrate with CUCM		X
	Configure Paging Groups		X
	Integrate with Existing Paging systems		X

	Task	Customer	Telcion
Prime Collaboration Suite	Install Prime Collaboration Provisioning		X
	Install Prime Collaboration Assurance		X
	Install Prime Collaboration Deployment		X
	Integrate applications with CUCM		X
	Configure Templates for Provisioning		X
	Configure Alerts and Notifications		X
	Verify Data Collection		X

	Task	Customer	Telcion
CommView Call Accounting	Install Call Accounting software and test with CUCM		X

Exhibit A – Part 1 Contractor's Statement of Work

3. TELCION STANDARD UC DEPLOYMENT FEATURES

Telcion has formulated a standard set of Unified Communications Manager features that are included in every deployment. These are features that meet most customers' needs. UCM is a feature rich product. If there are additional features that your organization would like implemented, please work with your account team to make those adjustments. If any additional features are requested, Telcion can install (within reason) and judgment will be made by the Telcion project manager.

UC Deployment Features		
Call Pickup and Group Call	Attendant Console (2 consoles, 1 server)	Extension Mobility (up to 10 initial users)
Corporate Directory	Hunt Groups	Multi-party conferencing
Programmable Softkeys (as required)	User Web Pages	Phone Templates (up to 5)
Single Number Reach (up to 5 initial users)	Auto Attendant (up to 5 individual AA trees)	Music on Hold
Jabber Desktop Client (up to 5 users)	Desktop Video (up to 5 users)	Mobile Phone integration iPhone/Android app (up to 5 users)
Viewmail (up to 5 users)	Call Detail Reporting and Call Accounting	InformaCast Paging
Web Conferencing	Multi-party video conferencing	Mobile Remote Access

Additional features may be defined during the RDD phase. These additional features may require additional labor or may be included into the allotted labor budget as determined by the Telcion Project Manager.

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4. UNIFIED CONTACT CENTER EXPRESS (ACD) DETAILS

For the purposes of this scope it is assumed that the agents will utilize the Cisco Finesse web client on customer-provided desktop PC's with hard phones. This assumption will be validated during the discovery and RDD time and could change to Cisco Agent Desktop with no impact to the project. For the UCCX component Telcion will deploy UCCX 11.0, Premium edition, on two virtual servers configured for high availability. The Call Center portion of the RDD will include one (1) two-hour work session. Documentation deliverables include configuration worksheets and Visio call flows only. Subsequent configuration of up to twenty-five (25) total agents seats.

Application development will include call flow for two (2) customer service queues (CSQ) in the Appoint Call Center for a dual language setup. Call treatment will provide caller with queue stats and may include an opt out to group voice mail. Two supervisors have been identified for the group at this time.

1. Deployment of one (1) Finesse Supervisor Desktop, one (1) Finesse Agent Desktop for testing and demonstration purposes.

2. Two (2) 1-hour sessions for Agent knowledge transfer for up to fifteen (15) agents/supervisors each.

3. One (1) 3-hour Supervisor knowledge transfer session for up to five (5) supervisors.

4. Four (4) hours of System Administration knowledge transfer and Four (4) hours of Go-Live support on the first day of business following cutover.

The Scope of this part of the deployment DOES NOT include:

1. Cisco Agent Desktop integration for screen pop.

2. CUIC Custom Reports.

3. Configuration/application development for any other Departments not mentioned herein.

4. Any database or backoffice integration.

5. Any Automatic Speech Recognition or Text to Speech integration.

6. Any professional voice recordings.

7. No SPAN port recording; desktop only.

8. Any email or chat integration with Call Center specific elements.

9. Any outbound dialing application.

10. Workforce Optimization (AQM or WFM).

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Customer Responsibilities include:

1. Creating and recording all voice prompts and Music On Hold source. Telcion will assist with instructions on how to accomplish this task.

2. Providing training location plus live PCs and phones for hands-on training.

3. Scheduling personnel for training and insuring attendance.

4. Must answer Telcion provided database questionnaire prior to RDD workshop and provide detailed call flows.

5. Installation of certificates on agent/supervisors desktops except those installed by Telcion for training.

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5. SECURE VOICE FEATURES

Telcion takes pride on the successful, secure deployment of your voice network.

Telcion follows a proven methodology which is largely based on Cisco's best practices for a secure voice environment. Many security layers are required to insure a secure environment. As Telcion will not be installing or configuring the LAN switches, we will provide the minimum configuration parameters which will need to be implemented in all of the Ethernet switches throughout the network in order to support the voice deployment

At a minimum, Telcion advises the following Infrastructure setup: Separate voice and data VLANs, No static Dot1q trunks, Use of ACLs, BPDU Guard, Root Guard, Port security, Dynamic ARP inspection, Secure management plane, DHCP snooping.

These security features are the basic/intermediate features that cause little to no disruption to an organization's day-to-day operations.

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6. EXCLUDED FEATURES

Below is Telcion' excluded list of available features. These features require additional time and planning during an implementation, thus affecting the professional services quoted. If any of these features are requested by ISD, it will require a Change Order Request Form to be filled out. Optional UCM features available but not included as part of this STATEMENT OF WORK:

Excluded Features		
Personal and global speed dials	Xml applications	

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7. NETWORK READY FOR USE TESTING

It is the customer's or Telcion's responsibility to ensure that the Ethernet infrastructure meets manufacturer's deployment and performance guidelines. The following parameters establish the acceptance criteria/proof of performance that shall result in successful project acceptance.

- Successful survivable remote site telephony fallback at all remote offices (when applicable)

- Deployment and testing of Cisco IP telephones

- Deployment and testing of Analog ports and analog phones

- Testing of Telcion Standard UCM Deployment Features listed in above tables

- Successful testing of voicemail for all facilities

- Successful testing of ACD queues

- Validated dial plan

- Successful cut-over from existing telephony services to the new Cisco IP telephony solution

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8. KNOWLEDGE TRANSFER AND TRAINING

The success of any technology implementation is dependent on the usability and perception of the system to the users. Telcion provides 'Knowledge Transfer sessions for both users and administrative staff.

8.1 END-USER KNOWLEDGE TRANSFER

The knowledge transfer session(s) provide the basic understanding of how to use your new IP Phones. The telephony training typically includes instruction on using the telephone set, making calls, accessing voicemail, setting up greetings, etc.

Telcion will provide necessary sessions of end-user training classes. These sessions will take place on the business days immediately preceding the cutover day (for example, if cutover takes place on a Saturday or Sunday, and two days of training are provided, classes will take place on the Thursday and Friday before the cutover weekend). It is ISD's responsibility to provide training facilities, duplication of class hand-out materials, and to ensure attendees participation in classes.

8.2 ADMINISTRATIVE KNOWLEDGE TRANSFER

It is intended that ISD will designate appropriate personnel who are familiar with the project details and who will continue to maintain the systems after cutover.

Administrative Knowledge transfer DOES NOT provide expert and/or advanced functionality administration. You should NOT expect to troubleshoot advanced situations or upgrade the system(s) without assistance from Telcion or Cisco unless you receive advanced Cisco training/certification(s).

Telcion will provide one informal administrative knowledge transfer session for up to 3 days to accommodate up to five (25) attendees. This session will be conducted shortly after completion of go-live support. If supervised, over-the-shoulder, knowledge transfer occurs during implementation, the amount of overall time required on administrative knowledge transfer may vary.

Administrator knowledge transfer course syllabus to be determined with RDD.

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9. CUTOVER / FIRST DAY OF SUPPORT

This project will have multiple cut-over days. As mentioned in Deployment Tasks section, it is assumed that the overall project will be broken out into multiple distinct blocks of work. If the cut-over plan changes, and additional cut-coverage is needed then it may require additional labor. Though multiple phases have been considered for deployment and cutover, the labor for the project is assumed to be contiguous without stopping and starting of the overall project. Each cutover will take place at one time. Telcion will provide a technician to run the help desk. The technician will be onsite during the first day that users will need to operate the system. Telcion can provide on-site support for the cutover at a mutually agreed upon time but it is generally assumed that technicians will be onsite at 7:30 am and depart at 5:30 pm Additional cut-coverage will be subject to a job-change order. Because the network infrastructure is pre-existing and there is a migration from an existing PBX, it is expected that ISD will provide technical resources during cut-coverage periods to aid in troubleshooting and helpdesk activities.

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10.DELIVERABLES

To customer from Telcion:

- Project plan

- Requirements Definition Deliverable (RDD)

- Signed Network Ready For Use (NRFU) check sheet

- Updated Visio diagrams

- Design Definition Deliverable (DDD)

The Design Definition Deliverable (DDD) will contain "as built" information, such as updated call flow diagrams, IP address information, and final configurations and will be submitted to ISD after the cutover date.
To Telcion from ISD:

- Signed Scope of Work

- Signed RDD

- Data Collection Worksheet(s)

- Signed In-Service Acknowledgement Form

This Scope of Work does not cover additional services such as network audit, network assessment, network design, or consulting.

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11. PROJECT COMPLETION

Upon Telcion's completion of the professional services, Telcion shall notify ISD of completion of a specific milestone or service performed by providing an In-Service Acknowledgement Form. ISD has five (5) working days from the receipt of the In-Service Acknowledgement Form to schedule appropriate personnel to review the particular milestone or services performed and sign the In-Service Acknowledgement Form. Signing of the In-Service Acknowledgement Form, or ISD's failure to respond to the form within the designated five (5) day period, signifies ISD's acceptance of the milestone and that services have been performed as described in the In-Service Acknowledgement Form and in accordance with the Statement of Work.

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

At the conclusion of this project, ISD will have deployed a solution as described throughout the various applicable contractual documents including but not limited to this Scope of Work. As acknowledgement that the system has been placed into commercial operation, ISD will sign a "Project Completion" form, which may list certain minor items that were not yet able to be deployed. These items (if any) will also have documented due dates for the expected completion date. Other items listed could include as-built documentation and/or drawings as applicable based on what was purchased in the agreement.

11.1   ISSUE ESCALATION

There are two kinds of support issues that require escalation:

- Implementation issues

- Operations and Maintenance (O&M) issues

11.2   IMPLEMENTATION ISSUES

All issues directly related to the implementation of the ISD network are the responsibility of, and should be directed to, the Telcion Project Team. These issues include anything within the scope of the signed Professional Services Statement of Work. Please note that the responsibility for maintenance of the installed components of the new network transitions to an O&M status upon ISD signing the Site Completion Certificate. In lieu of a formal handoff procedure, it must be agreed that the responsibility for any equipment, properly installed, configured, and tested by Telcion, becomes the responsibility of ISD.

Problem Resolution – During an implementation, the Project Manager will be responsible for ensuring Cisco-related issues are resolved to the satisfaction of ISD. For contact information pertaining to the Telcion project team please direct all inquiries to the following individual:

Ryan Flud   VP of Operations   rflud@telcion.com   209.656.5759

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Problem Escalation – Any problems encountered post-implementation require ISD to open a support case with Cisco TAC. Telcion must also be separately informed to assign an engineering advisor to the TAC support case.

11.3 OPERATION AND MAINTENANCE (O&M) ISSUES

For all issues outside this scope of work, specifically, for network problems occurring after execution of the In-Service Acknowledgement Form, ISD is responsible for resolving. Cisco and Telcion offer several flexible technical support service options to help resolve system incidents or service change requests. These service options focus on the "operate" phase of the network lifecycle to help maintain operational efficiency.

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12. RESPONSIBILITIES OF EACH PARTY

12.1 PROJECT COORDINATION

Telcion project coordination services provide a structured methodology for implementation for this Statement of Work. Project coordination services provide oversight of the organization, direction and control of all project-related efforts required to complete the implementation as defined herein. Project coordination will include the oversight of the project as defined by this Statement of Work together with the customer in the role of Telcion's single point of contact. Timelines and schedules will be established to help meet the needs of the project goals and expectations for the associated solutions as defined herein.

Upon execution of this Statement of Work by both parties and Telcion's receipt of the Master Purchase Agreement from the customer, Telcion will determine the optimal start date and cutover/delivery date based on discussions with the Telcion sales team, project coordination resource, Telcion technical resources, and the customer.

The Telcion Project Manager is not permanently dedicated to this project and will often manage the project remotely, thus may not always be on-site for project activities and meetings. If a dedicated Project Manager is required, additional charges will apply.

Status meetings/conference calls will typically be driven by the Telcion Project Manager, with additional Telcion resources scheduled as needed for participation at the discretion of the Telcion Project Manager.

The Project Manager will organize and coordinate the following tasks including but not limited to:

- The procurement, staging and delivery of the equipment purchased (if any)

- The scheduling of Telcion resources

- The coordination of required customer resources and associated tasks (if applicable)

- The planning of installation activities utilizing the timeline established after the kick off meeting as the guide

- Act as the single point of contact for change control, escalation and acceptance activities for the implementation team efforts defined within this Statement of Work.

12.2 PROJECT KICKOFF MEETING

The purpose of the project kickoff meeting is to transition the project from the design and purchase process to the implementation phase. The agenda of the meeting will include the review of the contract terms and key project task areas. The key stakeholders need to attend to agree on roles and responsibilities, establish joint planning, and define short-term deliverables for both Telcion and the Customer. This is typically an onsite meeting with the added attendance of the Telcion Account Manager, Systems Design Engineer and Deployment Engineer(s) either live or remotely, as well as the customers' key stakeholders.

At a minimum, the agenda will also include the review of the following planning activities:

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- Validate the Bill of Materials as itemized on Exhibit A of the Master Purchase agreement

- Review various other specifics of this Scope of Work

- Develop & verify the contact and escalation list

- Communication plan that defines the understanding as to how Telcion and the customer agree to communicate on all project related information ranging from non-critical information to critical information. As part of the communication plan, the Telcion Project Manager and the customer's single point of contact will jointly establish:

  o The time and frequency for status meetings/conference calls

  o Documentation of meetings and the distribution of the associated meeting notes

  o The assignment and tracking of all required action items

  o Network information deliverables required from the customer

  o System database information deliverables as may be required from the customer, including extension number assignments, IP-numbering schema, and public and private circuit switching information

  o Project Invoicing terms as defined in Exhibit A of the Master Purchase agreement

  o Freeze dates for any database or scope changes

  o Review and verify the Customers' hours of operation, available building access for Telcion, Customers' change management requirements, loading dock availability, blackout dates/times for service or delivery, security, site access badge requirements, escorted access requirements, and facility training requirements.

- Change Management Plan. This is how Telcion and the customer will manage changes during the project lifecycle. It is common for changes to occur during a project for a multitude of reasons and it is vital that a plan is in place to document and execute changes on a written change order as they arise. If changes occur that have an impact on the initial timeline, the Project Manager will make changes to reflect any associated milestone impacts that may arise as the direct result of the change(s).

- Site test, acceptance process and criteria based on the scope of the project.

12.3 IMPLEMENTATION PHASE

Throughout the implementation phase, the Project Manager will:

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- Lead the project by following this project scope, and associated activities as established in the project kickoff meeting

- Update the Project Time Line, review the project for jeopardy, and act as the Telcion "Single Point of Contact"

- Coordinate the requirements associated with system data gathering requirements

- Establish and participate in status update calls

- Process any change orders as may be required throughout the implementation

- Oversee the process of collecting the information required for the Requirements Definition Documentation (if purchased) and coordinate the preparation and presentation of the final Document

- Validate with the Telcion and customer project teams that voice services are in place as required and designed prior to the conversion date

- Track the flow of equipment from the Telcion staging facility to the Customer location.

- Contact Customer to confirm site readiness for equipment delivery and prior to the start of work on site by the Telcion deployment team

- Verify the existence of the required electrical and environmental equipment prior to the installation

- Ensure Telcion employees and any subcontractors conform to customer's reasonable workplace policies, conditions, and safety regulations that are consistent with Telcion' obligations herein and that are provided to Telcion in writing prior to commencement of the services; provided, however, that Telcion' personnel or subcontractors shall not be required to sign individual agreements with the customer or waive any personal rights.

Customer responsibilities include:

- Designate a single point of contact to whom all Telcion communications may be addressed and who has authority to act on all aspects of the services. This primary contact is identified in the Master Purchase Agreement and will be available during normal business hours.

- Designate a backup contact when the primary customer contact is not available, who has the authority to act on all aspects of the services in the absence of the primary contact.

- Unless otherwise agreed to by the parties, provide information and documentation required by Telcion within two (2) business days of Telcion's request.

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- Notify Telcion of any hardware and/or software upgrades or any other changes within the customer's network at least thirty (30) business days prior to the upgrade.

- Notify Telcion of any installation scheduling change at least seventy-two (72) hours prior to the originally scheduled installation date. Scheduling changes and/or cancellations made after this 72-hour window may be subject to Telcion's then current cancellation penalty charge.

- When requested by Telcion, provide customer site building layouts, including the floor plans, location of cables, and power sources.

- Supply the workplace policies, conditions, and environment in effect at the customer site.

- Supply equipment and software called out explicitly in the Schedule A as customer provided.

- Make any required configuration changes to the following subsystems: Centrex services, exiting Ethernet switches, DHCP services, Call Accounting individual user/department info.

- Complete any software installation on customer PCs beyond the initial PCs deployed for testing and validation purposes.

12.4   SYSTEM CONFIGURATION

Telcion responsibilities:

- Develop configuration documentation with input from the customer and/or network design team.

- Develop the implementation-specific network diagram with input from the customer and/or the design team.

- Configure the Unified Communications Manager for maximum conformance to the desired access and security policy, user classes of service, and toll, station, and phone restrictions.

- This conformance is based on Telcion Standard practices as well as Cisco's published SRND and CVD documentation.

Customer responsibilities:

- Provide timely input to Telcion for the development of configuration documentation.

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- Provide station locations IP addresses and subnet masks and existing DNS and DHCP server configurations information, if applicable.

- Provide a list of users, security levels, and access privileges and define the call manager system administration and securities policies and any other special requirements to be implemented in the product.

12.5 STAGING

Telcion responsibilities:

- Receive, inventory, and record serial numbers for the product at the on-site staging location. It is Telcion' preference to stage equipment at Telcion facilities.

- Load and configure implementation-specific call manager, gateways, phones, and, as required, Internetworking Operating System (IOS), per the staging plan requirements. Unpack and assemble telephony devices and attach the designation strips for each.

Customer responsibilities:

- Provide a staging room with adequate table space, power, grounding, and network infrastructure as specified in the staging plan to allow Telcion to stage and configure the product.

- This staging room should have a locked storage area. Storage fees may be incurred if the customer does not have capacity to store the materials.

- Configure the LAN switches and DHCP settings per Telcion instructions.

12.6 DEPLOYMENT

Telcion responsibilities:

- Deliver the product from the on-site staging facility to the designated installation locations within the same general site.

- Confirm that the site readiness recommendations have been completed by the customer and that the network is ready for the installation of the solution.

- Install and connect the product to the customer-provided facilities at the agreed upon demarcation points in accordance with the documentation provided.

- Troubleshoot and replace hardware failures relating to the installation of the product.

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- Provide remote technical support for the on-site engineer during installation, migration, cutover, and implementation testing.

- Verify operation of the installed Unified Communication Manager(s), gateway(s) and phone(s) per the pre-defined Network Ready for Use (NRFU).

- Provide up to 3 days of Administration Knowledge Transfer up to 25 customer personnel.

Customer responsibilities:

- Identify a coordinator responsible for the services at each customer site.

- Prepare the customer site in accordance with the site readiness recommendations. Telcion shall not proceed with the product installation until such modifications and changes are made.

- When required, order and install all customer-provided data and voice circuits prior to the scheduled installation date. Ensure that telco demarcations circuit identifications are clearly identified.

- Verify all distance and interference limitations of interface cables to be used and confirm that all necessary cabling, power, and grounding is delivered and installed prior to the installation date.

- Provide remote access to gateway routers for remote implementation support and for remote Telcion server access for software downloads, if possible.

- Install and verify the operation of all Customer Provided Equipment (CPE) not provided by Telcion.

- Perform "patching" in network closets between Ethernet and building cable infrastructure for IP Phone locations.

- Provide any security clearances, escorts, special safety equipment, and access training as required to access the site.

Exhibit A – Part 1 Contractor's Statement of Work

13. CHANGE MANAGEMENT PROCESS

It may become necessary to amend this Statement of Work for reasons including, but not limited to, the following:

- ISD's changes to the Statement of Work and/or specifications for the services.

- ISD's changes to the project plan.

- Unavailability of resources that are beyond either party's control.

- Environmental or architectural conditions not previously identified.

In the event either party desires to change this Statement of Work, the following procedures shall apply:

- The party requesting the change will deliver a Change Order Form to the other party. The Change Order Form will describe the nature of the change, the reason for the change, and the effect the change will have on the statement of work, which may include changes to the deliverables and/or the schedule.

- A Change Order Form may be initiated either by the Customer or by Telcion for any changes to the Statement of Work. The Project Coordinator of the requesting party will review the proposed change with his/her counterpart. The parties will evaluate the Change Order Form and negotiate in good faith the changes to the services and the additional charges, if any, required to implement the change order. If both parties agree to implement the change order, the appropriate authorized representatives of the parties will sign the change order, indicating the acceptance of the changes by the parties.

- Upon execution of the Change Order Form, the Change Order Form will be incorporated into the Statement of Work.

- Telcion under no obligation to proceed with the Change Order Form until such time as the Change Order Form has been agreed upon by both parties.

- Whenever there is a conflict between the terms and conditions set forth in a fully executed change order and those set forth in the original Statement of Work, or previous fully executed change order, the terms and conditions of the most recent fully executed change order shall prevail.

Exhibit A – Part 1 Contractor's Statement of Work

14. ASSUMPTIONS

The following assumptions, together with those detailed elsewhere, were made to create this Statement of Work. Should any of these assumptions prove to be incorrect or incomplete then Telcion may modify the price, scope of work, or milestones. Any such modifications shall be managed by the Change Management Procedure described above.

14.1 GENERAL ASSUMPTIONS

- ISD will provide 24/7 access (and escorts if required) to customer facilities, including, where applicable, computer equipment, facilities, workspaces, and telephone for Cisco's use during the project.

- ISD will provide system access according to the specifications of Cisco TAC.

- ISD will provide a complete and documented network architecture plan that would provide physical and logical schematics (Visio format preferred) prior to service commencement.

- ISD, if applicable, will provide skilled personnel to assist with the following:

  o Performing the hardware and software configuration changes that will be required on file and application servers and switch or router OS.

  o Network servers and Exchange servers have correct version and service packs installed.

  o Network impacts and Exchange server storage impacts will be addressed prior to Unified Communications install.

  o All ISD hardware that will be used for this engagement is listed on the Hardware Compatibility List published by Microsoft.

- Ensure that all site preparation (for example, but not limited to, power, UPS, rack space, HVAC, abatement, cables, racks, and earthquake bracing) will be in place and the site ready for equipment installation three (3) business days prior to the beginning of the scheduled onsite installation.

- UPS, surge protection, or wall outlets are available and labeled for equipment.

- ISD is responsible for structured cabling of any type, including all fiber or copper patch cords with the exception of the black copper Cat5 patch cord that is included with each Cisco IP Phone.

- All patch panels and cables are properly wired and labeled.

Exhibit A – Part 1 Contractor's Statement of Work

- All cabling meets CAT5 specs set by EIA/TIA.

- Any additional cabling required is performed by the client's cabling vendor, unless contracted thru Telcion.

- Ensure cubicle jacks are properly labeled back to the wiring closet patch panel.

- Ensure that there are the necessary power and cable requirements at each IP Phone or Analog phone location.

- ISD will coordinate the scheduling users for training class times and provide the training facilities.

- ISD network architecture design shall not change between the date of customer's execution of this Statement of Work and the completion of all services contemplated hereunder.

- Delays caused by the lack of completed site preparation or ISD's failure to meet any responsibilities specified in this Statement of Work shall be billed at Telcion time and materials rates including travel and other expenses. Any additional costs incurred by the customer as a result of delays shall be the sole responsibility of the customer.

- Unless otherwise agreed to by the parties, a response will take place within two (2) business days of Telcion's request for documentation or information needed for the project.

- Customer has delivered to Telcion all of the required paperwork for processing.

- Telcion requires an average of three weeks to schedule resources for the project start from the time all completed contracts are received and processed.

- Resources from various Telcion offices may be utilized, as needed, to provide a full scope of technical expertise.

- Any product or service delivery dates communicated to the customer outside of this Statement of Work or the project plan are not to be considered valid or binding.

- Requests for support or services outside of this Statement of Work require written approval by the customer and acceptance by the Telcion Project Manager and may result in additional charges to the customer.

- If the project extends beyond the timeline specified in the project plan due to delays caused by parties other than Telcion and its subcontractors, additional charges may apply.

- All backup and antivirus solutions are to be provided by the customer. Telcion has not provided these solutions as part of this Statement of Work and does not hold any responsibility for these elements of the end-state solution.

Exhibit A – Part 1 Contractor's Statement of Work

- All Statement of Work activities, with the exception of cutover, will be conducted during normal business hours, Monday through Friday, 8 am to 5 pm.

- Where possible, most work will be performed remotely. On-site resources will only be used for activities such as physical hardware installation, training, cutover, and go live support.

- Customer change orders will be billed at current labor and material rates and will be due and payable upon receipt

14.2   UNIFIED COMMUNICATIONS ASSUMPTIONS

Unified Communications Manager

- The quality of a VoIP call depends on many factors, including network traffic, LAN/WAN engineering (i.e., setting up QoS across network, CODECS being used), and network carrier facilities. Business voice quality can be achieved with proper engineering and carrier SLAs in place (when involving WAN), but is not 100% guaranteed.

- To maintain acceptable voice quality, Telcion recommends that the customer maintain SLAs with their network service provider for WAN services. Telcion cannot be held responsible for voice quality issues if the following network guidelines are not consistently met by the customer and the network and/or network service provider:

    _ Network Delay: Maximum 150ms one-way between endpoints.

    _ Network Jitter: <20ms between endpoints.

    _ Packet Loss: Maximum 1% between endpoints.

Documentation of these parameters should be provided by the network service provider in order to verify these guidelines are being met for WAN services.

ISD is responsible for the coordination, installing, and verifying of the operation of all external communication hardware not provided by Telcion prior to or during the physical installation. This includes but is not limited to legacy PBX or voicemail modules and proprietary cable pin-outs as well as existing overhead paging equipment and interfaces.

ISD is responsible for the ordering, installing, and testing of all data and voice circuits prior to the scheduled installation date. The customer must ensure that telco demarcations circuit identifications are clearly identified. Any delays caused by the lack of completed telco coordination shall be billed at Telcion' time and materials rates including travel and other expenses.

Any additional costs incurred by the customer as a result of delays shall be the sole responsibility of the customer.

Attendant Console

Hardware OS and Microsoft licensing for the desktop PC's will be the responsibility of the customer to supply and configure.

Exhibit A – Part 1 Contractor's Statement of Work

15. PROJECT TIMELINE

The project timeline for this project will look similar to the following:

Week 1	• Finalize Contracts
	• External Hand Off meeting with Telcion Operations Group
	   o Review Project
	   o Verify Scope of Work
	   o Verify Features
	   o Review Project Implementation Work Plan
	• Telcion product ordering

Week 2-3	• Review existing system implementation, features that currently exist, and existing call flow • Design call flow based on new requirements
Week 4	• Inventory received product and verify all product and software licenses have been received.

Week 5-7	• Begin staging and implementation process
	   o Build and test servers
	   o Implement configuration based on implementation work plan and call flow
	   o Write contact center scripts

Week 8-10	• Phone Deployment
Week 11	• Onsite implementation of system • Training of users on new system • Onsite Cutover
Week 12	• Day 1 Support • Wrap up any minor configuration issues
Week 13	• As-built documentation • External Hand-off meeting and post-project review with Customer • Hand off to Telcion Maintenance Group

Exhibit A – Part 2 Contractor's Proposal

telcion
communications
group ®

Proposal: **Cisco Unified Communications Solution**

Prepared For:	Requested By:
ISD	**Gina Gutierrez**

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Exhibit A – Part 2 Contractor's Proposal

EXECUTIVE OVERVIEW

San Joaquin General Hospital (SJGH) has requested a new voice infrastructure solution to replace a legacy Centrex environment. Telcion has reviewed all of the requirements set forth in the RFP and is proposing a Cisco Unified Communications solution. The proposed solution meets all of the requirements and optional components listed in the RFP.

KEY PROPOSAL HIGHLIGHTS:
There are several considerations used in this design:

- 99.999% Reliability – redundancy at every level, no single point of failure
- Scalability – can easily expand to several thousand devices with no additional hardware
- Systems Management – Advanced provisioning, assurance, and analytic tools
- Collaboration – Integration with Cisco Jabber
- Contact Center – Premium call center features with call recording and custom reporting
- Operator Console – Advanced software-based attendant consoles with enterprise features
- Integration – Easily integrates with existing SJ County voice solution
- E911 – redundant E911 services are included
- Email – voicemail system will integrate with Exchange for unified messaging features
- Training – options available for all end-users, and custom training for IT staff
- Implementation – Our team includes two Voice CCIE's and a Certified Project Manager
- Support – 1 hour response time for onsite support

Exhibit A – Part 2 Contractor's Proposal

DESIGN OVERVIEW

The Cisco Unified Communications and Collaboration system release 11.0 will meet the needs of SJGH today while allowing for flexibility as technology and needs change in the future. This is an architecture of various Cisco products to cover the requirements of large enterprises that demand cutting edge features on top of rock solid reliability. The proposed design implements all the required components of this system architecture across the SJGH campus and allows integration of any remote sites, along with the SJC existing Cisco systems.

Figure 2.1 - Proposed Cisco® Collaboration Architecture
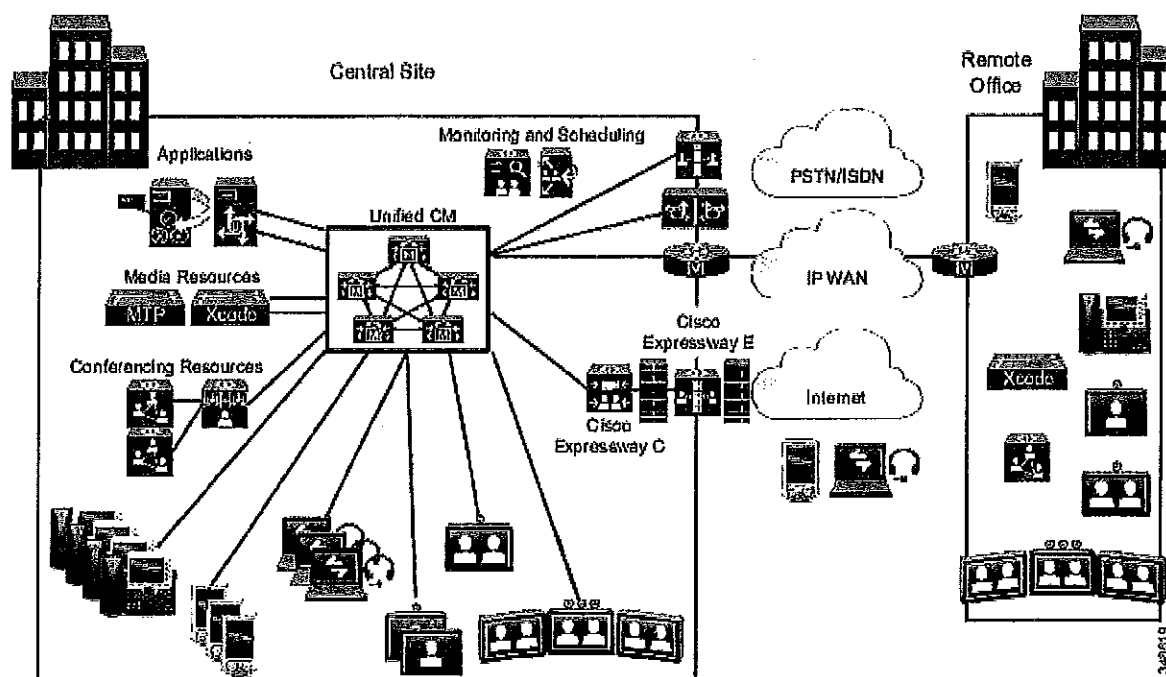
SERVER INFRASTRUCTURE AND STORAGE

To provide the computing power for all the applications, we are proposing the proven Cisco Unified Computing System (UCS) platform. Cisco UCS blade servers (B200 M4 servers) allows us the density to run all the required applications while having hardware always available to fail over to in the case of any component failures. An entire server blade has been designated for standby to host any virtual machines in the event of hardware or software issues in order to ensure maximum uptime and reliability to these important services. If the desire to expand greatly happens in the future or if more applications are desired, additional blades can be

Exhibit A – Part 2 Contractor's Proposal

quickly assimilated into operations without any downtime. We are pairing the Cisco UCS chassis with a Nimble Storage 12 Terabyte CS215 SAN to provide rock solid storage services. The Nimble SAN uses adaptive flash memory with a patented cache accelerated sequential layout architecture to ensure the highest performance, and with its constant monitoring the arrays provide 99.999% reliability. The combined hardware platform will easily handle the existing load of applications while being able to scale to 2000 users and beyond.

RESILIENCY

The foundation application of the Cisco architecture for call control is the Cisco Unified Communications Manager (Unified CM) cluster. This is comprised of a cluster of several virtual servers that are constantly replicating amongst themselves to keep phone services such as dial tone, dial plans, directory services, and presence available at all times to all devices. We will deploy the Unified CM cluster in a 1:1 redundancy design, which will allow multiple failures before any call processing is affected. It also allows software upgrades to be handled throughout the cluster in a way that minimizes the effect on end users. To protect this crucial heart of the system, we are placing the majority of these virtual servers on the UCS/Nimble SAN in the primary Data Center. All services are always provided by more than one virtual server to allow endpoints multiple locations to reach when trying to get access to dial tone or directory services. To protect in the case of a data center failure, we are planning to install a separate, standalone Cisco UCS C240 M4 server located at the MPOE in the basement of a different building on campus. The virtual servers stored on this standalone server will not be active in call processing, but they will house constantly replicated up to date copies of the databases relied upon by all the Cisco applications and will work in a hot-standby configuration. This will ensure the services offered by the primary Cisco collaboration applications will never go down, even in the case of a primary data center failure, assuming network connectivity is still available at that time. See figure 2.2 for more granular details of the design and specific virtual machine deployment.

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Figure 0.2 - SJGH UC Design Overview

LICENSING

Endpoints are allowed to talk to Unified CM and other applications because of licensing. Two types of licensing have been included in the design: Enhanced User Connect Licensing (UCL) and Cisco Unified Workspace Licensing Standard (CUWL). Enhanced UCL are for stationary or mobile users that require a single device. It includes voice, video, instant messaging, presence, and mobile remote access via Cisco Expressway. CUWL is for users that require multiple devices. All the same features are offered, however CUWL users may have up to ten devices

Exhibit A – Part 2 Contractor's Proposal

assigned to them. The combination of the two types of these licenses gives SJGH the greatest flexibility in deployment of endpoints while keeping the costs to a minimum.

VOICE GATEWAYS

To be able to communicate outside the campus, two Cisco ISR 4431 routers will be installed at that MPOE location for termination of the voice PRI's. These voice gateways will communicate back to the Unified CM cluster and will replace all of the Centrex lines currently being used. The Cisco ISR 4431 routers have dual power supplies on each unit to protect a power supply failure from interrupting call services, and the inbound and outbound voice PRI's will be split between each voice gateway for load balancing and survivability. Each Cisco ISR 4431 will have ports for four PRI's each. We are proposing to work with the local exchange carrier to port the existing Centrex DID phone numbers over to the new PRI circuits so there will be minimal phone number changes required. Cisco Unified CM and the gateways have several translation features available that will allow us to mask any number changes so the users continue to use the numbers they are used to, provided they work within the overall 5-digit dial plan as outlined by SJGH.

SIP TRUNKING

The voice gateways have Cisco Unified Border Element features to assist with integrating SIP trunks into the SJGH infrastructure. We have included a 25-user SIP trunk license on each voice gateway to accommodate any connections to outside SIP trunk dial-tone. Generally, most clients will choose an alternate SIP carrier from their primary carrier. This carrier can either be completely internet based or a traditional CLEC with SIP based capabilities. Regardless, the handoff from the carrier is usually a dedicated Ethernet hand-off with its own circuit. This does provide a level of resiliency between carriers in regards to dial-tone.

SJC CALL MANAGER INTEGRATION

To integrate with the existing SJC Cisco Unified Communications infrastructure, we will be using inter-cluster SIP trunks. SIP is the most common protocol when integrating with other systems today and it offers the most flexibility when connecting to other UC systems for voice and video. Using "SIP Early Offer" will provide the best end user experience when calling 5 digits to

Exhibit A – Part 2 Contractor's Proposal

endpoints on the SJC system. Other than IP connectivity to the SJC system, no extra equipment will be needed to make this integration.

CISCO JABBER

Mobile devices are everywhere, and Cisco offers integration with them using the Cisco Jabber client on IOS, Android, and Blackberry. Cisco Jabber is the same client on mobile devices that we recommend users with PC's running Windows 7/8/10 or Mac OS X use for their collaboration platform instead of Microsoft Lync. Running the same client on all platforms offers the users of SJGH the consistency of one application, and the flexibility of communicating no matter what device they choose to use around the campus. Cisco Jabber on mobile devices will be deployed with the capability for mobile and remote access (MRA), which allows Cisco Jabber on mobile devices to register with a five digit extension. Mobile phones can then call any other phone on campus simply by dialing 5 digits when connected via Jabber MRA. *Microsoft Lync or Skype for Business does not have this functionality.* Cisco Jabber will be deployed with the options for persistent chat so the chat history is kept across all the clients, along with chat rooms or group chat which users can enter to facilitate better collaboration. Cisco Jabber also will be deployed with the feature to connect back to the SJGH campus over the Internet without the need for a VPN connection. An encrypted, authenticated session from a user's mobile Jabber client communicates with Cisco Expressway virtual servers at SJGH, for phone services and/or instant messaging and is configurable for only the users that you allow. This can free your users to collaborate anywhere there is a data connection for their mobile phone. These Cisco Expressway servers also allow for video calls to your Cisco Webex Collaboration Meeting Rooms where you can host 25 participant high definition video calls. They are a critical part of the collaboration infrastructure which allows communication (video calls or IM federation) to SJGH from other enterprises over the Internet. Cisco Jabber meets the feature requirements as identified in Section 4.0 part "W" which is why we are recommending it over Microsoft Lync at this time.

SOFTPHONE

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The same features that allow Cisco Jabber to be used remotely offsite as a phone allow Cisco Jabber to be used in place of physical desk phones. Cisco Jabber has a "softphone" mode which allows it to register as an extension with Cisco Unified CM. This "softphone" is operated on the laptop or PC accordingly, and will even send video if a camera is available. A head set is recommended for the best audio experience, because Cisco Jabber as a "softphone" relies upon the audio features installed on the laptop or PC, which can be disturbing to neighboring users. This is configured as a special type of device in the Unified CM system and we have included 250 licenses for SJGH to deploy in addition to their physical phones.

VOICEMAIL

Cisco Unity Connection will be deployed in a two virtual server cluster so that voicemail and unified messaging services are highly available. Unity Connection will be handling the integration of voicemail to user's mailboxes in Exchange 2010 to be able to seamlessly receive voicemail messages in Microsoft Outlook. Unity Connection will also handle the "Family Practice Call Attendant" call tree.

CALL CENTER

The Communications Center and Appointment Call Center will be relying upon the Cisco Unified Contact Center Express server cluster with premium licensing. This is also a two virtual server cluster that offers call center features such as customizable IVR, queuing calls, agent prioritization, multiple languages, and a huge set of reports on call center metrics such as peak call volumes, CSQ hold times, and agent handling. This is an extremely flexible product that can handle multiple call centers with up to a total of 400 agents and relies on the Cisco Finesse web client for agent interactions. Recording and silent monitoring of calls is provided in concert with the Cisco MediaSense virtual server.

ATTENDANT CONSOLE

SJGH operators have been using an Attendant Console for some time. We are proposing an upgrade to that existing Attendant Console to the most recent version of the Cisco Unified Attendant Console Advanced. This system runs on a cluster of two virtual servers for high availability protection for these vital call queues. The new version now integrates presence of

Exhibit A – Part 2 Contractor's Proposal

the contacts in the directory to give the operators more information when trying to connect a call. Since this is an upgrade of the existing product, the operators will not need to learn a completely new product; they will be familiar with the interface and operation of the attendant console so operations will not be affected.

PAGING SYSTEM

Even though paging at SJGH is in transition, we propose deploying Singlewire InformaCast Advanced Notification. Not only will this product page through the IP phones and allow integration with existing on premise paging hardware already in place, it can send messages to the screens of the IP phones, Jabber instant messaging clients, desktop PC's, send out scheduled broadcasts, and be integrated with items such as lights, door locks, IP cameras, and fire alarms. It gives you absolute flexibility in being able to quickly notify small groups to the entire campus when needed, both with audible and visual alerts.

E-911

Although Cisco Unified CM has some emergency management features, we are proposing the installation of Cisco Emergency Responder to maintain a database of your campus of users to send additional details whenever the public safety answering point (PSAP) is called during an emergency. This product will assist in allowing the PSAP to call back the entity that made the emergency call, while notifying the appropriate parties that an emergency call has been made. This product will be used in concert with the local exchange carrier to make enhanced 911 features available to SJGH.

PROVISIONING, ASSURANCE, AND REPORTING

This architecture has many applications, so management is very important. We will deploy Cisco Prime Collaboration to remove the complexity from system management and provide automated provisioning, real-time monitoring, proactive troubleshooting, and long-term trending. The Provisioning virtual server will handle much of the deployment while greatly speeding up the time for changes to existing users. The Assurance virtual server will handle the monitoring of all the components of the collaboration system, notifying support personnel of any faults and assisting in their resolution. It also handles analytics which will look at the

Exhibit A – Part 2 Contractor's Proposal

reporting metrics for capacity planning, resource optimization, and maintaining quality of service. To give detailed call accounting, we will deploy the @Comm CommView product which gathers the CDR from Cisco Unified CM and compiles them into useful, easy to read reports that can be customized and scheduled.

EMERGENCY FAILOVER RECOMMENDATION
We have designed resiliency and high availability into this system, however if a worst-case disaster were to occur and no IP network was available, we have two possible design recommendations. The first option consists of designing and implementing a completely separate, but small network isolated strictly for voice. This would allow designated emergency "bat" phones to be placed throughout the hospital and in your emergency operations center, with 3-digit dialing between all phones. The system would have analog lines or SIP services delivered over a wireless connection to provide independent dial-tone. Calls could be automatically re-routed to this independent voice network in the event of a major outage. A less expensive and simpler alternative involves using the local exchange carrier that handles your PRI's. Separate analog phone lines need to be installed in an "emergency operations center" location of SJGH. These analog lines will be connected to analog phones, not connected to any of the SJGH systems. The carrier has the capability in emergencies for "alternate routing" of all phone numbers attached to your PRI's. This feature can be activated automatically by detecting the PRI circuits are offline or by a customer request. This feature causes all phone calls to those PRI's to be re-routed to the separate analog phone lines, ringing the "emergency operations center." While the phone calls cannot be transferred to any IP phones and SJGH staff would need to be available to answer those incoming calls on the analog phones, it would enable SJGH to continue to receive and make calls in the case of a total IP network failure and even survive an electrical power failure. Further, emergency analog "bat" phones can be placed throughout the hospital.

Exhibit A – Part 2 Contractor's Proposal

PROPOSED SOLUTION

Voice Infrastructure

Base Feature Design for 1,267 phones

1. Cisco UCS Server Infrastructure including:
   a. (1) Cisco UCS Blade Chassis
   b. (3) Cisco B200-M4 Blades 10Core, 2.6Ghz, 256GB
   c. (1) Nimble CS215 12TB SAN with dual controllers and 10gig uplinks
   d. (7) VMware 5.x Standard Edition, with vCenter
   e. (1) BE7000 M4 Stand-alone server for MPOE

2. Cisco IP Phones, including:
   a. (950) Cisco 8811 Gigabit Greyscale 5-button IP phones
   b. (250) Cisco 8851 Gigabit Color 5-button IP phones
   c. (9) Cisco Key Expansion Modules (sidecars)
   d. (16) Cisco 8831 Conference Phones
   e. (50) Cisco 7925 Wireless IP Phones

3. Cisco IP Video Endpoints
   a. (2) Cisco DX80 Video Endpoints (included at no cost)
   b. (5) Cisco 8865 Video Endpoints (included at no cost)

4. Cisco voice application licensing, including:
   a. (275) Cisco Unified Workspace License bundle, including:
      i. Up to 10 devices per user
      ii. Voicemail
      iii. Jabber (softphone and mobile devices)
      iv. See further description of this license in the note section below
   b. Ad hoc licensing, including:
      i. (1000) Enhanced User Licenses
      ii. (1125) Voicemail Licenses (275 included in item 4a above for 1400 total.
      iii. (1275) Cisco Jabber Licenses
      iv. (1275) Cisco Emergency Responder Licenses
      v. (1275) Cisco Prime Provisioning, Assurance, & Analytics

Exhibit A – Part 2 Contractor's Proposal

      vi.   (1250) Cisco Informacast Advanced Paging License

      vii. (5) Cisco Unified Attendant Console, Advanced, with High Availability

      viii. (1) Cisco Expressway for use with Jabber Mobile and B2B Video

      ix. (5) Webex Collaboration Meeting Room User Licenses

5. Cisco Unified Contact Center Express, including:

    a. (25) Premium Agent/Supervisor Licenses

    b. (25) MediaSense Call Recording licenses

    c. Cisco Unified Intelligence Center for Custom Reporting

6. @Comm Call Reporting Software for 2000 Phones

7. (2) Cisco 4431 Voice Gateway bundle including:

    a. (1) 4-port PRI Module

    b. (1) 2-port FXS/4-port FXO module

    c. (1) 128 PVDM4 DSP module

    d. (25) SIP Trunk License (CUBE)

8. Installation and Project Management (see scope of work narrative)

*Detailed Bill of Materials attached separately

Notes:

Licensing: We have chosen to use a combination of a bundled license and ad hoc licenses to create this design. This will provide the most cost effective licensing solution for the features needed with an anticipated $30,000 savings vs. using all bundled licenses. The only feature the bundled license provides over the ad hoc license is the ability to assign a user to more than 1 device. A device is considered one of the following: desk phone, soft phone, or mobile phone with Jabber app. From our experience, hospitals and clinics have a large number of devices that are shared among multiple people, negating any benefits of a bundled license which is user specific. We are estimating a need of 275 bundled licenses at this time, with a final count to be determined based on number of actual mobile and softphone users.

The existing Contact Center and Operator Console solution already in place is the same solution we are recommending in our design above (albeit we are supplying a newer version and possibly more advanced feature set). We believe it's quite possible to apply upgrade licensing to the existing solution

Exhibit A – Part 2 Contractor's Proposal

in order to achieve some cost savings. We didn't have the information necessary to make that determination at the time of this writing, but it will be worth investigating as the design is finalized prior to implementation. In the event that we cannot use the existing licensing for any reason, we have included the full version in our bill of materials.

The Operator console will require a SQL back-end as part of the high availability feature set. Most of our clients of your size usually have a SQL database backend already built that can be leveraged for the Operator console, or have site licenses for SQL. We are assuming that additional SQL licensing, if needed, will be provided by SJGH.

The attendant console software runs on Windows 7 or later, and we plan on using the existing desktop's in place today based on current information.

We have included some additional video endpoints at no cost to allow SGJH to test video capability for both internal and business to business video calling and conferencing.

Exhibit A – Part 2 Contractor's Proposal

SJGH personnel absorption into proposed system (increase capacity to 1400 devices)	
9. No additional hardware is required	
10. Additional Cisco IP Phones, including:	
a. (125) Cisco 8811 Gigabit Greyscale 5-button IP phones	
11. Additional Cisco voice application licensing, including:	
a. (125) Enhanced User Licenses	
b. Voicemail Licenses for 1400 phones already included in base design	
c. (125) Cisco Jabber Licenses	
d. (125) Cisco Emergency Responder Licenses	
e. (125) Cisco Prime Provisioning, Assurance, & Analytics	
f. (125) Cisco Informacast Advanced Paging License	

*Detailed Bill of Materials attached separately

Increase capacity to 2000 devices	
12. No additional hardware is required	
13. Additional Cisco IP Phones, including:	
a. (600) Cisco 8811 Gigabit Greyscale 5-button IP phones	
14. Additional Cisco voice application licensing, including:	
a. (600) Enhanced User Licenses	
b. (600) Voicemail Licenses	
c. (600) Cisco Jabber Licenses	
d. (600) Cisco Emergency Responder Licenses	
e. (600) Cisco Prime Provisioning, Assurance, & Analytics	
f. (600) Cisco Informacast Advanced Paging License	

*Detailed Bill of Materials attached separately

Exhibit A – Part 2 Contractor's Proposal

HIGH-LEVEL SCOPE OF WORK

This scope of work is intended to provide a high-level overview of the major tasks that will be completed as part of this project. Please see detailed scope of work located in the appendix for a complete scope of work narrative.

1. Install the Cisco Unified Computing System and Nimble SAN

   a. Blade chassis to be installed in the data center, BE7000 (UCS C240) to be installed in the MPOE

   b. All blades will be configured to boot from SAN to enable maximum availability and recovery in the event of blade failure

   c. Configure Nimble SAN for frequent snapshots for quick recovery in the case of any data corruption on any given virtual machine

   d. Install VMware on all blades and configure vCenter for management

   e. Install all primary (publisher) Cisco voice application virtual machines on the blade chassis and all secondary (subscriber) on the BE7000 to provide maximum server redundancy.

2. Install the following voice applications and their redundant counterpart with minimum 2000 user capacity OVA template where applicable:

   a. Cisco Communications Manager (1 publisher, 2 subscribers)

   b. Cisco Unity Connections (1 publisher, 1 subscriber)

   c. Cisco Contact Center Express (1 publisher, 1 subscriber)

   d. Cisco Emergency Responder (1 publisher, 1 subscriber)

   e. Cisco Expressway (2 virtual machines)

   f. Cisco Attendant Console (1 publisher, 1 subscriber)

   g. Cisco Instant Messaging and Presence (1 publisher, 1 subscriber)

   h. Cisco Paging Server (1 publisher, 1 subscriber)

   i. Cisco Prime Provisioning (3 virtual machines)

   j. Cisco MediaSense (1 publisher, 1 subscriber)

3. Configure all applications with Active Directory

4. Plan and configure dial-plan and call flow

   a. Station reviews including phone button template, extensions, and features used.

   b. Trunking requirements

   c. Dial Plan

   d. System and network design coordination

   e. System and services migration

Exhibit A – Part 2 Contractor's Proposal

      f. Call Routing including Inbound and outbound call flow.

      g. Location of all existing trunks for inbound/outbound usage and the phone numbers assigned to such.

      h. Auto Attendant call flow.

      i. ACD and IVR features, functionality, and call flow.

      j. Migration plan for ACD/Call Center agents, messaging users, voice menus, and other pertinent adjunct applications.

      k. Call accounting system record format and interface to new system

5. Configure two ISR4431 voice gateways and associated PRI and analog circuits

6. Create and validate testing plan

7. Work with AT&T to migrate dial-tone services over to new PRI's

8. Integrate system with existing and new paging services

9. Provide project management and engineering resources for the duration of the project (see project team bio's)

10. Implement pre-cut/post-cut testing plan

11. Provide training for end-users, call center agents, operators, and IT staff (see training plan)

12. Provide post-cutover help desk support (see helpdesk plan) until all post-cutover issues have been resolved.

13. This is a turn-key project implementation. All necessary resources will be put forth to complete the project with a successful outcome.

Exhibit A – Part 2 Contractor's Proposal

ESTIMATED PROJECT SCHEDULE

Task Name	Start	Finish	Duration
Milestones	**04/04/16**	**06/30/16**	**63d**
Project Kickoff	04/04/16	04/04/16	0
All Parts have arrived	05/20/16	05/20/16	0
Base equipment staged and ready for final configuration	05/23/16	05/23/16	0
System ready for initial testing	06/07/16	06/07/16	0
System ready for final testing	06/16/16	06/16/16	0
Go live	06/24/16	06/24/16	0
Project closure	06/30/16	06/30/16	0
Project Planning	04/04/16	04/15/16	10d
UCS Mini with (3) B200 M4 Blades in DC	05/02/16	05/02/16	1d
Update all Firmware	05/02/16	05/02/16	1d
Provision UCS Manager	05/02/16	05/02/16	1d
Nimble CS215 SAN with UCS Mini	05/09/16	05/09/16	0.5d
Vmware ESXi and vCenter Installation	05/09/16	05/09/16	1d
BE7000M server in MPOE	05/09/16	05/09/16	0.5d
CUCM Servers	05/23/16	05/27/16	5d
Licensing	05/23/16	05/23/16	1d
High Availability	05/23/16	05/23/16	1d
Dial plan	05/23/16	05/27/16	5d
LDAP or AD Integration	05/23/16	05/23/16	1d
End User Profiles	05/23/16	05/27/16	5d
SIP Trunks	05/23/16	05/24/16	2d
Media Resources (MOH,Transcode,MTP, etc.)	05/23/16	05/23/16	1d
TFTP and Separate CFB Servers	05/23/16	05/23/16	1d
Gateways	05/23/16	05/24/16	2d
End User Features	05/23/16	05/27/16	5d
Documentation	05/23/16	05/23/16	1d
Unity Connection Servers	05/23/16	05/27/16	5d
Licensing	05/23/16	05/23/16	1d
High Availability	05/23/16	05/23/16	1d
Call Handlers	05/23/16	05/27/16	5d
CUCM Integration	05/23/16	05/23/16	1d
COS/Templates	05/23/16	05/25/16	3d
Users/Mailboxes	05/23/16	05/27/16	5d
Single Inbox	05/23/16	05/23/16	1d
Documentation	05/23/16	05/23/16	1d

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Task Name	Start	Finish	Duration
CUCM IM&P Servers	05/23/16	05/24/16	2d
Certificate Verification	05/23/16	05/23/16	1d
Domains	05/23/16	05/23/16	1d
Service Configuration	05/23/16	05/24/16	2d
High Availability	05/23/16	05/23/16	1d
Documentation	05/23/16	05/23/16	1d
Jabber Deployment	**05/25/16**	**05/27/16**	**3d**
DNS Provisioning	05/25/16	05/25/16	1d
Active Directory Configuration	05/25/16	05/25/16	1d
Deployment on Endpoints	05/25/16	05/26/16	2d
Persistent Chat	05/25/16	05/27/16	3d
Chatrooms	05/25/16	05/26/16	2d
Documentation	05/25/16	05/25/16	1d
InformaCast Advanced Paging	05/30/16	05/30/16	1d
Licensing	05/30/16	05/30/16	1d
High Availability	05/30/16	05/30/16	1d
Paging Groups	05/30/16	05/30/16	1d
Advanced Notifications	05/30/16	05/30/16	1d
Documentation	05/30/16	05/30/16	1d
UCCX	05/30/16	06/06/16	6d
Licensing	06/06/16	06/06/16	1d
High Availability	06/06/16	06/06/16	1d
Finesse	06/03/16	06/06/16	2d
Agent Provisioning	06/03/16	06/06/16	2d
Scripting	05/30/16	06/06/16	6d
Recording with MediaSense	06/03/16	06/06/16	2d
Documentation	06/06/16	06/06/16	1d
ISR 44xx Routers	05/23/16	05/26/16	4d
Licensing	05/23/16	05/23/16	1d
High Availability CUBE	05/23/16	05/26/16	4d
Voice Gateway configuration	05/23/16	05/26/16	4d
PRI Turnup	05/23/16	05/23/16	1d
Failover Path Testing	05/23/16	05/23/16	1d
Integration to Existing On Premise Paging	05/23/16	05/23/16	1d
Emergency Responder	05/30/16	06/01/16	3d
Licensing	05/30/16	05/30/16	1d
High Availability	05/30/16	05/30/16	1d
Subnet Configurations	05/30/16	06/01/16	3d
CUCM Integration	05/30/16	05/31/16	2d
Task Name	**Start**	**Finish**	**Duration**

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PSAP Configuration	05/30/16	06/01/16	3d
Documentation	05/30/16	05/30/16	1d
Attendant Console Advanced	**06/10/16**	**06/15/16**	**3.5d**
Licensing	06/15/16	06/15/16	1d
High Availability	06/15/16	06/15/16	1d
Queue Configuration	06/10/16	06/15/16	3.5d
Users	06/15/16	06/15/16	1d
Deployment on Endpoints	06/14/16	06/15/16	2d
Documentation	06/15/16	06/15/16	1d
Prime Collaboration Provisioning	**05/30/16**	**06/09/16**	**9d**
Base Configuration	05/30/16	06/03/16	5d
SJGH Customizations	06/03/16	06/09/16	5d
Documentation	06/06/16	06/06/16	1d
Prime Collaboration Assurance	**05/30/16**	**06/01/16**	**3d**
Base Configuration	05/30/16	06/01/16	3d
Alerts and Notifications	05/30/16	05/31/16	2d
Documentation	06/01/16	06/01/16	1d
Prime Collaboration Deployment	**06/01/16**	**06/03/16**	**2.5d**
Base Configuration	06/01/16	06/01/16	0.5d
Documentation	06/03/16	06/03/16	0.5d
Expressway	**05/23/16**	**05/26/16**	**4d**
Licensing	05/23/16	05/23/16	1d
Certificates	05/23/16	05/23/16	1d
Firewall Configuration	05/23/16	05/23/16	1d
SIP Dial Plan	05/23/16	05/26/16	4d
Mobile Remote Access for Jabber	05/23/16	05/25/16	3d
Documentation	05/23/16	05/23/16	1d
Phone Deployment	06/06/16	06/24/16	15d
End User Training	06/13/16	06/17/16	5d
Admin Training	06/13/16	06/14/16	2d
AtComm Call Accounting / Reporting	06/22/16	06/23/16	2d
Project Go Live	**06/24/16**	**06/24/16**	**0.5d**
Port centrex numbers to PRI	06/24/16	06/24/16	0.5d
Test in/outbound dialing post port	06/24/16	06/24/16	0.5d
Confirm inbound call flow working with newly ported numbers	06/24/16	06/24/16	0.5d

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REQUIRED SYSTEM FEATURES

The Cisco Unified Communications and Collaboration System 11.0 we are proposing complies with all the required and optional system features as identified in part "H" under Section 4.0 of the RFP. The following are "optional" features identified in part "H" that we are including in our proposed design with third party products:

- Feature 12.0 – CDR – Although the Cisco system produces CDR records, the stock reports are not as flexible as a health care facility requires. The @Comm CommView Call Accounting and Reporting system will give SJGH far more options and details for extracting useful information out of the call records with a much easier to use interface.
- Feature 30.0 – Visual Broadcast Messaging to Phones – This feature is available in the Singlewire InformaCast Advanced Notification paging product we are including in our design.
- Feature 35.3 – Whisper Page – This call center feature is not part of Cisco Unified Contact Center Express, so we are including the 2Ring Gadgets and IP Phone Services product to add this feature to your UCCX deployment. For a more detailed feature list of what 2Ring gadgets add to Cisco UCCX, see the "Expandability" section of the proposal.

Exhibit A – Part 2 Contractor's Proposal

SECURITY

As a health care facility with protected information, security is a very important component to any deployment of technology services. Normally a large part of the collaboration deployment is configuring security on the underlying infrastructure to protect the Cisco systems. As SJGH has other resources for managing their network infrastructure, here are some recommendations based on Cisco best practices and our current design for SJGH:

- Implement layered security policies – Starting at the access layer, using switch features such as dynamic ARP inspection and DHCP snooping can assure only the correct devices are allowed to access the voice network. 802.1X port authentication also helps protect only authorized devices are allowed to communicate on the network. We will be happy to provide any details or assistance your IT department may need in these areas.
- Use of a separate IP address space for voice devices – Using a separate IP address space for all voice devices makes writing access control lists for limiting access to the voice network much simpler and easier to manage. You can then use layer 3 routing devices to control access to and from the voice and video network.
- Quality of Service (QoS) – QoS is essential part of all Cisco collaboration deployments. Not only does it prioritize traffic, it also controls the volume of traffic allowed into the network. QoS policies can protect your network from denial of service attacks that are meant to flood your valuable network resources. We will work with your IT department to make sure the Cisco UC deployment has the correct QoS settings across your infrastructure.
- Cisco Unified Border Element - The Cisco Unified Border Element is a Cisco IOS software feature that provides voice application demarcation and security threat mitigation, applying its controls to both voice and data traffic. The Cisco ISR 4431 routers we are using as voice gateways have included this feature which we will use when integrating SIP trunk connections to external entities.
- Server and Collaboration Endpoint Hardening – We will be sure that any extra services running on collaboration endpoints such as telnet, SSH, or web servers are disabled to prevent them from being intrusion points into your network. This simple step greatly limits your exposed areas for attack. Cisco Unified Communications and Collaboration servers come with built-in firewalls to protect their individual applications from attack.
- User Accounts with complex passwords – Integrating your Cisco UC deployment with Active Directory then protects the system with your existing Active Directory user password policies. If you decide not to integrate with Active Directory, we can implement complex password policies within the Cisco collaboration applications separately.
- TLS and SRTP Encryption Option – Cisco Unified CM supports the encryption of all provisioning communication between itself and the collaboration endpoints with TLS. It also supports encryption of all voice and video payload traffic with SRTP. Encrypting all of this traffic protects from any attackers trying to snoop voice and video conversations

Exhibit A – Part 2 Contractor's Proposal

on your network. However, some features and system capacities are affected when enabling encryption across the Cisco UC architecture. We are not proposing to enable this at this time because it was not specified in the RFP, but please be aware it is available as an option if you need the highest security possible.

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DIRECTORY SERVICES

We highly recommend integrating the Unified CM system with your preferred directory, in this case the SJC Active Directory trees. Cisco Unified CM does not require Active Directory integration because it can work with the same features using locally configured users on the Cisco servers. However, the downfall of using local users is that SJGH end users will have several different accounts and passwords to maintain and remember depending on what system they are attempting to use, such as their end user phone portal, voicemail web inbox, Cisco Jabber application, or even direct PIN entry on their phones. When integrated with Active Directory, the servers can replicate and reuse import account information to greatly simplify the end user experience. The best experience for end users is to implement single sign on (SSO) if the required SAML 2.0 components are in place. The single sign on deployment can completely remove username and password prompts from Cisco collaboration applications after a user logs into their PC that is a member of the Active Directory domain, resulting in a very streamlined user interaction with Cisco applications.

Cisco Unified CM has the ability to only integrate with a select part or parts of the Active Directory tree, or only a select group of users based on a filtered set of attributes. This capability allows us to setup Active Directory integration for users in specific containers while SJC could be changing or managing other containers with users, not affecting the SJGH system adversely in any way. Cisco Unified CM is only interested in specific standard attributes of the users found in the specific search paths configured for replication. SJC could change other attributes of replicated users and Unified CM would not know because only a very limited set of attributes are replicated to fields in the Unified CM database. The only way for SJC to affect the Active Directory integration is if they were to change the structure of the tree where users are located so the LDAP searches fail, or if the specific domain controllers that Unified CM is communicating with are taken offline. As mentioned in addendum 3, SJC is using a multi-forest environment. Integrating Cisco Unified CM with a multi-forest environment is possible but requires the use of Active Directory Lightweight Directory Services (LDS). LDS has the positive impact of eliminating unnecessary Active Directory replication; however it takes more initial setup to be successful because of setting up the required filters. We recommend the use of LDS in our current proposed design; however we also propose working with SJGH to gain additional information about the SJC Active Directory structure before performing the implementation to help us optimize the design. Whatever methods of authentication are chosen by SJGH, Active Directory integration and locally configured users can work in harmony together to give you the most flexibility.

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EXPANDABILITY

The following is a list of features and products that expand the functionality of your Cisco Unified Communications and Collaboration system, and are included in our design.

RICH MEDIA - VIDEO

With the proliferation of mobile devices with cameras, video communications has become the standard way of collaborating with others. Cisco has a whole suite of endpoints that are optimized for high definition video communications and that are easy to use. Cisco Unified CM and Expressway have the built in features required for internal video calls and business to business (B2B) video calls. The only requirements are the endpoints with cameras and the correct software licensing. Licensing is based on concurrent video calls. We have included two DX80 24" screen video endpoints and five 8865 IP Phone Video endpoints. This will allow for video calling inter-office, multi-point video conferences using the Webex Collaboration Meeting Center video bridge, and one business to business video call. More B2B calls can be added by adding licensing. Most of our medical clients are using video for remote doctor/patient conversations, doctor to doctor video calls, larger multi-party video conferences, and inter-branch communications. It's a necessity in today's environment, and we have included all of the infrastructure required to use it. Additional video endpoints can be added at your leisure are managed like any other phone on the system.

CISCO UNIFIED CONTACT CENTER EXPRESS PREMIUM

The features requested for the contact center can easily be met using the enhanced feature set. However, we included the Premium feature set to provide maximum feature flexibility. The following are additional features that come with the system, and can be added to the implementation if desired. The Premium version of this product adds the following features:

- Agent Email
- Web Chat
- Advanced IVR Ports
- External Database Integration
- Optional Automatic Speech Recognition
- VoiceXML Support
- HTTP Triggers
- Optional Outbound Preview and Predictive Dialer

2RING FINESSE GADGETS AND PHONE SERVICES FOR UCCX

Cisco UCCX Finesse is the agent and supervisor software platform used in the UCCX call center. It is a web-based solution that gives basic features. 2RING has greatly extended these features

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to provide a more robust contact center client while still benefiting from the simplified web client. Features added to Finesse include:

- Unlimited number of customizable and colorable tabs
- Integration of multiple web applications in one Cisco Finesse screen
- State and time in state, with thresholds and countdowns
- Customizable buttons
- Manage Agent State (e.g. one click to Ready)
- Perform data lookups
- Customizable notification icons
- Context sensitive notification area showing important call related info
- Text marquee to display important alerts from supervisors
- Advanced workflow mechanism (when the built-in Cisco Workflow mechanism is just not powerful enough)
- Write macros to automate both simple and complex scenarios
- Handle any Cisco Finesse events
- Set timers
- Agent/Agent and Supervisor/Agent instant messaging (chat)
- Review real-time agent profile/state when looking for help on a call
- Look up corporate contacts – subject matter experts, back office workers °Search in Microsoft Active Directory (AD) by Name, E-Mail, Department, Location, and Phone Number
- See real-time availability for call or chat (CUCM / Cisco Presence Server)
- Forward calls
- Send messages to agent marquees within 2Ring infoPANEL or to 2Ring DASHBOARDS&WALLBOARDS
- 2Ring COMPACT AGENT
- 2Ring DASHBOARDS&WALLBOARDS (part of the enhanced bundle)
- Silent Monitoring & Whisper Coaching - every team supervisor has the option to listen to the team's calls, and if necessary advise team members without being noticed by the remote party. This feature is well known in traditional call centers; 2Ring PHONES SERVICES makes it available for CUCM and UCCX environments.

ADD-ON FEATURES

The following features are not included in the design, nor were they required, but can be added to garner additional features. Outside of the features listed below, we are unable to come up with any additional features that we would recommend.

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CISCO UNIFIED WORKFORCE MANAGEMENT 11.0 FOR UCCX

Supervisors in call centers need as much information as possible to manage their staff and customer experiences effectively. Cisco Unified Workforce Management helps supervisors to schedule or forecast staffing and make short or long-term adjustments as required to maintain service levels. Features include:

- Forecasting and scheduling
- Real-time adherence management
- Agent access to schedules and shift trades
- Multi-skill agent queuing
- An Agent Schedule view for supervisors, which provides agent and team schedules, adherence, and a coverage view on a single, unified screen
- Drag-and-drop schedule editing, which allows supervisors to make quick and easy scheduling changes, preview the effect on performance, and put the changes into production
- Project scheduling
- Shrinkage planning and intraday adjustment capabilities to match agent schedules to service-level goals
- User interface that is 100-percent web browser-based
- Role-based user dashboards, including widgets for supervisors to view the schedule, and adherence tracking for a named agent or group of agents or the goal and actual service level for selected service queues
- Ability to hyperlink to third-party applications (to support integration for training and e-learning, for example)
- Ability to delineate between non-interactive and interactive contact options for multichannel forecasting
- iCalendar feed, which allows agents to subscribe and publish the workforce management schedule to a calendar of choice
- Updated user interface for Shrinkage, Adherence State Mapping, and Service Queue Group pages

CISCO ADVANCED QUALITY MANAGEMENT 11.0 FOR UCCX

Just recording raw calls in a contact center is not always enough. Supervisors may need to be able to record what agents did on their screen while on the call, or may want to have grading criteria while reviewing recorded calls to help agents meet their performance requirements. Cisco Advanced Quality Management is a robust recording solution that has the following features:

- Provides audio call recording, quality evaluations, performance dashboard, and reports
- Voice and screen recording
- Live voice and screen monitoring

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- Workflow-based contact recording
- Configurable quality evaluation forms including points and percentage based scoring, section- and question-level weighting, and unlimited number of sections and questions
- Up to 30 custom metadata fields, providing the ability to append important enterprise and customer data to recordings for easy search and retrieval
- The ability to control recording for manual start, pause, resume and add metadata through Cisco Agent Desktop, Cisco Finesse gadget or Calabrio recording control browser or IP phone applications
- The ability to export calls in bulk for compliance and transaction verification through the Calabrio Recording Export application
- 100-percent voice recording for compliance and transaction verification
- Non-Agent or Knowledge worker recording
- The ability to evaluate, score, and report on the quality of customer interactions through any channel (chat, email, social media, etc.)
- Evaluation calibration capabilities, enabling contact center managers to benchmark evaluators
- Configurable and graphical reporting
- Role-based alerts to streamline evaluation workflows
- Advanced search capabilities that let you locate recorded calls quickly and easily
- The ability to export recorded files in .wav or Windows media formats
- Web 2.0-based framework and user interface
- Ease of implementation and use
- Payment Card Industry (PCI) data security compliance
- System monitoring and notification utility that can alert through email or existing Simple Network Management Protocol (SNMP)-based network monitoring solutions; also can match recording events to Call Detail Records (CDRs)
- A real-time recording status application that provides peace of mind that lines are recording
- Multiple recording storage locations that help ensure reliability if a server failover occurs
- Recording service redundancy and load balancing to support fault tolerance

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SYSTEM CAPACITY

The Cisco Unified Communications and Collaborations system will be installed initially with the following physical capacity:

- Cisco Unified CM Cluster – 2,500 users
- Cisco Unity Connection Cluster – 5,000 users
- Cisco Unified Contact Center Express Cluster – 300 users
- Cisco Unified Attendant Console Server Advanced Cluster – 50 users
- Cisco Emergency Responder – 12,000 users
- Cisco Prime Collaboration Provisioning – 3,000 endpoints
- Cisco Prime Collaboration Assurance – 3,000 endpoints

Any servers not listed do not have hard limits. These virtual servers once deployed will be able to support that number of users with the addition of the appropriate software licensing.

MANDATORY SYSTEM REQUIREMENTS AND FEATURES

Our solution meets all of the mandatory requirements and system features listed in section 4.0, Item G and H. Optional components have also been included in our base bill of materials because they would either be there by default due to the licensing we are using, or the cost of adding the feature is minimal given the size of the project and seems obvious to add it.

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EQUIPMENT SPECIFICATIONS

CISCO UCS B200 M4 BLADE SERVER WITH UCS MINI CHASSIS

Height:	10.5 in. (26.7 cm); 6 rack unit (6RU)
Width:	17.5 in. (44.5 cm); fits standard 19-inch square-hole rack
Depth:	32 in. (81.2 cm)
Weight: as proposed	90 lbs (40.83 kg) empty, 155 lbs (70.3 kg) fully configured
Blade server slots:	8 half-width slots
Fabric Interconnect slots:	2 In-Chassis Fabric Interconnect slots
Power: Watts	Four 2500W Power Supplies – Total maximum power usage 1560 as proposed; Total maximum current draw 7.7 Amps
Fans: fans	8 hot-swappable fans - Each fan module contains 2 redundant

CISCO BUSINESS EDITION 7000M – BASED ON CISCO UCS C240 M4 SFF RACK SERVER

Height:	3.43 in. (8.70 cm)
Width (including slam latches):	17.65 in.(44.8 cm)
Depth:	29.0 in. (73.8 cm)
Weight:	63 lbs (28.6 kg)
Power: Watts	Two 1200W Power Supplies – Total maximum power usage 397 as proposed; Total maximum current draw 2 Amps

NIMBLE STORAGE CS215 SAN

Height:	5.2 in. (13.2 cm); 3 Rack Unit (3RU)
Width:	17.2 in. (43.7 cm)
Depth:	26.5 in. (67.3 cm)

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Weight: 76 lbs (34.5 kg)

Power: 500 Watts required

CISCO ISR 4431

Height: 1.73 in. (4.4 cm); 1 Rack Unit (1RU)

Width: 17.25 in. (43.8 cm)

Depth: 19.97 in. (50.7 cm)

Weight: 22.4 lbs (10.2 kg)

Power: Two AC power supplies – Total maximum power usage 65 Watts

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TRAINING PLAN

Training is a valuable part of the implementation process and provides a tool for users to quickly adapt to their new system. Telcion will be responsible for all user training as outlined below, and will provide resources and instruction both before and after the cut-over of the new system.

Training is provided for four general user communities: telephony end-users, call center users (agents and supervisors), operator console users, and administrative/support staff.

END-USER TRAINING

Telcion proposes use of the Cisco online interactive tutorials for all end-user training as the primary training tool, however, up to 12 classes of 1 hour each will also be offered to supplement where needed. We recommend designated advanced users from each department come to a class so they can properly support other users in their department after the initial go-live.

The interactive flash-based tutorial is designed to train end users of Cisco Unified Communications on the basic to advanced features of Cisco Systems phones and applications. The tutorial is accessed via the Internet and provides training for the various phone features.

Tutorial features and benefits include:

- Accessible. The on-line tutorial is available anywhere, anytime, so your end users get the answers they need, when they need them. This is a hosted training tool on the Cisco web site.

- Flexible. The teachable moment is different for everyone. End users can access training when they need it, with their phone in front of them.

- Ongoing Organization-Wide Training: It provides an effective and easy-to-use training and support tool for new employees as well as providing the existing staff with an up to date reference guide.

The following chart lists the phones, applications and features covered in the training modules:

Phone & Application Modules	Training Modules Include
» Cisco 8800 Series Phones	» Basic and advanced features
» Unity Voicemail	» Access voicemail features
	» Multiple call handling
	» Using the corporate directory
	» Transferring calls
	» Conference calls
	» Parking and retrieving calls

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» Setting up the address book

» Advanced call handling

This on-demand computer-based training does not require training rooms or other facilities other than end-user access to a suitable PC or laptop. End users will be notified during phone rollout how to access the tutorial.

The Cisco IP Phone Tutorial is completely free and available at any time as a download from Cisco's website. There are no usage fees of any kind.

In addition to the online tutorial, there are online end-user guides for all features of the system including the following:

- IP Phone end user guide

- Unity voice mail end user guide

- Attendant Console end user guide

- Audio Conferencing end user guide

- IP Broadcast paging end user guide

End-user training will be made available both before and after cut-over of the new system.

CONTACT CENTER AGENT AND SUPERVISOR TRAINING

Telcion will also provide on-site training for agents and supervisors. The training includes agent, supervisor and historical report training. Training will be provided in a classroom style setting for all agents and supervisors. Agent and Supervisor training will be made available both before and after cut-over of the new system, up to 8 hours.

ADMINISTRATIVE SUPPORT TRAINING

For up to 25 people, Telcion will provide a customized three-day class on end user provisioning and phone operations so that they can effectively support help desk & basic telephony functions. This course is intended for administrators who are responsible for the day-to-day administration of Cisco voice applications, voice gateways, and end user IP phones. After completing this course, the student will be able to:

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- Configure Cisco Unified Communications Manager to add users and phones to the Cisco Unified CM database using manual configuration, auto registration, and provisioning tools.

- Configure Unity voicemail features for end-user voicemail and call handlers.

- Configure and provision Cisco Jabber

- Understand the dial-plan and call flow of the system.

- Configure and add users to Cisco Emergency Responder, Contact Center, and operator console.

- Understand all the components in the Cisco solution design and how they work together.

- Effectively use the Cisco Prime software for end user provisioning.

- Troubleshoot common telephony issues.

- Understand the various reporting tools and how to use them for daily operations.

- Understand the various aspects of on-going support and how to engage these services when needed.

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PREMIUM ANNUAL SUPPORT

This is our standard annual support matrix for reference. We are also providing customized options suitable for the SGJH environment immediately following this section.

TelcionCare Support

Service Windows   Standard – Monday to Friday, 8:00AM – 8:00PM, excluding holidays
Premium – 24 x 7 x 365

Problem Resolution	Average Time to Respond	Average Time to Fix
Severity Level 1	15 minutes	4 hours
Severity Level 2	60 minutes	24 hours
Severity Level 3	4 hours	48 hours

Base Level Services:

Moves, Adds, Changes	• Assistance with installed product capabilities, installation, or configuration
Circuit Troubleshooting	• Troubleshoot hardware, software, and carrier circuits for reported issues
	• Work with customer's carrier to troubleshoot voice and data circuits
	• Escalate issues with the carrier as required for problem resolution
	• Update customer periodically on status of the circuit
	• Monitor troubled circuits after initial outage to verify resolution
Network Change Management	• Minor reconfiguration of deployed Cisco solutions including routers, switches, wireless, firewalls, and Unified Computing.
	• Reconfiguration of voice applications such as auto attendants, dial plans, attendant console, or other built-in Communications Manager or Unity applications
Contact Center Support	• Minor configuration changes to existing scripts, including single variables, holidays, greetings, etc.
	• Resolution of any problems encountered by agents
Software Updates	• OS and software updates. *Major software upgrades are optional.*
Post-failure re-install of software and hardware	• Installation of replacement device, restored to original configuration on the network
Telephone support	• Technical support for Cisco solutions
Monitoring, Assessment, & Repair	• Configuration and device error information
	• Remotely evaluate health of devices on the network
	• Up to 5 IPs included and monitored quarterly; additional device pricing available
	• Automatic escalation and resolution path defined for network device and voice server faults or failures
Proactive Alerts & Notifications	• Email alerts providing nature of the issue and detailed device information
Reporting (daily, weekly, monthly)	• Network Exception Reports (weekly)
	• Business Exception reports (monthly)
	• Capacity Reports for PRI and SIP trunks
	• Capacity Reports for bandwidth on circuits

Exhibit A – Part 2 Contractor's Proposal

Devices Diagnostics – Smart Call Home	• Embedded support at the device level • Proactive diagnostics and remediation advice on available devices
Disaster Recovery	• Continuous operation and rapid recovery of the network • Archive of router, switch, and security solution configurations managed offsite • Remotely access the network and upload configuration to new device
Telcion Portal Access	• Create and manage tickets for problem resolution
Monitoring Dashboard	• Health and stability statistics • Capacity and usage graphs for circuits and network traffic

Optional Services:

Website Assessment	• Monitor website uptime and functionality
Security & Vulnerability Assessment	• Monthly/Quarterly vulnerability scan, up to 5 outside IPs included; additional device pricing available

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PROBLEM RESOLUTION SEVERITY LEVEL DEFINITIONS

Level 1   Network-down status. Internal business operations are critically impacted and/or external interaction with clientele is severely hindered. IT staff and Telcion will commit all necessary resources around the clock to resolve the problem.

Level 2   Operation of network is severely degraded, or significant aspects of the business operation are negatively impacted by inadequate performance of installed products. IT staff and Telcion will commit full-time resources during normal business hours to resolve the problem.

Level 3   The IT staff requires information or assistance with installed product capabilities, installation, or configuration. Little to no effect on business operations. IT staff and Telcion schedule tasks during normal business hours.

Exhibit A – Part 2 Contractor's Proposal

ON-GOING SUPPORT AND MAINTENANCE

POST-CUTOVER HELP DESK PLAN:

Telcion understands the importance of providing an effective help desk solution and process to support users as they adjust to their new telephony systems. Telcion will work with the existing SJGH "Help Desk" or technical support team to define a process that captures all calls that relate to the deployment of the new telephony system. When support to the end-users is required, the Telcion implementation team will follow the steps below to ensure that all user issues are addressed.

Support Process Notification: A "leave-behind" document will be on the user's desk next to their new phone and will inform the users on how to contact the support desk for the following problems:

- Day 1 issues: Basic service problems (i.e. dial-tone), incorrect phone numbers, operational or device issues
- Day 2 issues: Operational or feature issues
- Ongoing support process
- Telephony Help Desk – Incoming Call Support: The Telcion Implementation team will provide the support staff to address user calls and will be organized in the following manner:
- Hours of Coverage: Normal business hours for SJGH, 7:30 – 5:00, or as required

Helpdesk calls will be handled in the following manner:

- Calls will be received directly from users or routed from the SJGH technical support group
- Calls and issues will be logged into a ticketing system, either using an existing SJGH system or an ticketing/tracking system implemented for use on this project
- Calls will be reviewed daily to understand patterns and develop root-problem analysis to correct these problems.
- Calls will be tracked for their time-to-resolution and closure
- Trends that are usage-based may result in a general communication to the user population to prevent recurring issues, and incorporated into new user training

Exhibit A – Part 2 Contractor's Proposal

Help Desk Hand-off Process – The Telcion provided help desk will function for *four* weeks following the last of the phone migrations. During the four week period, Telcion will work with the SJGH support teams, both the end-user and technical administrators, to modify the support process to fit the SJGH support model and requirements.

POST GO-LIVE SUPPORT:

CISCO SMARTNET COVERAGE

Hardware coverage is provided using Cisco Smartnet 24x7x4 hour replacement contracts. This coverage includes four-hour replacement of failed hardware, TAC support, and software updates. Voice applications are also covered under Cisco Smartnet for problem escalation, troubleshooting, and software upgrade protection. We have included one year for both hardware and software in our base proposal. Cisco Smartnet Contracts are executed at the time of equipment purchase in order to cover any initial hardware or software related issues during the staging process. As a result, the renewal of these services will be out of sync with the Telcion Annual Support agreement which begins after the initial cut-over to the new system. SJGH will have full access to all Cisco Smartnet contracts with the ability to open their own TAC cases if desired. However, we highly recommend relying on a Telcion Annual Support agreement during the first year while SJGH staff becomes familiar with the new environment.

TELCION ANNUAL SUPPORT

In addition to Cisco Smartnet, Telcion offers a premium annual support agreement to provide 24x7 support of the system to remedy all issues encountered after the initial cut-over. Telcion will provide the Network Operations Center, remote diagnostics, and on-site service during the annual support agreement. This includes any support required to keep the system fully functional as it was originally installed. Any major changes to the system such as adding features or significantly altering call flow will be considered as separate projects.

All software upgrades (major and minor) are included in the Bill of Materials for a one-year period. During the one-year annual support period, Telcion will install, as needed, any minor software patches or maintenance updates to fix specific problems or bugs that are preventing intended use of the system, with the intent to keep the original implementation fully operational during the annual support period.

Exhibit A – Part 2 Contractor's Proposal

Telcion will provide highly responsive technical support services during the annual support period to include maintenance providing 24 hours-a-day, 7 days-a-week emergency coverage on all system components. The service level commitment during the annual support and post-annual support periods shall include:

- 15-minute telephone response to designated SJGH staff
- 30 minute remote diagnostic response and one-hour on-site response for emergency service outages
- 30 minute remote diagnostic response and four hour on-site response for major service outages
- Nine hours-a-day, five days-a-week coverage for minor problems
- All first action responses to an identified/reported service problem will be through remote diagnostics and interrogation of the systems, if possible.

The Telcion NOC is supported on a 24x7 basis and will provide remote diagnostic capability for reported issues.

All elements of the proposed solution will be remotely monitored and interrogated. All trouble reports or faults can be remotely diagnosed, disabled, or bypassed, and in most cases corrected for the fast possible time to resolution.

The troubleshooting process is as follows:

- Review the issue being reported, and verify the accuracy of the problem described.
- Verify the issue is existing, or that it can be reproduced.
- Narrow the issue down to the root cause.
- Verify the issue is either user error, configuration, circuit issue, or a system fault.
- Repair, replace, or reconfigure the appropriate component.
- Test the solution.

The following definitions are used to describe the levels of service trouble and required coverage by Telcion's service organization:

EMERGENCY COVERAGE

An "Emergency" shall be deemed to exist when, in the reasonable opinion of designated SJGH personnel, a system problem has a significant impact on the system's performance or SJGH's ability to provide critical telephone access. In some cases, this may be as dramatic as a server outage or ISDN PRI

Exhibit A – Part 2 Contractor's Proposal

T1 interface card failure, or just one phone/endpoint device depending on which device is experiencing a service problem (e.g., ER or executive staff telephones).

When a request for Emergency Service is determined by designated SJGH staff, Telcion agrees to cause qualified maintenance personnel, as required, to arrive at the impacted SJGH facility within one hour following initial remote diagnostics of the issue. This will be provided on a 24 hours a day, 7 days per week basis (24x7). If a declared Emergency condition is successfully corrected by Telcion within the one-hour response period via remote diagnostic routines and on-site presence is not required to restore the system to proper performance levels, the one-hour on-site response requirement shall be waived.

In the event of an Emergency, Telcion shall escalate within their respective technical and management organizations as necessary to resolve the Emergency and maintain continuous effort until the Emergency is corrected to SJGH's reasonable satisfaction.

MAJOR SERVICE COVERAGE

A major problem and associated request for Service is based on an outage, failure, or threat of such outage or failure, that has a major impact on the system and SJGH's business but does not require the same level of response as an Emergency service issue. Such conditions are still considered important and require a timely response in no more than one hour.

When a request for Major Service is received from SJGH, Telcion agrees to cause qualified maintenance personnel, as required, to arrive at the impacted SJGH facility within four hours of said request on a nine hours per day (8:00am – 5:00pm local time), five days per week (Monday through Friday) basis. If a declared major condition is successfully corrected by Telcion within the four-hour response period via remote diagnostic routines and on-site presence is not required to restore the System to proper performance levels, the four-hour on-site response requirement shall be waived.

MINOR SERVICE COVERAGE

A minor problem is an outage, failure, or recurring condition that is not yet major or an emergency but that must be addressed to prevent the problem from escalating to a higher level of severity or to

Exhibit A – Part 2 Contractor's Proposal

prevent it from languishing on a low priority list. Resolution to a minor problem will be initiated by a request for "Routine Service".

When a request for Routine Service is determined by designated SJGH staff, Telcion agrees to cause qualified maintenance personnel, as required, to arrive at the impacted SJGH facility within 24 clock hours of said request, 8:00am to 5:00pm local time, Monday through Friday, excluding weekends and Telcion holidays. If a routine service condition is successfully corrected by Telcion within the required response period via remote diagnostic routines and on-site presence is not required to restore the System to proper performance levels, the 24-hour on-site response requirement shall be waived. If a problem reported to Telcion is determined by Telcion to be a common or private carrier related problem, the Telcion shall:

1. Immediately notify the appropriate carrier of the problem and obtain a committed response time;

2. Be responsible, as SJGH's agent, for all necessary coordination with carriers determined to be involved in the problem, including, if necessary, participation in on- and off-site system and circuit testing and meetings as may be required to resolve the problem in a timely manner;

3. Use its best efforts to ensure timely resolution of the problem, including, if necessary, escalation within the successful Telcion and/or common or private carrier's technical and management organizations;

ANNUAL MANAGEMENT AND MAINTENANCE:

Telcion is also offering an optional on-going maintenance agreement which includes the provisioning of new users, changing existing users, or adding existing features to existing users. This service is provided remotely through our Telcion Maintenance Group by individuals familiar with the environment. It assumes that any on-site deployment of new endpoints (physical deployment of IP Phones) will be handled by SJGH staff, with the end user provisioning completed by Telcion.

Exhibit A – Part 2 Contractor's Proposal

CAPABILITIES AND EXPERIENCE

Telcion Communications Group was founded in 2002 with a singular focus on Cisco Voice over IP solutions. We are experts in this technology, having deployed hundreds of systems and tens of thousands of IP Phones over the last 14 years. In order to be an expert in this technology, you must also be an expert in all of the underlying infrastructure that voice applications will rely on, including: switching, routing, wireless, security, and data center infrastructure. As a result, every team member is Cisco certified with most having well over 10 years of experience.

SIMILAR CLIENTS TO SJGH:

Telcion has implemented and continues to support numerous hospital and clinic clients in the Central Valley, including:

- Stanislaus County Health Services Agency (hospital and clinics) – a 1000+ phone deployment over 10 sites
- Lodi Memorial Hospital – a 1400+ phone deployment over 8 sites
- Emanuel Medical Center – a 1200+ phone campus deployment
- Kaweah Delta Hospital – a 3,000+ phone deployment over 10 sites
- Clinica Sierra Vista – a 1300+ phone deployment over 50 sites

Please see the client case studies we've included in this package for further details on these and other customers, as well as the references page for contact information if desired.

MISSION CRITICAL OPERATIONS:

All of these clients have 24/7 operations and Telcion has successfully provided support for many years. The key to our support process is that the engineers providing support are intimately familiar with the design and implementation of the system. This results in highly skilled engineers that know your environment and are able to quickly pinpoint issues and resolve problems. Our team doesn't have to figure out your environment before beginning the troubleshooting process. This significantly reduces average time to resolve issues, which for us, is less than 1 hour for critical, network down emergencies. Our average time to respond and have a skilled engineer looking at your problem is less than 7 minutes.

Exhibit A – Part 2 Contractor's Proposal

HOSPITAL ENVIRONMENTS:

Implementing and supporting solutions in a hospital environment requires a keen understanding of two things: scheduled maintenance windows and zero unscheduled downtime. The Telcion team is very aware of these requirements and knows how to work through them to get things done. During implementation of new services, the primary maintenance window we are focused on revolves around the cut over to the new system. After the new system is online and functional, new maintenance windows typically revolve around software upgrades. With hundreds of new installs and upgrades of Cisco voice solutions under our belt, we have become very adept at keeping downtime to a mere few minutes during cutovers and critical upgrades. And, in every case, providing a robust roll-back plan in the event of any foreseen issues. In the 14 years we have been doing new implementations and upgrades, we have only had to rollback one time. This is an incredibly strong record and speaks to our ability to properly plan, implement, and cutover a project.

SJGH LEGACY TECHNOLOGY:

The Centrex environment currently in use is a familiar one. We have numerous clients that have transitioned from this legacy environment entirely, and many that are still interoperating with it on a daily basis. For example:

Stanislaus County – Over the last several years we have been engaged with Stanislaus County to help them transition from a mixture of Centrex and NEC PBX systems deployed throughout the dozens of sites within the County. The number of phones is now well over 3,000, and the NEC PBX systems have been completely retired. During the early stages of the deployment however, we had to contend with the Centrex dial-tone deployed at many sites throughout the County. Our solution was to integrate Centrex with the dialing plan on the Cisco voice system. We installed a couple Centrex-based PRI's and integrated with the new system to enable 5-digit dialing between the old Centrex system and the new Cisco system. With the integration

Exhibit A – Part 2 Contractor's Proposal

complete, all users were able to dial each other on either system. Over time, Centrex based phones were retired and replaced. This provided a seamless movement of phones from the old system to the new, over a multi-year transition.

Modesto City Schools – We are currently installing a Cisco voice solution across 36 sites. The project plan allows for a three year transition. Many of the existing phones are on Centrex. We are deploying the same model as described above with Stanislaus County. We will integrate the new system with a Centrex PRI to enable 5-digit dialing between systems, and after the roll-out is complete, we will retire the Centrex circuits.

PROPOSED PROJECT TEAM:

The Telcion design, implementation and support team consists of the following individuals as the core group:

- Lance Reid, Voice CCIE #14888, System Architect
- Ryan Flud, PMP, Project Manager
- Dion Milam, Dual Voice and Data Center CCIE #28XXX, Sr. Voice Engineer
- Jeff Senger, CCNP-Voice & Contact Center, Voice Applications Engineer
- Brian Moraca, CCNP, Data Center Engineer
- John Hinckley, CCNP-Security, Security Engineer
- Morgan McIntire – Cisco Voice Help Desk Team Lead
- Ted Suguira, Lead Cabling Technician

These key individuals are responsible for the design, engineering, implementation, and critical support of the solution we are recommending. Additional personnel will be designated to this project for non-critical roles where needed. Please see Project Team data sheet for team member bio summary.

Exhibit A – Part 2 Contractor's Proposal

COMPANY OVERVIEW

Who We Are

· An IT company that specializes in voice, video, and data center solutions

· A team of highly qualified engineers and support professionals

· A private employer based in the heart of California's Central Valley

What We Do

· Design, install, and support all aspects of a communication system

· Help our clients achieve higher productivity and cost savings

· Focus on superior service over the longest possible term

· Forge partnerships with our technology partners and clients alike

What We Believe

· Communication defines every business, non-profit, and government entity.

· Good internal communication facilitates teamwork; good external communication is the
cornerstone of superior service

· Our technology partnerships with Cisco, VMWare, and Nimble Storage form the bedrock of
our business. Their product lines give the broadest possible range of communications
options, from simple to complex, focused to robust

· We are successful when our client's operations improve and they become more effective at
what they do

WHY TELCION?

Our History

· 14 years of dedicated service to California's Central Valley

· Since the company's inception, tens of thousands of IP phones have been deployed and
supported

· Our staff collectively has over 75 years of experience in design, engineering, installation, and
support in telecommunications

Our Expertise

· We have CCIE, CCNP, and PMP certified individuals on staff to ensure the right quality solution
is developed for your organizational needs

· We design it right the first time, helping our customers avoid project overruns in time and
budget

· We are an engineering-focused company that is driven to quickly respond, assess, and
troubleshoot any situation or network-down emergency

Our Commitment

· We pledge to help our clients embrace new technologies so they can reap the cost savings and
benefits

Exhibit A – Part 2 Contractor's Proposal

· We focus on delivering and installing projects on time and on budget
· We strive to exceed customer expectations for service and support

Exhibit A – Part 2 Contractor's Proposal

PROJECT MANAGEMENT PHILOSOPHY

Telcion's history of long-term client relationships, as well as its portfolio of successful projects, stands as a testimony of its managerial effectiveness. The following principles anchor its project management philosophy:

Active Listening: At every step, we listen intently to our clients. We aim to understand their specific objectives, needs, and priorities.

Cohesiveness: At the outset of every project, Telcion assembles a project team consisting of one or more client representatives, a Telcion Project Manager, and a Telcion Lead Engineer. Over time, special consultants or other individuals may join the team but, for the sake of consistency, Telcion's core team stays intact.

Communication: We scheduled project meetings with team members to assess potential challenges, evaluate options and solutions, and to resolve issues as they arise.

After each meeting, the Telcion Project Manager provides detailed minutes to ensure a common understanding and prompt action. It has been our experience that accurate, open communication within the project team results in projects that consistently meet budgets, schedules, and, perhaps most importantly, expectations.

DEPLOYMENT PLAN

Telcion's Project Manager will work with the client's designated project lead(s) to finalize the solution's parameters. Schedules are produced to communicate material delivery and manpower needs, as well as key milestones and their associated dates.

- Weekly progress meetings provide a forum for detailed discussions.
- Along with weekly meetings, Telcion's Project Manager will submit weekly reports, which include the following information:
- Work completed during the preceding week
- Work schedule for the next two-week period
- Anticipated problems
- Location of work for both the previous and current week
- Any situation or condition that may affect the project schedule

Exhibit A – Part 2 Contractor's Proposal

QUALITY ASSURANCE PROGRAM

Telcion has its own quality assurance program to guarantee all design, materials, workmanship, equipment, and installation methods conform to accepted industry practices and vendor specifications. Telcion's Quality Assurance Program is carried out by:

- **Network and Voice Engineers:** Having received appropriate training for their position, they are assigned specific project roles.
- **Project Manager:** Telcion gives this individual the ultimate responsibility for quality through the use of the following mechanisms:
  - ✓ Weekly project meetings with the client's representative(s) and other members of Telcion's team
  - ✓ Implementation of required actions, as discussed and agreed upon during project meetings
  - ✓ Coordination with the Lead Engineer to ensure quality configurations and the use of best practices

TEAM ORGANIZATION

CHIEF EXECUTIVE OFFICER
The CEO is responsible for the project's successful deployment and the customer's overall satisfaction.

ACCOUNT EXECUTIVE
Telcion's Account Executive facilitates communication between all parties before and during the project deployment, helping to ensure adherence to timelines and the attainment of goals.

PROJECT MANAGER
The Project Manager maintains day-to-day customer interaction and administrative duties, including the work plan, materials, finances, and contract management. He or she also leads weekly meetings.

Exhibit A – Part 2 Contractor's Proposal

PROJECT ESCALATION AND RESOLUTIONS PROCEDURES

Telcion believes proactive communication solves most challenges. Hence, we begin each project with a round table discussion to establish the lines of communications, authority, and responsibility. Only after these items are understood do we discuss the details of the project. This promotes a mutual understanding and establishes the grounds for positive, professional communication.

In the event of a miscommunication or misunderstanding—whether related to the technologies, installation, or personnel—the escalation process starts with Telcion's Lead Engineer. If necessary, the issue is then passed to the Project Manager, VP of Operations, and CEO. However, a client's designated representative is welcome to contact any of these individuals at any time and for any reason.

CERTIFICATIONS AND TRAINING

CISCO CERTIFICATIONS	CISCO SPECIALIZATIONS
Cisco Certified Internetworking Expert – Voice, Data Center	Advanced Collaboration Architecture
Cisco Certified Design Associate	Advanced Enterprise Network Architecture
Cisco Certified Network Associate	Advanced Unified Computing Technology
Cisco Certified Network Professional	
Cisco Certified Design Professional	**OTHER CERTIFICATIONS**
Cisco Certified Security Professional	Microsoft Certified Systems Engineer
Cisco IP Telephony Field Engineer	Project Management Institute Certified Project Manager
Cisco Wireless Systems Engineer	VMWare Technical Sales Professional
Cisco Sales Expert	VMWare Certified Professional

Exhibit B – Equipment & Service Schedule

telcion®
communications group

Configset ID: PE54487659YS
Configset Name: San Joaquin General Hospital

Created On: 17 Feb 2016
Created By: jeffsenger
Last Update On: 14 Mar 2016
Last Update By: jeffsenger
Main Currency: USD
Price List: Global Price List

Line Number	Item Name	Description	Service Duration	Lead Time	Included Item	Quantity
1.0	CUWL-11X-K9	Unified Workspace Licensing v. 11.x	N/A	14 days	No	1
1.0.1	CON-ECMU-CUW1LXK9	SWSS UPGRADES Unified Workspace Licensing v. 11.x	12.0 month(s)	N/A	No	1
1.1	NEW-UWL-11X-STD	New CUWL Standard Edition 11.x User, 1 User	N/A	14 days	No	275
1.2	NEW-UWL	New or Migration users for a new CUWL Deployment	N/A	14 days	No	1
1.3	UCAPPS-SW-11.X-K9	Version 11.x Software Kit	N/A	14 days	No	1
1.4	UWL-11X-PAK	CUWL 11.x PAK	N/A	14 days	Yes	1
1.5	UWL-11X-STD	CUWL Standard 11.x Users – Service Use Only	N/A	14 days	Yes	275
1.5.0.1	CON-ECMU-UWL11XS1	SWSS UPGRADES CUWL Standard 11.x Users - Service Use O	12.0 month(s)	N/A	No	275
1.6	VXME-LINUX-K9-RTU	VXME for SUSE Linux Right to Use	N/A	21 days	Yes	1
1.7	VXME-LINUX-UWL	Cisco VXME for SUSE Linux for CUWL	N/A	14 days	Yes	3
1.8	VXME-WIN-K9-RTU	VXME for Windows Right to Use	N/A	21 days	Yes	1
1.9	VXME-WINDOWS-UWL	Cisco VXME for Windows for CUWL	N/A	14 days	Yes	3
1.10	JAB-SDK-K9-RTU	Jabber Software Development Kit RTU	N/A	14 days	Yes	1

Exhibit B – Equipment & Service Schedule

1.11	CCX-11-PAK	CCX 11 autoexpanded PAK	N/A	21 days	Yes	1
1.12	CIPC-UWL-RTU	CIPC UWL Right to Use Certificate	N/A	14 days	Yes	1
1.13	CUCILYNC-CLNT-UWL	Cisco Unified Comm Integration for Lync for CUWL only	N/A	14 days	Yes	28
1.14	CUCILYNC-UWL-RTU	CUCILYNC UWL Right to Use Certificate	N/A	14 days	Yes	1
1.15	EXPWY-VE-C-K9	Cisco Expressway-C Server, Virtual Edition	N/A	21 days	Yes	6
1.16	EXPWY-VE-E-K9	Cisco Expressway-E Server, Virtual Edition	N/A	21 days	Yes	6
1.17	IPC8-CLIENT-UWL	IP Communicator 8.x for CUWL only	N/A	21 days	Yes	28
1.18	JAB-ADR-CLNT-UWL	Jabber for Android CUWL Only	N/A	14 days	Yes	83
1.19	JAB-ADR-RTU	Jabber for Android Right to Use	N/A	21 days	Yes	1
1.20	JABBER-DESKTOP	Jabber for Desktop for PC and Mac	N/A	21 days	Yes	207
1.21	JABBER-DSK-K9-RTU	Jabber for Desktop Right to Use	N/A	21 days	Yes	1
1.22	JABBER-SDK	Jabber Software Development Kit	N/A	14 days	Yes	3
1.23	JABBER-TABLET	Jabber for iPad and Android Tablet	N/A	21 days	Yes	83
1.24	JABBER-TABLET-RTU	Jabber for Tablet Right to Use	N/A	21 days	Yes	1
1.25	JAB-IPH-CLNT-UWL	Jabber for iPhone CUWL Only	N/A	14 days	Yes	110
1.26	JAB-IPH-RTU	Jabber for iPhone Right to Use	N/A	21 days	Yes	1
1.27	LIC-EXP-AN	Enable Advanced Networking Option	N/A	21 days	Yes	6
1.28	LIC-EXP-E	Enable Expressway-E Feature Set	N/A	21 days	Yes	6
1.29	LIC-EXP-E-PAK	Expressway Series, Expressway-E PAK	N/A	21 days	Yes	1
1.30	LIC-EXP-GW	Enable GW Feature (H323-SIP)	N/A	21 days	Yes	12
1.31	LIC-EXP-SERIES	Enable Expressway Series Feature Set	N/A	21 days	Yes	12
1.32	LIC-EXP-TURN	Enable TURN Relay Option	N/A	21 days	Yes	6
1.33	LIC-SW-EXP-K9	License Key Software Encrypted	N/A	21 days	Yes	12
1.34	SW-EXP-8.X-K9	Software Image for Expressway with Encryption, Version X8	N/A	21 days	Yes	1

Exhibit B – Equipment & Service Schedule

Item	Part Number	Description	Term	Lead Time	Serialized	Qty
1.35	UCM-11X-UWL-STD	UC Manager 11.x CUWL STD Users	N/A	14 days	Yes	275
1.36	JABBER-GUEST	Jabber Guest Session	N/A	21 days	No	1
1.37	CCX-11-N-P-LIC	CCX 11.0 PRE Seat Qty 1 LICENSE ONLY	N/A	21 days	Yes	25
1.37.0.1	CON-ECMU-CCX11NLC	SWSS UPGRADES CCX 11.0 PRE Seat Qty 1 LICENSE ONLY	12.0 month(s)	N/A	No	25
1.38	CCX-11-P-SVR-LIC	CCX 11.0 NEW PRE Server License	N/A	21 days	Yes	1
1.39	CCX-11-25P	CCX 11 premium 25 seat Promo Bundle	N/A	21 days	No	1
2.0	CCX-11-MED-K9	CCX 11.0 Media	N/A	21 days	No	1
2.1	MCP-11MEDIAKIT-K9	Media Kit for the MediaSense 11.0 software	N/A	21 days	No	1
3.0	CCX-11-ADD-K9	CCX 11.0 Add-on Licenses	N/A	21 days	No	1
3.0.1	CON-ECMU-CCX11ADD	SWSS UPGRADES CCX 11.0 Add-on Lice	12.0 month(s)	N/A	No	1
3.1	CCX-11-PAK	CCX 11 autoexpanded PAK	N/A	21 days	Yes	1
3.2	CCX-11-PHA-LIC	CCX 11.0 PRE HA LICENSE ONLY	N/A	21 days	No	1
3.3	CCEH-CUIC-LAB	License for Cisco Unified Intelligence Center Customer Lab	N/A	21 days	No	1
3.4	MCP-11X-AUD-10PACK	MediaSense 10 Port Audio Session	N/A	21 days	No	1
3.4.0.1	CON-ECMU-MCP1XPAK	SWSS UPGRADES MediaSense 10 Port Audio Session	12.0 month(s)	N/A	No	1
3.5	CCX-11-REC-LIC	CCX 11 Recording License	N/A	21 days	No	25
3.5.0.1	CON-ECMU-CCX1RCLC	SWSS UPGRADES CCX 11 Recording License	12.0 month(s)	N/A	No	25
4.0	R-UCL-UCM-LIC-K9	Top Level SKU For 9.x/10.x User License - eDelivery	N/A	2 days	No	1
4.0.1	CON-ECMU-RUCLUCK9	SWSS UPGRADES Top Level SKU For 9.	12.0 month(s)	N/A	No	1
4.1	LIC-CUCM-11X-ENH-A	UC Manager-11.x Enhanced Single User License	N/A	21 days	No	1000
4.1.0.1	CON-ECMU-LICXENHA	SWSS UPGRADES UC Manager-11.x Enhanced Single User-Und	12.0 month(s)	N/A	No	1000
4.2	CUCM-VERS-11.0	CUCM Software version 11.0	N/A	21 days	Yes	1
4.3	LIC-CUCM-11X-ENH	UC Manager Enhanced 11.x License	N/A	21 days	Yes	1000

Exhibit B – Equipment & Service Schedule

4.4	UCM-PAK	UCM 9X/10X/11X PAK	N/A	21 days	Yes	1
4.5	JABBER-GUEST	Jabber Guest Session	N/A	21 days	No	1
4.6	EXPWY-VE-E-K9	Cisco Expressway-E Server, Virtual Edition	N/A	21 days	No	1
4.7	EXPWY-VE-C-K9	Cisco Expressway-C Server, Virtual Edition	N/A	21 days	No	1
4.8	JABBER-IM-ADDON	Jabber for Everyone Additional IM Users	N/A	21 days	No	1000
4.9	SW-EXP-8.X-K9	Software Image for Expressway with Encryption, Version X8	N/A	21 days	No	1
4.10	JABBER-IM-RTU	Jabber for Everyone Right to Use	N/A	21 days	Yes	1
4.11	LIC-EXP-GW	Enable GW Feature (H323-SIP)	N/A	21 days	Yes	2
4.12	LIC-EXP-AN	Enable Advanced Networking Option	N/A	21 days	Yes	1
4.13	LIC-EXP-E	Enable Expressway-E Feature Set	N/A	21 days	Yes	1
4.14	LIC-EXP-SERIES	Enable Expressway Series Feature Set	N/A	21 days	Yes	2
4.15	LIC-EXP-TURN	Enable TURN Relay Option	N/A	21 days	Yes	1
4.16	LIC-SW-EXP-K9	License Key Software Encrypted	N/A	21 days	Yes	2
4.17	LIC-EXP-E-PAK	Expressway Series, Expressway-E PAK	N/A	21 days	Yes	1
4.18	JAB-GUEST-RTU-K9	Jabber Guest Right to Use	N/A	21 days	Yes	1
5.0	R-UNITYCN11-K9	Unity Connection 11.x Software	N/A	2 days	No	1
5.0.1	CON-ECMU-RUNITYCK	SWSS UPGRADES Unity Connection 11.x Software	12.0 month(s)	N/A	No	1
5.1	UNITYCN11-SC-PORT	Unity Connection Speech Connect/ASR 11.x Add-on ports	N/A	21 days	No	50
5.2	UNITYCN11-STD-USR	One Unity Connection 11.x User - All user Features-eDelivery	N/A	21 days	No	1125
5.2.0.1	CON-ECMU-UNITCN0S	SWSS UPGRADES One Unity Connection 10.x Voice Messagin	12.0 month(s)	N/A	No	1125
5.3	LIC-SPCHVIEW-DEMO	SpeechView Unity Connection Demo for 50 users for 6 months	N/A	21 days	Yes	1
5.4	UNITYCN11-PAK	Unity Connection 11.x PAK	N/A	21 days	Yes	1
5.5	UCXN-11X-SC-PORTS	Unity Connection 11.x SpeechConnect Ports	N/A	14 days	Yes	2

Exhibit B – Equipment & Service Schedule

6.0	EMRGNCY-RSPNDR	Emergency Responder Electronic or Physical Software Delivery	N/A	21 days	No	1
6.0.1	CON-ECMU-EMRGNCY	SWSS UPGRADES EMRGNCY RSPNDR	12.0 month(s)	N/A	No	1
6.1	ER-NEW-OR-ADDON	Not an upgrade	N/A	21 days	No	1
6.2	ER11-PAK	EMRGNCY RSPNDR 11.X PAK	N/A	21 days	Yes	1
6.3	ER11-USR-1	EMRGNCY RSPNDR USR LIC 1 PHN FOR NEW 11X SYSTEM	N/A	21 days	No	1275
6.3.0.1	CON-ECMU-ER11USR1	SWSS UPGRADES EMRGNCY RSPNDR USR LIC 1 PHN FOR NEW 11X	12.0 month(s)	N/A	No	1275
6.4	ER11.0-SW-K9	EMRGNCY RSPNDR 11.0 SW NEW	N/A	21 days	No	1
7.0	MCP11-LIC-K9	MediaSense 11.x Software	N/A	21 days	No	1
7.0.1	CON-ECMU-MCP11LIL	SWSS UPGRADES MediaSense 11.x Soft	12.0 month(s)	N/A	No	1
7.1	MCP-AUDIO-11X-LIC	MediaSense 11.0 Audio Port License	N/A	21 days	No	15
7.1.0.1	CON-ECMU-MCPAUDIX	SWSS UPGRADES MediaSense 11.0 Audi	12.0 month(s)	N/A	No	15
8.0	R-PC11-ASSW-K9=	Prime Collaboration 11.0 Assurance/Analytics Software and ba	N/A	2 days	No	1
8.0.1	CON-ECMU-RPC11ASW	SWSS UPGRADES Prime Collaboration 11.0 Assurance/Analy	12.0 month(s)	N/A	No	1
9.0	R-PC11-PRSW-K9=	Prime Collaboration 11.0 Provisioning Software and base Lic	N/A	2 days	No	1
9.0.1	CON-ECMU-RPC11PSW	SWSS UPGRADES Prime Collaboration 11.0 Provisioning So	12.0 month(s)	N/A	No	1
10.0	L-PC11-PAAN-LIC	Prime Collaboration 11.xProv,Assur,Any Lic Bundle-1 endpnt	N/A	2 days	No	1275
10.0.1	CON-ECMU-LPC11PAN	SWSS UPGRADES Prime Collaboration 11.xProv,Assur,Any L	12.0 month(s)	N/A	No	1275
10.1	L-PC11-AN-BUN	Prime Collaboration Analytics 11 Lic Bundle expansion	N/A	21 days	Yes	1275
10.2	L-PC11-AS-BUN	Prime Collaboration Assurance 11 Lic Bundle expansion	N/A	21 days	Yes	1275
10.3	L-PC11-PR-BUN-PAK	Prime Collaboration Provisioning 11 Lic Bundle expansion	N/A	21 days	Yes	1275
11.0	L-CUAC11X	Cisco Unified Attendant Consoles 11.x	N/A	2 days	No	1

Exhibit B – Equipment & Service Schedule

#	Part Number	Description					Qty
11.0.1	CON-ECMU-LTCUAC11	SWSS UPGRADES Cisco Unified Attendant Consoles 11.x	12.0 month(s)	N/A	N/A	No	1
11.1	L-CUAC11X-ADV	Cisco Unified Attendant Console Advanced 11.x - 1 Lic	N/A	N/A	2 days	No	5
11.1.0.1	CON-ECMU-LCUVAC1L	SWSS UPGRADES Cisco Unified Attendant Console Advanced	12.0 month(s)	N/A	N/A	No	5
11.2	L-CUAC11X-ADV-HA	Cisco Unified Attendant Console Advanced 11.x Server HA	N/A	N/A	2 days	No	1
12.0	CP-8851-K9=	Cisco IP Phone 8851	N/A	N/A	21 days	No	250
12.0.1	CON-SNT-CP8851K9	SNTC-8X5XNBD Cisco UC Phone 8851	12.0 month(s)	N/A	N/A	No	250
13.0	CP-BEKEM=	Cisco IP Phone 8800 Key Expansion Module	N/A	N/A	31 days	No	9
13.0.1	CON-SNT-CPBEKEM	SNTC-8X5XNBD Cisco IP Phone 8800 Key Expansion Module	12.0 month(s)	N/A	N/A	No	9
14.0	CP-PWR-CUBE-4=	IP Phone power transformer for the 89/9900 phone series	N/A	N/A	14 days	No	9
15.0	CP-8831-K9=	Cisco 8831 Base/Control Panel for North America	N/A	N/A	21 days	No	16
15.0.1	CON-SNT-CP8831K9	SNTC-8X5XNBD Cisco 8831 IP Confer Phone w/ controller	12.0 month(s)	N/A	N/A	No	16
15.1	CP-8831-DCU-S	Spare Cisco 8831 Display Control Unit (DCU)	N/A	N/A	21 days	Yes	16
16.0	CP-8811-K9=	Cisco IP Phone 8811 Series	N/A	N/A	21 days	No	950
16.0.1	CON-SNT-CP8811K9	SNTC-8X5XNBD Cisco IP Phone 8811 Series	12.0 month(s)	N/A	N/A	No	950
17.0	UCS-SPM-B200M4-A4	UCS SPSelect B200M4 Adv4 w/2xE52660 v3,16x16GB,VIC1340 + C1	N/A	N/A	N/A	No	3
17.1	UCS-SP-B200M4-A4	UCS SP Select B200M4 Advanced4 w/2xE52660 v3,16x16GB,VIC1340	N/A	N/A	10 days	No	3
17.1.0.1	CON-SNTP-SMB200A4	SNTC-24X7X4 UCS SP Select B200M4 Advanced4 w/2xE52660 v3	12.0 month(s)	N/A	N/A	No	3
17.1.1	UCS-CPU-E52660D	2.60 GHz E5-2660 v3/105W 10C/25MB Cache/DDR4 2133MHz	N/A	N/A	10 days	Yes	6
17.1.2	UCS-MR-1X162RU-A	16GB DDR4-2133-MHz RDIMM/PC4-17000/dual rank/x4/1.2v	N/A	N/A	10 days	Yes	48
17.1.3	UCS-SD-64G-S	64GB SD Card for UCS Servers	N/A	N/A	10 days	No	6
17.1.4	UCSB-MLOM-40G-03	Cisco UCS VIC 1340 modular LOM for blade servers	N/A	N/A	10 days	Yes	3

Exhibit B – Equipment & Service Schedule

Item	Part Number	Description	Term	Days	Included	Qty
17.1.5	UCSB-HS-EP-M4-F	CPU Heat Sink for UCS B200 M4/B420 M4 (Front)	N/A	10 days	Yes	3
17.1.6	UCSB-HS-EP-M4-R	CPU Heat Sink for UCS B200 M4/B420 M4 (Rear)	N/A	10 days	Yes	3
17.1.7	UCSB-LSTOR-BK	FlexStorage blanking panels w/o controller, w/o drive bays	N/A	10 days	Yes	6
17.2	C1F2PUCSK9-UCS-SPM	UCS SP Cisco ONE Foundation Perpetual UCS 1-9	N/A	10 days	No	3
17.2.0.1	CON-ECMU-C1F2PUCS	SWSS UPGRADES C1 Foundation Perpetual UCS	12.0 month(s)	N/A	No	3
17.2.1	C1-EGW-DC-K9	Cisco ONE Energy Mgmt Perpetual Lic - 1 DC End Point	N/A	14 days	Yes	3
17.2.2	C1-N1K-ESSTL	Nexus 1000V Essential Edition, Qty=2	N/A	14 days	Yes	3
17.2.3	C1-PSC-F-1-K9	Cisco ONE Prime Service Catalog Foundation Per Server	N/A	21 days	Yes	3
17.2.4	C1-UCC-1	Cisco ONE Foundation UCS Central per Server	N/A	10 days	Yes	3
17.2.5	C1-UCD-VM	Cisco ONE UCS Director Foundation Compute Per Server (50 VM)	N/A	21 days	Yes	3
17.2.6	C1-UPM-EE	Cisco ONE UCS Performance Manager Express Edition	N/A	21 days	Yes	3
17.2.7	C1F2SICFBK9	Cisco ONE Foundation Subsr Intercloud Fabric For Business	N/A	21 days	Yes	3
17.2.7.0.1	CON-ECMU-C1F2SICF	SWSS UPGRADES Cisco ONE Foundation	12.0 month(s)	21 days	No	3
17.2.8	C1-ICFB2-4-LIC-K9	Cisco ONE Intercloud Fabric For Business General cloud lic	N/A	21 days	Yes	3
17.2.8.0.1	C1F21ICFB004K9	Cisco ONE Foundation ICFB General cloud 1YR 4 Hybrid Port	12.0 month(s)	N/A	No	3
18.0	UCSB-MLOM-PT-01=	Cisco UCS Port Expander Card (mezz) for VIC	N/A	10 days	No	3
19.0	UCS-SPM-MINI	UCS SP Select 5108 AC2 Chassis w/FI6324	N/A	10 days	No	1
19.0.1	CON-SNTP-SMBMMINI	SNTC-24X7X4 UCS SP Select 5108 AC2 Chassis w/FI6324, UCS	12.0 month(s)	N/A	No	1
19.1	CAB-US520-C19-US	NEMA 5-20 to IEC-C19 14ft US	N/A	21 days	No	4
19.2	N01-UAC1	Single phase AC power module for UCS 5108	N/A	10 days	Yes	1
19.3	N20-CAK	Accessory kit for UCS 5108 Blade Server Chassis	N/A	10 days	Yes	1
19.4	N20-CBLKB1	Blade slot blanking panel for UCS 5108/single slot	N/A	10 days	Yes	8
19.5	N20-FAN5	Fan module for UCS 5108	N/A	10 days	Yes	8

Exhibit B – Equipment & Service Schedule

19.6	N20-FW013	UCS Blade Server Chassis FW Package 3.0 for FI6324 only	N/A	10 days	Yes	1
19.7	UCSB-5108-PKG-HW	UCS 5108 Packaging for chassis with half width blades.	N/A	10 days	Yes	1
19.8	UCSB-PSU-2500ACDV	2500W Platinum AC Hot Plug Power Supply - DV	N/A	10 days	Yes	4
19.9	UCS-FI-M-6324	UCS 6324 In-Chassis FI with 4 UP, 1x40G Exp Port, 16 10Gb	N/A	10 days	Yes	2
19.9.0.1	CON-SNTP-FIM6324	SNTC-24X7X4 UCS 6324 In-Chs FI w/4 UP 1x40G E-Port	12.0 month(s)	N/A	No	2
19.10	N10-MGT013	UCS Manager 3.0 for FI 6324 use only	N/A	10 days	Yes	2
20.0	SFP-H10GB-CU3M=	10GBASE-CU SFP+ Cable 3 Meter	N/A	14 days	No	4
21.0	ISR4431-V/K9	Cisco ISR 4431 UC Bundle, PVDM4-64, UC License, CUBE-25	N/A	21 days	No	2
21.0.1	CON-SNTP-ISR4431V	SNTC-24X7X4 Cisco ISR 4431 UC Bu	12.0 month(s)	N/A	No	2
21.1	SL-44-IPB-K9	IP Base License for Cisco ISR 4400 Series	N/A	21 days	Yes	2
21.2	PWR-4430-AC	AC Power Supply for Cisco ISR 4430	N/A	21 days	Yes	2
21.3	PWR-4430-AC/2	AC Power Supply (Secondary PS) for Cisco ISR 4430	N/A	21 days	No	2
21.4	CAB-AC	AC Power Cord (North America), C13, NEMA 5-15P, 2.1m	N/A	14 days	No	4
21.5	FL-CUBEE-25	Unified Border Element Enterprise License - 25 sessions	N/A	21 days	Yes	2
21.6	MEM-FLSH-8G	8G eUSB Flash Memory for Cisco ISR 4430	N/A	21 days	Yes	2
21.7	MEM-4400-4G	4G DRAM (2G+2G) for Cisco ISR 4400	N/A	21 days	Yes	2
21.8	MEM-4400-DP-2G	2G DRAM (1 DIMM) for Cisco ISR 4400 Data Plane	N/A	21 days	Yes	2
21.9	NIM-BLANK	Blank faceplate for NIM slot on Cisco ISR 4400	N/A	21 days	Yes	2
21.10	SL-44-UC-K9	Unified Communication License for Cisco ISR 4400 Series	N/A	21 days	Yes	2
21.11	SISR4400UK9-316S	Cisco ISR 4400 Series IOS XE Universal	N/A	21 days	No	2
21.12	NIM-4MFT-T1/E1	4 port Multiflex Trunk Voice/Clear-channel Data T1/E1 Module	N/A	21 days	No	2
21.13	USE-BUNDLED-PVDM	Choose to assemble the PVDM in a Voice bundle on T1/E1 card	N/A	21 days	No	2
21.14	NIM-2FXS/4FXO	2-Port FXS/FXS-E/DID and 4-Port FXO Network Interface Module	N/A	21 days	No	2

Exhibit B – Equipment & Service Schedule

Item	Part Number	Description				Qty
21.15	PVDM4-64U128	PVDM4 64-channel to 128-channel factory upgrade	N/A	21 days	No	2
22.0	CP-7925G-A-K9=	Cisco 7925G FCC; Battery/Power Supply Not Included	N/A	21 days	No	50
22.1	CP-7925G-SW-K9-A	Cisco 7925G Software, FCC	N/A	21 days	Yes	50
23.0	CP-BATT-7925G-EXT=	Cisco 7925G Battery, Extended	N/A	38 days	No	50
24.0	CP-PWR-7925G-NA=	Cisco 7925G Power Supply for North America	N/A	21 days	No	50
25.0	BE7M-M4-K9	Cisco Business Edition 7000M Svr (M4), Export Restricted SW	N/A	21 days	No	1
25.0.1	CON-SNTP-BE7MM4K9	SNTC-24X7X4 Cisco Business Edition 7000M Server, Exp	12.0 month(s)	N/A	No	1
25.1	CAB-N5K6A-NA	Power Cord, 200/240V 6A North America	N/A	14 days	No	2
25.2	VMW-VS5-HYP-USEL	Cisco UC Virt. Hypervisor Entitlements	N/A	21 days	No	1
25.2.0.1	CON-ECMU-VMWVS5HL	SWSS UPGRADES Cisco UC Virt. Hypervisor Entitlements	12.0 month(s)	N/A	No	1
25.3	BE7K-SW-10X11X-K9	Media (no lic) for Cisco Collaboration 10.x 11.x	N/A	21 days	Yes	1
25.4	VMW-VS5-HYP-K9	Cisco UC Virt. Hypervisor 5.x (2-socket)	N/A	21 days	Yes	1
25.5	VMW-VS5-SNS	Cisco UC Virt. Hypervisor 5.x - SnS	N/A	21 days	Yes	1
25.6	CIT2-PSU2V2-1200W	1200W V2 AC Power Supply for 2U C-Series Servers	N/A	21 days	Yes	2
25.7	CIT2-A03-D300GA2	300GB 6Gb SAS 10K RPM SFF HDD/hot plug/drive sled mounted	N/A	21 days	Yes	12
25.8	CIT2-CPU-E52680D	2.50 GHz E5-2680 v3/120W 12C/30MB Cache/DDR4 2133MHz	N/A	21 days	Yes	1
25.9	CIT2-MR-1X162RU-A	16GB DDR4-2133-MHz RDIMM/PC4-17000/dual rank/x4/1.2v	N/A	21 days	Yes	4
25.10	CIT2-MRAID12G	Cisco 12G SAS Modular Raid Controller	N/A	21 days	Yes	1
25.11	CIT2-MRAID12G-1GB	Cisco 12Gbps SAS 1GB FBWC Cache module (Raid 0/1/5/6)	N/A	21 days	Yes	1
25.12	CIT2-PCI-1B-240M4	Right PCIe Riser Board (Riser 1) (3 x8) for 6 PCI slots	N/A	21 days	Yes	1
25.13	CIT2-PCIE-IRJ45	Intel i350 Quad Port 1Gb Adapter	N/A	21 days	Yes	2
25.14	R2XX-RAID5	Enable RAID 5 Setting	N/A	10 days	Yes	1

Exhibit B – Equipment & Service Schedule

Item	Part Number	Description				Qty
26.0	L-WBX-MC-NU-NEW	WebEx Named User MC - New Service	N/A	N/A	No	1
26.1	L-WBX-TOLLUSER-NY1	New Service - Toll Named Users - 1YR	N/A	N/A	No	5
26.2	L-WBX-MC-NU-S2-NY1	New - MC Named User - Tier 2 (5 - 999 Users) - 1YR	N/A	2 days	No	5
26.3	L-WBX-CMRNU-S2-NY1	New - CMR Cloud NU - Tier 2 (5 - 99 Users) - 1YR	N/A	NPH	No	5
27.0	CS215-2P-12T-320F	Nimble Storage CS215, 2x1 GigE, Dual 10GbE Optical, 12x1TB HDD, 4x80GB SSDs	N/A	21	No	1
27.0.1	SLA-NBD	NBD Parts Del, SW Sup & InfoSight - NextGen Arrays	12.0 month(s)	N/A	No	1
27.1	PRO-INSTALL-ARRAY1	Installation for Nimble Array	N/A	N/A	No	1
28.0	VS6-STD-C	Vmware vSphere 6.0 Standard 1 Processor	N/A	14	No	7
29.0	VS6-STD-P-SSS-C	Vmware vSphere 6.0 Standard Production Support 7x24 1Yr	N/A	14	No	7
30.0	VCS6-STD-C	Vmware vCenter 6.0 Standard 1 Instance	N/A	14	No	1
31.0	VCS6-STD-P-SSS-C	Vmware vCenter 6.0 Standard Production Support 7x24 1Yr	N/A	14	No	1
32.0	CVMB2000	CommView Multi-User Bundle 2000 with 5 concurrent users	N/A	14	No	1
33.0	IPTA-IC1000	Informacast Advanced Notification - Endpoint Licensing - 1000 License Bundle	N/A	14	No	1
34.0	IPTA-IC250	Informacast Advanced Notification - Endpoint Licensing - 250 License Bundle	N/A	14	No	1
35.0	IPTA-M1Y-C	1 Year Maintenance - Endpoint License - 1000 License Tier	N/A	14	No	1250
36.0	IPTA-IC-R	InformaCast Resiliency - Per Endpoint	N/A	14	No	1250
37.0	2RING-ENH-BUNDLE	2RING Enhanced Bundle for UCCX Agent (per seat)	N/A	21	No	25
38.0	R-UCL-UCM-LIC-K9	Top Level SKU For 9.x/10.x User License - eDelivery	N/A	2 days	No	1
38.0.1	CON-ECMU-RUCLUCK9	SWSS UPGRADES Top Level SKU For 9.	12.0 month(s)	N/A	No	1
38.1	LIC-CUCM-11X-ENH-A	UC Manager-11.x Enhanced Single User License	N/A	21 days	No	1
38.1.0.1	CON-ECMU-LICXENHA	SWSS UPGRADES UC Manager-11.x Enhanced Single User-Lnd	12.0 month(s)	N/A	No	1
38.2	LIC-EXP-RMS	Expressway Rich Media Session	N/A	21 days	No	2

Exhibit B – Equipment & Service Schedule

	CON-ECMU-LICEXPRM					
38.2.0.1		SWSS UPGRADES Expressway Rich Media Session	12.0 month(s)	N/A	No	2
38.3	CUCM-VERS-11.0	CUCM Software version 11.0	N/A	21 days	No	1
38.4	UCM-PAK	UCM 9X/10X/11X PAK	N/A	21 days	Yes	1
38.5	LIC-CUCM-11X-ENH	UC Manager Enhanced 11.x License	N/A	21 days	Yes	1
38.6	LIC-EXP-E-PAK	Expressway Series, Expressway-E PAK	N/A	21 days	Yes	1
39.0	CP-DX80-K9=	Cisco DX80	N/A	21 days	No	1
39.0.1	CON-SNT-CPDX80KG	SNTC-8X5XNBD Cisco DX80	12.0 month(s)	N/A	No	1
39.1	CP-PWR-CORD-NA	Power Cord, North America	N/A	21 days	No	1

SAN JOAQUIN COUNTY
PURCHASING AND SUPPORT SERVICES
PURCHASING DIVISION

Jon Drake, C.P.M.
Director

Johnnie E. Terry, CPPB
Deputy Director

January 29, 2016

TO: ALL PROSPECTIVE BIDDERS

FROM: REQUEST FOR PROPOSAL NO. 16-06
VoIP upgrade for San Joaquin General Hospital

Ladies and Gentlemen:

Enclosed please find a Request for Proposal with a scope of work, terms, and a sample contract.

Sealed responses are to be received no later than **2:00 PM, PDT, TUESDAY, MARCH 15, 2016**. Please return your Proposal in a sealed envelope with the RFP number and the date and time of RFP opening.

Mail or deliver your response by the above date and time to the following address:

San Joaquin County

Purchasing and Support Services
County Administration Building
44 N. San Joaquin Street, Suite 540
Stockton, CA 95202

MANDATORY PRE-PROPOSAL CONFERENCE

There will be **ONLY ONE** pre-proposal conference on **Friday, February 12, 2016 at 10:00 AM, PST**. The conference will be held at **San Joaquin General Hospital located at 500 W. Hospital Road, Conference Room 2, French Camp, CA, 95231. We will meet at the Hospital's Main Lobby at 10:00AM, PST Sharp then walk over to the conference room.** Not attending this conference will exclude you from bidding.

If you have any further questions, please contact me at (209) 468-2074.

Sincerely,

Gina Gutierrez
Deputy Purchasing Agent

GG

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44 N. San Joaquin Street
Suite 540
Stockton, CA 95202

209/468-3240
Fax: 209/468-3393
Web Page Address: www.sjgov.org

REQUEST FOR PROPOSAL
RFP # 16-06

VoIP Upgrade for San Joaquin General Hospital

DUE:
March 15, 2016 AT 2:00 PM, PDT

San Joaquin County
Purchasing and Support Services
44 N. San Joaquin Street, Suite 540
Stockton, CA 95202-2931

BUYER: Gina Gutierrez, gigutierrez@sjgov.org , (209) 468-2074

TABLE OF CONTENTS

1.0 SUBMITTAL OF PROPOSALS

Sealed Proposals will be received at the Office of the Purchasing Agent at 44 N. San Joaquin Street, Suite 540, Stockton, CA 95202-2930, until **Tuesday, March 15, 2016 at 2:00 PM, PDT.**

ALL PROPOSALS SHALL BE ADDRESSED AS FOLLOWS:

Request for Proposal 16-06
Purchasing Agent
County of San Joaquin
44 N. San Joaquin Street, Suite 540
Stockton, CA 95202-2931

The Proposal envelope shall have stated thereon the name and address of the submitting Contractor.

PROPOSALS WILL NOT BE ACCEPTED AFTER **Tuesday, March 15, 2016 at 2:00 PM, PDT.** ALL PROPOSALS RECEIVED AFTER SAID TIME AND DATE WILL BE TIME-STAMPED AND RETURNED UNOPENED TO THE SUBMITTER.

THE COUNTY WILL NOT ACCEPT PROPOSAL RESPONSES SUBMITTED BY FAX OR EMAIL.

Proposal Package Checklist:

☐ Questionnaire (Attachment A)

☐ Cooperative/Piggyback Clause (Attachment B)

☐ Identification sheet (Attachment C),

☐ Reference sheet(s) (Attachment D)

☐ Non-Collusion Affidavit (Attachment E)

☐ Proposal Authorization Signature Page (Attachment F)

☐ Cost Proposal Section 5.0 – in a separate sealed envelope

☐ Narratives as described in Section 4.0

2.0 KEY ACTION EVENTS AND DATES

Listed below are the events and dates for this RFP. All dates are subject to revision.

Event No.	Description	Date
1.	Release of RFP	**Friday, January 29, 2016**
2.	Pre-Proposal Conference – Review of RFP	**Friday, February 12, 2016 at 10:00 AM, PST**
3.	Last day for Proposers to submit questions	**Friday, February 19, 2016 at 5:00 PM, PST**
4.	Last day for County to answer questions	**Tuesday, March 1, 2016**
5.	Proposal is due no later than **2:00 PM, PDT**	**Tuesday, March 15, 2016**
7.	Award	TBD

MANDATORY PRE-PROPOSAL CONFERENCE

There will be **ONLY ONE** pre-proposal conference on **Friday, February 12, 2016 at 10:00 AM, PST.** The conference will be held at **San Joaquin General Hospital located at 500 W. Hospital Road, Conference Room 2, French Camp, CA, 95231.** Not attending this conference will exclude you from bidding. **We will meet at the Hospital's Main Lobby at 10:00AM, PST Sharp then walk over to the conference room.**

3.0 INTRODUCTION

A. GENERAL

San Joaquin County (SJC) is requesting proposals for the procurement, installation and ongoing maintenance of a Unified Communications System for San Joaquin County General Hospital (SJGH). This facility will require a Unified Communications solution with interfaces to existing communications and applications technology.

Initially the system needs be designed to requirements, staged, implemented so as to be stood up and tested and work with existing SJGH systems. Also give technical and end-user training. After execution support, until July 2016, be available to ensure that various turnover and Move/Add/Change tasks are handled smoothly, along with high-level support.

After implementation with target date of June 2016 the vendor shall keep resources on-site for one month after, with a ramp-down to fewer resources for the six months after that. Ongoing support for the system will be required as well. The vendor as part of the implementation will be required to help users onto the system (for approximately 1,400 users).

SJGH is a 196 bed Level 3 Trauma Center that will continue to provide medical services in the event of a major local or regional emergency such as a major earthquake. At some point in the near future, SJGH is seeking to become a Level 2 Trauma Center. Therefore, it is imperative that the communications services installed in the building maintain their operation and responses to this RFP must clearly state capabilities which make such continued operations possible. This is a key requirement over and above the other operational requirements described in this document, in other words, any solution feature will only be considered complete if its high availability component is also addressed.

Systems implementation for this project is scheduled to occur April thru June 2016.

B. MINIMUM QUALIFICATIONS

1. To be qualified as the chosen vendor for the San Joaquin General Hospital Unified Communications project, proposers must meet the following minimum qualifications:
   a. Candidate must be experienced and established in operating a managed consulting and professional services portfolio to build (plan, design, planning, engineering, installation, integration, optimization, test and network turn-up) a unified communications solution.
   b. Candidate must be in possession of all applicable and current licenses, certifications, etc.
   c. Candidates must complete both questions in Attachment A – Questionnaire. Candidates must pass both questions in this section in
     · order to be qualified to submit a bid for the Project.

4.0 SCOPE OF WORK AND MINIMUM REQUIREMENTS

A. ESSENTIAL MINIMUM FUNCTIONS

Any unified communications solution to be considered for the SJGH needs to provide the following essential minimum functions:

1. Retain existing phone numbers and migrate them from the existing Centrex environment to the new VoIP environment.
2. Provide voice foundation
3. Improve clinical mobility
4. Improve Real-time Collaboration
5. Integrate clinical data
6. Alerts
7. Notifications
8. Real-time mobile communications
9. Integrate with videoconferencing and VMI solution
10. Web & audio conferencing, desktop & mobile video (smartphones & tablets)
11. Ensure future scalability, manageability and supportability
12. Connectivity to and routing with existing communications systems on the hospital campus
13. Interaction with the rest of the SJGH sites in other city locations
14. High Availability (99.999% uptime)
15. 5-digit dialing to other SJC sites

The primary solution hardware for this project will be placed at San Joaquin General Hospital, MPOE or Data Center.

B. MAINTENANCE AND SERVICE TRAINING

Proposer to provide maintenance and service training for technicians from SJC and SJGH operations. Training shall be provided on-site or at proposer's facility. Training topics shall include (vendor shall propose additional):

1. Telephony
2. Voicemail
3. System maintenance
4. Reporting
5. Capacity Planning
6. Support
7. End User Provisioning
8. Coordination w/local IT staff be they SJGH or SJC regarding the networking aspects of the systems
9. Vendor is required to identify 24/7/365 support for the solution. Vendors should identify how the support will.be achieved and the cost associated with each option. **This pricing should be included as part of the SEALED cost proposal in Section 5 of this RFP under the "Annual support plan post go-line" line item.** For example; SJC provides Tier 1 and Tier 2 support with the vendor providing Tier 3 and Tier 4 support, OR the vendor will provide ALL support.

C. DOCUMENTATION

Proposer to provide two (2) sets each of complete print documentation including "as-built" specifications, to Information Systems Division (ISD) and SJGH Information Systems (four sets total). The documentation shall include technical service manuals for each unique types of equipment provided in the system. In addition to print documentation, six (6) soft copies on CD or DVD or USB thumb drive, of the "as-built" specifications, shall be provided.

D. PROJECT SCHEDULE AND TIMETABLE (TO BE PROPOSED BY PROPOSERS)

The proposer needs to provide a preliminary project schedule and Gantt chart including, at a minimum, the below-listed tasks, based on project tasks beginning immediately following contract signature, with a date of April 2016 to be able to start to place equipment at SJGH:

1. Contract signing / Notice to Proceed
2. Design phase will include a phase of vendor collaboration with SJC's project infrastructure team
3. The project will make use of existing SJGH network comprised of Enterasys (Extreme Networks) equipment to support VoIP and many other essential services.
4. Completion of system design review
5. System staging completed
6. Completion of infrastructure installations
7. Acceptance testing and test documentation
8. Training of the SJC technicians responsible for system maintenance
9. System acceptance by SJC & start of warranty
10. Project Completion

E. KEY REQUIREMENTS NARRATIVE:

1. High Availability
   a. Available 99.999% of the time (no more than six minutes of unplanned downtime per year). A Unified Communications solution must deploy redundant (failover-ready) components in order to provide continuous voice and other services to the user base. Being a Trauma Center, the hospital environment has zero tolerance for dial tone interruptions. Proposals should include all relevant considerations and architecture consistent with providing this level of availability in a Level 2 Trauma Center.
   b. There will be UPS power available to the UC platform if placed in the MDF or Datacenter. That UPS power is backed up by generator power.
   c. Please describe in detail where single-points of failure existing in the design. This includes device level considerations, diversity in carrier connections and technologies. Detail operational effects of component

failures with call control systems, TDM interfaces, voicemail systems failure and other component level failures.

d. Include the ability to use offsite private-network based SIP Trunks to allow failover of all voice services in the event of a failure of primary PSTN TDM based services in addition to intra-city traffic between SJGH sites and other SJC entities.

e. Detail procedures utilized to insure continued, uninterrupted operations during system upgrades. Including details on device level behaviors during upgrades, techniques utilized to minimize and/or eliminate any service outages.

f. Elements of Level 2 Trauma Centers Include (from http://www.amtrauma.org/resources/traumacategorization/index.aspx):

- 24-hour in-house coverage by general surgeons, and prompt availability of care in specialties such as orthopedic surgery, neurosurgery, anesthesiology, emergency medicine, radiology, internal medicine, plastic surgery, oral and maxillofacial, pediatric and critical care.
- Referral resource for communities in nearby regions.
- Provides leadership in prevention, public education to surrounding communities.
- Provides continuing education of the trauma team members.
- Incorporates a comprehensive quality assessment program.
- Operates an organized teaching and research effort to help direct new innovations in trauma care.
- Program for substance abuse screening and patient intervention.
- Meets minimum requirement for annual volume of severely injured patients.

2. Conferencing – Identify if capability exists, but not required

3. Real-Time Collaboration -   Deploy a collaboration infrastructure reaching medical staff for rapid communications, including "ringing"/alerting all devices associated with a person (also known as "single number reach", "alert management" and "fixed/mobile convergence").

4. Application Support – System shall support advanced applications such as access to clinical data, receiving alerts, acting as a platform for mobile device applications.

5. Integration with existing Telephony and other Infrastructure throughout the SJGH campus:

Category	Legacy System	Description; Summary of interface requirements
Telephony	AT&T Centrex	
	5-digit dialing within SJGH and SJC Departments	
	Caller ID (Name and Phone #), in both normal and emergency operations	
	Cisco UCM and Unity UM clusters	In SJC network
	Operator consoles	Reference section in this document
Voicemail	Centrex Voicemail	
Video Conferencing	Cisco TelePresence	
Messaging and Presence	Nurse Call	Identify if capability exists, but not required
	Mobility and Presence	Third Party Middleware
	Microsoft Lync Clients and Exchange UM	In SJC network
Viscera	Vocera Communications System	Interface with Vocera for paging and receiving/making calls.
Video Medical Interpreter	Language translation for patient interactions	Identify if capability exists, but not required
Telemedicine	Remote consultation	Identify if capability exists, but not required
Patient Experience Equipment	Analog phones for patient rooms;	

		Zone paging and all-page. Speakers on the phones come on for specific phones for special paging (by dialing a special phone number) -- This is in addition to overhead paging. Vendor must ensure these two solutions continue to work throughout the campus. It is essential to integrate the diverse paging systems (old, new) – code green, code pink. Vendor to propose solution to dialing a single number.
Paging	Overhead paging system	

F. Integration and Installation Tasks Required

1. SJC expects the selected vendor to coordinate all network requirements and IP address specs utilized with SJC ISD and SJGH Information Systems (SJGH-IS) network engineering teams.
   a. NOTE: The SJGH is providing all network connectivity using an Enterasys Converged Network. SJGH expects to provide high availability network equipment and ports for use by the chosen vendor and SJGH does not expect the vendor to supply their own core network equipment.
2. This also relates to firewall services – the selected vendor will integrate their solution with the firewall solution provided by ISD and SJGH.
3. Configure specific phone number and phone number ranges as specified in **Section A** of the Scope of Work in this document and as specified during Detailed Design.
4. Install Unified Communications functionality as summarized in **Paragraph E & F** of this RFP Section 4.0.
5. Design the solution to ensure future scalability, manageability and supportability
6. Configure connectivity to and routing with existing communications systems on the hospital campus and SJGH sites in other city locations.
7. In the design and installation, maintain 5-digit dialing to other SJC sites
8. Provide training on system maintenance and support procedures as specified in **Paragraph B** of this RFP Section 4.0.
9. Design and implement a High-Availability solution as described in **Paragraph E** of this RFP Section 4.0.

10. Install core Unified Communications features, and integrate with existing SJGH technology as specified in **Paragraph G** of this RFP Section 4.0.
11. Provide systems capacity (circuit, handset and other quantities) as specified in **Exhibit A – Preliminary Handset Equipment List** of this RFP.
12. Install and configure required system features as specified in **Paragraph H** of this RFP Section 4.0.
13. Document your proposed solution as specified on **Paragraph K & L** of this RFP Section 4.0.
14. Propose a suitable Call Accounting System for a healthcare facility such as SJGH.
15. Install and configure Attendant Console capability as specified in **Paragraph M** of this RFP Section 4.0.
16. Integrate to existing Email, Instant Messaging and Presence, and Medical Applications as specified in **Paragraph Q** of this RFP Section 4.0.
17. Design and install the solution to conform to Compliance requirements and Security and Privacy requirements as specified in **Paragraphs J & T** of this RFP Section 4.0.
18. Provide system management capability as specified in **Paragraph V** of this RFP Section 4.0.
19. In the cost proposal, provide 10% spares to be located at SJGH of each phone type. **This pricing should be included as part of the SEALED cost proposal in Section 5 of this RFP.**
20. Redundant E911 services must be supplied for all phones in the system.
21. Provide integration with Microsoft Lync as specified in **Paragraph W** of this RFP Section 4.0.

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G. MANDATORY REQUIREMENTS FOR SJGH VoIP SYSTEM

Description VoIP System	Required
Trunks	
DID	1500
Busy Hour Call Volume (concurrent calls)	100
SIP Trunks to PSTN Provider	Please suggest most contemporary networking solution(s) to meet this capacity requirement.
Multiple Call Center Capability	SJGH has multiple call centers. VoIP system must be capable of supporting multiple call centers.
PRI	8 (4 inbound + 4 outbound)(To be confirmed in Design Phase)

Description Voicemail System	Required
Voice Mail	
VMS Standard Mailboxes	464
Desktop Messaging Users	464
Number of Ports	50

Wireless handsets / Mobile Phones	50, and must be able to scale up in quantity

H. REQUIRED SYSTEM FEATURES INCLUDING COMPLIANCE REQUIREMENTS

Item	Feature	Description	Required	Optional	Not Required	Comment
Call Path and Routing Features						
1.0	Intelligent Call Routing:	Control call path	X			
1.1	Time-Of-Day Routing	Control call path according to a time schedule	X			
1.2	Off-Net Call Forwarding	Route calls to a location exterior to the Campus	X			
1.3	LCR (Least Cost Routing)	Automatically determine the least expensive call route	X			
1.4	Trunk-To-Trunk Transfer	Ability to automatically transfer between incoming lines without Operator intervention.	X			
1.5	Emergency Call Routing	Redirect all calls to alternate number or hunt group.	X			
Auto Attendant Features						
2.0	Auto Attendant:	Automated Receptionist	X			
2.1	Announcements	Automated Information Provided to Caller	X			
2.2	Menu Options	Navigation Tree: "Press 1 for.."	X			
2.3	Hunt Groups	Group of Users/Phones that are addressed in an order to answer call	X			
2.4	Basic Automatic Call Distribution	Logic for Call Distribution to local campus and external on-net areas	X			
Administration and Management Features						
3.0	Support for Attendant Console	Ability to have a live operator field calls and redirect them	X			

4.0	Remote Administration	Ability to access administrative functions when off net.	X			
5.0	GUI Management (Admins and Users) of Voicemail	Graphic User Interface facilitating management of voice mail from a web browser (e.g., change password, allow others to answer voicemail)		X		
6.0	E-911 Support	Provide physical location information to E911 public safety answering point (PSAP)		X		
7.0	Emergency Notification of Attendant (Operator)	Automated notification of attendant and/or hunt group based on situation and/or policy (e.g., 911)		X		
8.0	Integrated Directory	Ability to view and access local and extra-Campus users/extensions. (SJGH phonebook)		X		
9.0	Malicious Call Trace	Manual or automated call tracing capability based situation and/or policy		X		
10.0	Control Restriction Groups (Incoming And Outgoing)	Call control (who can dial what type of number).		X		
11.0	Call Recording	Manual or automated call recording capability based situation and/or policy		X		

12.0	CDR (Call Detail Record) Reporting. Show utilization of all infrastructure (network, lines, phones)	Generate detailed reporting on phone calls based on selection criteria (time of day, duration, etc.)		X		
13.0	Music On Hold – Multiple Audio sources or pre-recorded messages	Ability to provide music while on hold and afford a selection of music styles or play pre-recorded messages.		X		
14.0	Tenant Partitioning	Ability to create the appearance of separate phone systems for each tenant group, while using a common hardware platform.	X			
15.0	Analog device Support	Supports analog devices such as faxes, multifunction printers/copiers and analog patient phones	X			
Conferencing Calling Features						
16.0	Enhanced Audio Conferencing:	Ability for a number of participants to share a call via a conference bridge	X			
16.1	Ad Hoc	Ability to manually join up to 10 other participants to an existing call	X			
16.2	Scheduled	Ability to share a conference bridge with up to a 100 participants	X			
Voicemail Features						
17.0	Voicemail	Support record messages from callers	X			

17.1	Interactive Voicemail Management	Management messages through the phone or on a screen	X			
17.2	Audible MWI (Message Waiting Indicator)	An audible signal (tone, voice) alerts that a voicemail message is waiting		X		
17.3	Visual MWI (Message Waiting Indicator)	A light indicates that a voicemail message is waiting	X			
17.4	Remote Access to Voicemail	Ability to access voicemail functions when off-net.	X			
User/Executive Handset / Station Side Features						
18.0	Headsets	Accommodates compatible headset devices for two way communication	X			
19.0	Speakerphone	Provides two way communication without the use of a handset or headset.	X			
20.0	Softphone or Virtual Stations (Telecommute Feature)	Software version of desktop handset available on various user computing platforms	X			
21.0	Hold	Place an answered call in a waiting mode, from which only the user can retrieve the call.	X			
22.0	Line Busy Indicator	Ability to view another station's busy status.	X			
23.0	Privacy Or Exclusion	Do Not Disturb functionality.	X			
24.0	Transfer	Route an answered call to another user on the system.	X			

25.0	Announced Transfer	Call transfer is affected following receiving verbal permission from the destined user.	X			
26.0	Blind Transfer	Transfer is affect without prior notification to destination.	X			
27.0	Call Park	Place an answered call in a waiting mode, from which only any user within a designated group can retrieve the call.	X			
28.0	Call Pick-Up	Retrieve a Parked call.	X			
29.0	Call Forwarding	Manual or automated forwarding of calls on or off-net based on criteria (e.g., busy, do not disturb) set by individual user.	X			
30.0	Visual Broadcast Messaging to Phones	Message sent to all or a select number of users (hunt groups), e.g., "Amber Alert ".		X		
31.0	Last Number Dialed (Redial)	A single button allows redialing the last number dialed.	X			
32.0	Speed Dialing	Ability to preprogram numbers to a single button.	X			
33.0	Priority Calling	Ability to prioritize one call over another when multiple calls are in contention.	X			

34.0	Bridged Appearances	The same number appears on and rings multiple phones (e.g., Admin Assistant sees and can answer Executive's phone line).	X			
35.0	Intercoms:	Broadcasting audio to the speaker on one or more handsets.	X			
35.1	Dial Intercoms	Key in a destination user, or group of users, and initiate an audio broadcast.	X			
35.2	Automatic Intercoms	Off hook handset automatically initiates an audio broadcast to a single user or group of users.			X	
35.3	Whisper Page	Allows an announcement to a person at another extension who is currently on a call; only the person being paged hears the announcement.		X		

Item	Operational Requirements	Required for Normal Operations	Required in Emergency
1.0	Provide all Basic Telephony Requirements as noted on Systems Features above	X	X
2.0	Native Integration to existing VMI (Video Medical Interpreter) which is currently built on a Cisco VCS platform	X	
3.0	Provide portable tablet-based solution for VMI (not rolling carts)	X	
4.0	Provide video element of VMI	X	
5.0	Provide audio element of VMI	X	
6.0	Native Integration to Telemedicine which is currently built on a Cisco VCS platform	X	
7.0	Integration with Mobility and Presence via Third-Party Middleware	X	
8.0	Able to intelligently alert/page individual phones and groups of phones to reduce overall noise in the environment	X	X
9.0	Secondary wireless connectivity in case of land links severed (backup RF system)	X	X
Item	General Solution Requirements		
1.0	Platform must be able to transport voice using the IP protocol		
2.0	System must be future proofed and upgradeable		
3.0	System must be highly available and redundant.		
4.0	Expandable - could be expanded to function as new voice head-end for SJGH campus		
5.0	Solution needs to be designed to minimize power consumption upon initial deployment.		
6.0	Solution must be PHI and HIPAA compliant		
7.0	Designed to handle required call volumes to PSTN and to SJGH campus		
8.0	Connectable to BiAmp IP based overhead paging system (zone paging and all page)		
9.0	Natively integrate with Cisco TelePresence VCS video-conferencing infrastructure		
10.0	Solution must interoperate with existing Cisco UCM and Unity UM clusters within the SJC network		

I. HIGH AVAILABILITY REQUIREMENTS: ELEMENTS DEPLOYED IN THE CURRENT SJGH INFRASTRUCTURE

    1. 1st Floor Communications Center

J. COMPLIANCE REQUIREMENTS:
1. HIPAA
2. FERPA
3. State Title 24
4. CA SJGH licensing
5. Accreditation Board standards e.g., JACHO
6. 45 CFR 164.502 – Providing reasonable safeguards against incidental disclosure of private information.
7. 45 CFR 164.524 + .528 – Providing fast reliable access to healthcare information for patients and researchers.
8. NPRM 42 CFR 142.308 – Providing administrative and technical policies and procedures for information security, electronic signatures.
9. 45 CFR 160.502(e), 160.514(e), 160.524(a) – Exchanging confidential information with third party business partners in a secure manner.
10. California hospital requirement = California Office of Statewide Health Planning and Development OSHPD
11. Vendor shall be called upon for demonstrating / facilitating the commissioning and test of phone system, paging per the OSHPD requirements and other regulatory agencies
12. Vendor shall be responsible for OSHPD requirements. The vendor shall submit OSHPD documents to government entities, with the support of the SJC facilities department. Vendor shall be responsible for filing fees associated with these submissions.

K. PLEASE INCLUDE A NARRATIVE WITH YOUR ESTIMATE INCLUDING:
1. Scope of Work (SOW) with a detailed proposed solution design
2. Identify the power consumption of the quoted equipment
3. Dimensions of all equipment proposed
4. After-installation support – provide cost and support plan. **This pricing should be included as part of the SEALED cost proposal in Section 5 of this RFP.**
5. Please identify management and maintenance costs per year. **This pricing should be included as part of the SEALED cost proposal in Section 5 of this RFP**
6. Define any customer-provided equipment (CPE) required for the proposed solution, i.e., customer supplied servers, workstations, 3rd party handsets, and disposable and associated accessories
7. Expandability (new features which can be added)
8. Scalability (maximum number of users which can be supported on the proposed system, and the processes and costs required to increase capacity beyond the initial deployment)
9. In the proposed Capacity Plan, show absorption of all SJGH personnel (1,400 phones and voicemail boxes) into the proposed system including pricing. **This pricing should be included as part of the SEALED cost proposal in Section 5 of this RFP.**
10. Provide methods and pricing for scaling to 2,000 phones and voicemail boxes. **This pricing should be included as part of the SEALED cost proposal in Section 5 of this RFP.** This is for informational purposes only.
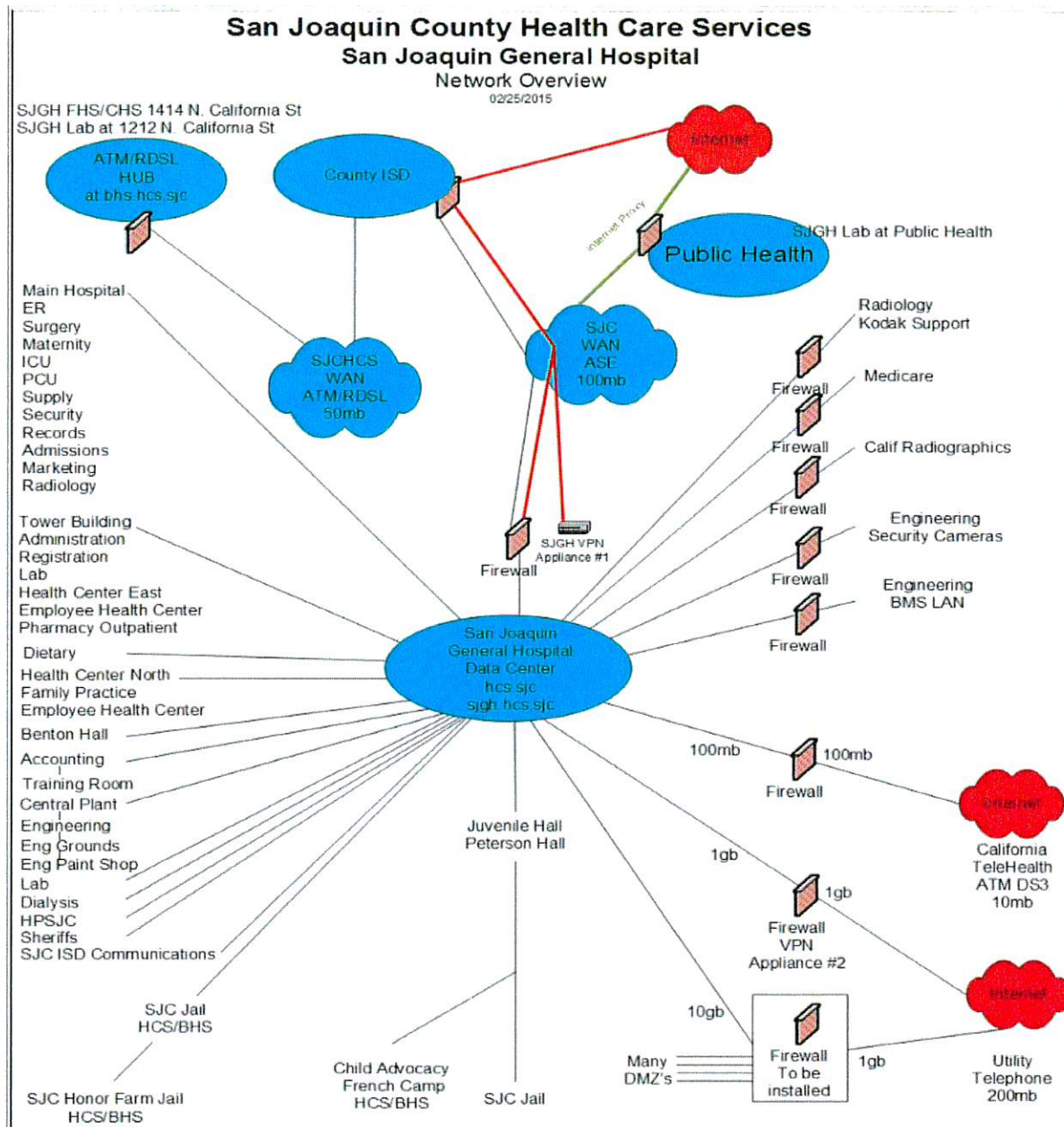
Attachment A

11. The vendor shall propose how to stage the onboarding and payment of features and capacity in a phased schedule

12. Itemized features and associated licensing for the broadest feature set available at the time of negotiation including pricing / configuration options. **The pricing should be included as part of the SEALED cost proposal in Section 5 of this RFP.**

13. Identify any Move / Add / Change costs. This is part of the post go-live support costs. **This pricing should be included as part of the SEALED cost proposal in Section 5 of this RFP.**

14. Identify how your proposal handles minimization of DID number changes.

15. List of Features in proposed system with a short description of each feature.

16. Identify any requirements/requests from this RFP that you cannot meet and offer an alternative solution.

17. Discuss your capabilities relative to softphones and mobility that allow selected users to avoid having desk phones.

18. Describe in detail what components of your proposed solution are analog and what components are IP-based.

19. Describe your proposed solution's capability to federate with other health agencies, as related to established advanced application features such as voice, video and web collaboration.

20. Describe in detail how your proposed design will interface with our desktops, laptops, Smartphones and email system to provide a comprehensive computer telephone integration (CTI) solution.

21. Describe the licensing and software applications to be installed on each of the devices.

22. Describe in detail how your proposed design provides a failover to non-IP equipment if there is an interruption in the network affecting the VoIP phones, including what telephony features and capabilities are sustained or lost during the failover operation.

L. CURRENT SYSTEMS AND OVERALL SJC INFRASTRUCTURE – WHICH MUST INTEROPERATE WITH THE NEW SJGH UC SOLUTION

Your proposal must include descriptions of your proposed integration points with these legacy systems. Insure that the design will allow for continued 5-digit dialing in the event of any single site (or multiple sites) experiencing a voice systems outage. Assume that IP connectivity will be available in a fully meshed design, where no single site failure will bring IP services down. Please document specific interface requirements and any potential additional equipment needed at each site to complete the proposed design, including what types of interfaces are needed to connect to existing systems.

Figure 1, SJGH Network

San Joaquin County Health Care Services
San Joaquin General Hospital
Network Overview
02/25/2015

M. ATTENDANT CONSOLE REQUIREMENTS

Attendant Console servers for SJGH will be located in the campus data center

1. Call-queuing engine with busy status indication
2. Integrated directory search capabilities with filtering options
3. Utilities for installation, configuration, and directory database synchronization
4. Rules-based presence for connection to multiple devices and weighting per device (for example, desk-based workers can weight their desk phone high and mobile phone low).
5. Emergency mode switch to redirect calls in an emergency and night mode service based on time and day.
6. Auto-direct based on time-of-day or emergency need
7. Current State
   a. The operators answer more than 500 calls per day, mostly Monday through Friday between 7 a.m. and 5 p.m., with about 75 calls during their busy hour.
   b. The total agent count is approximately 15 with a maximum of 7 per shift and multiple shifts per day. The majority of staffing is during the day shift.
   c. SJGH operators use the PC Console application to handle calls from their computers. SJGH requires <u>one application or console</u> for them to answer calls; switching between hardware or software will be too difficult and time consuming during their peak hours of operation.
   d. Family Practice Call Attendant is utilized for a variety of functions including appointment scheduling and call routing. See detailed schematic in Appendix B for current functionality.

N. FAX – FAX Server Integration will not be in scope for this project.

O. VIDEO/WEB CONFERENCING – SJGH Telecom does not support any specific video or web conferencing functionality.

P. TELEMEDICINE / VIDEO MEDICAL INTERPRETER – No Integration required.

Q. EMAIL – JC and SJGH currently uses Microsoft Exchange. SJGH currently has approximately 2,089 email accounts registered in the SJGH Active Directory.

R. DESKTOP AND SERVER

Common with many organizations, SJGH's desktop operating system is currently a mixture of Microsoft Windows 7, and 8 with a goal of migrating completely to Windows 10. ISD's server virtualization standard is Vmware version 5.5.

In collaboration with the ISD and in conjunction the approved strategic policy for server virtualization, the SJGH will utilize the Cisco-Vmware VM View solution for virtualized desktop management.

SJGH server hardware comprises several vendors and models i.e. HP, IBM, others. SJGH is currently the IBM Bladecenter with Hitachi (HDS) as a storage partner.

ISD and SJGH server operating system installed base includes Microsoft 2003, 2008 and 2012 along with RedHat Linux versions.

S. DIRECTORY SERVICES – Microsoft Active Directory provides user and administrator authentication and access control for both SJGH and SJC. There are 3,300 SJGH business users.

T. SECURITY AND PRIVACY
Security and privacy are important parts of the healthcare environment, such as protecting Protected Healthcare Information (PHI) based on a number of regulations including Health Insurance Portability and Accountability Act (HIPAA). Some items of consideration are not storing PHI information on endpoints/devices, unless encrypted and encryption on PHI while in transport. SJC/SJGH has implemented AirWatch for Mobile Device Management (MDM). SJC/SJGH Security Policy and Procedures are in the development stage. SJGH is in discussion with ISD about appropriate AD integration including scope of telephony in part of core services. Please include in your proposal any aspect of your solution which may be impacted by Active Directory decisions made by SJC.

U. PAGING – Paging solutions are in flux. In your proposal, describe the paging solution(s) appropriate to a Level 2 Trauma Center.

V. SYSTEMS MANAGEMENT – Requirements include:

1. Provisioning (Solution must provide these tools. Describe how your solution implements these.)
   a. Accelerated site deployments
   b. Roles-based access with delegation
   c. Single user interface for call control, messaging and presence
   d. Policy based automation of rules, workflow and delegation
   e. Bulk provisioning scripts
   f. End user self-care
   g. Tracking and auditing of all changes
   h. Access to provisioning tools from on and off premises

2. Assurance
   a. Single repository for inventory
   b. Status view
   c. Problem identification
   d. Troubleshooting (including access to monitoring and troubleshooting tools from on and off premises) '
   e. Alarm correlation and event notification along with email and SNMP forwarding
   f. End-to-end monitoring
   g. Real-time diagnostics

3. Analytics
   a. Automated reports
      i. Call volumes
      ii. ' Agent-level reports in call centers
      iii. Capacity analysis

W. INTEGRATION WITH MICROSOFT LYNC

SJGH intends to use the Microsoft Lync client as the primary user interface for instant messaging and presence where appropriate within the workforce. The hospital intends to use actual handsets / voice terminals as the PRIMARY communication tool. The following functions are expected to be provided in the UC solution:

Point to point and group chat
1.   Contact availability using presence
2.   Federation
3.   Extensible Messaging and Presence Protocol (XMPP)
4.   Google Talk, MSN/Windows Live, Yahoo, and AOL.
5.   Third-party presence integration – Cisco Unified Communications Manager
6.   Remote desktop sharing
7.   Custom status display
8.   Granular control of published contact information and directory
9.   Tabbed multiple conversations

X. NOT IN SCOPE FOR THIS RFP

The following technology solutions for this project are not in the scope of this proposal, however the UC solutions implemented by the vendor must consider co-location with the following technologies and their implementation schedules and dependencies:
1.   Wireless Access Points (WAP) – solution is being provisioned outside of this RFP
2.   Radio connectivity (e.g., rooftop radio room) – solution is being provisioned outside of this RFP
3.   Microwave connectivity as backup to fiber – solution is being provisioned outside of this RFP
4.   MPOE(s) and Network Equipment Room(s) – these have already been designed and must be considered in the UC design and implementation

5.0 COST PROPOSAL

A. **COST OVERVIEW:** Cost proposals are to be provided in the manner described herein and submitted in a **separate sealed envelope.**

B. **The County is asking for a fixed price for the following line items. However, please attach detailed breakdown of pricing for each line.**

C. Pricing shall be valid for a minimum of 90 days from beginning of opening.

D. **OVERVIEW TABLE:**

Description	Price
Total Hardware *Provide Itemized List this should include the 10% spares mentioned in Section 4 of RFP.*	$
Software *Provide outline of software*	$
Cost of SJGH personnel absorption into proposed system	
Licensing	$
Professional Services for Implementation	$
Training	$
Total Implementation Cost	$
Annual management & maintenance for on-going support post-Implementation	$
Annual Support plan post go-live	$
Informational Price Only: Scaling to 2000 phone service	$

6.0 RFP RESPONSE CONTENT

1. **RESPONSE:**
Proposers are to respond to all information requested in this RFP. Brochures and advertisements will not be accepted as a substitute for these requirements. A qualified proposal must address all items.

2. **CONTENT:**

A. Proposals shall be organized and submitted in the format prescribed below.

   ➢ Proposers must submit One (1) copy of proposal clearly marked "ORIGINAL" and five (5) copies clearly marked "COPY" and one (1) electronic copy (cd or usb drive).

B. **Proposals submitted must contain the following information to be considered.**

   1. *A narrative addressing your approach to accomplishing the Upgrade.*
      - Discuss your understanding of a proposed approach to the project. Highlight critical factors that could affect the final plan.
      - Narrative of the items described in Section 4 of the RFP.
      - If any, discuss alternative or additional items that you believe should be addressed in the project.

   2. **Cost Proposal in separate sealed envelope (See Section 4.0 of RFP)**

   3. **Carefully follow the instructions provided on each Attachment page. The attached response forms may not be altered in any way: Questionnaire (Attachment A), Cooperative/Piggyback Clause (Attachment B), Identification sheet (Attachment C), Reference sheet(s) (Attachment D), Non-Collusion Affidavit (Attachment E), and Proposal Authorization Signature Page (Attachment F),**

   4. **Signed Addenda (If applicable)**
      Proposers are to indicate acknowledgement, sign, and return Addendum(s) with their response. The County reserves the right to reject any responses deemed to be non-responsive.

7.0 EVALUATION GRADING CRITERIA

Following the deadline for receipt of proposals, all proposals submitted will be analyzed and reviewed by a review panel consisting of representative(s) of the County.

The RFP process, the County reserves the right to negotiate a contract based on all factors involved in the written proposal without further discussion or interview.

Proposals will be evaluated for cost and compliance with all requirements set forth in this RFP, including timely submission and provision of all documents requested; and for the following minimum requirements:

A. **Phase I** - Proposals will be examined as to whether or not proposers responded in accordance with the following requirements:

    1. Proper completion and submittal of all required proposal documents outlined in Section 6 of this RFP.

B. **Phase II** - Evaluation Scoring: County will evaluate each proposal in the following categories. The relative weight as follows:

    1. **Soundness of Approach...25 points**
        a. Understands the project needs and project staffing.
        b. Approach appears to meet County needs.
        c. Organized, logical, and recognizes health care environment.

    2. **Proposer Capability & Experience...............................25 points**
        a. Understands legacy and proposed technology.
        b. Demonstrates success in similar size projects.
        c. Demonstrates experience with legacy and proposed technology
        d. Familiar with hospital operations.
        e. Mission-critical operations
        f. Specific skill sets of the proposed team (qualifications)

    3. **Solution Design...20 points**
        a. Scalability appropriate to SJGH needs
        b. Survivability and High Availability
        c. Interoperability with 3rd party systems

    4. **Training plan...10 points**
        a. End user local support staff (SJGH and ISD tech staff up to 25 staff.)

    5. **Cost Proposal..20 points**

Total Possible Score: 100 points

C. Phase III Award Selection and Interview Process:

1. **A part of the evaluation process may include an Interview for the top proposers. The interview will consist of a presentation of the proposed operating details and will answer any additional questions County may have.** Proposers will be notified of any additional required information or interviews after the written proposals have been evaluated.

2. **Interviews will be held with whom the County deems as the most qualified respondents.** Initial scores may be changed based on Interview. The Proposer selected will enter into a contract with the County.

3. A Notification of Intent to Award may be sent to any Proposer selected. Award is contingent upon the successful negotiation of final contract terms. Negotiations shall be confidential and not subject to disclosure to competing Proposers unless an agreement is reached. If contract negotiations cannot be concluded successfully, the County may negotiate a contract with the next highest scoring Proposer or withdraw the RFP.

8.0 GENERAL REQUIREMENTS

1. **CONTRACTOR RESPONSIBILITIES:**

    All procedures and services must be in compliance with all Federal, State, and County Local Laws and Regulations. The Contractor will be responsible for the following:

2. **BASIS FOR SELECTION AND CONDITIONS**

    The responsiveness, competency and responsibility of Proposer and of their proposed subcontractors will be considered in making the award of contract. Any Proposer before being awarded a contract may be required to furnish evidence satisfactory to the County that Proposer and their proposed subcontractors have sufficient means and experience in the type of work called for to assure completion of the contract in a satisfactory manner. The County reserves the right to reject the proposal of any Proposer as not responsible and not qualified to do the particular work under consideration who have previously failed to perform properly or to complete on time contracts with the County of a nature similar to this project. Other factors that may be considered by the County to determine a responsible proposal and the overall capability of the Proposer to satisfactorily complete the work under consideration may include, but are not limited to: insufficient experience, experience on other public projects, experience doing the same type of work, length of tenure and capacity with bonding or insurance company, financial stability, and whether a Proposer has been terminated on other projects.

    A responsive proposal is one that meets all terms, conditions, and specifications of the RFP. The bid must comply with the content requirements of the RFP documents. The Proposer must perform and do what the RFP documents and contract required and said they must do, whether it be pricing in a certain way, attending a mandatory pre-bid conference, providing bonds, etc. Other examples where a proposal might be declared and found to be non-responsive include:

    - Proposal is substantially incomplete
    - Proposal is not signed
    - Proposal is delivered late
    - No acknowledgement of critical addenda
    - Significant discrepancies appear in the response

    A responsive proposal conforms to RFP specifications. However, a proposal which substantially conforms, though not strictly responsive, to a call for proposals may be accepted if the variance cannot have affected the amount of the proposal or given a Proposer an advantage or benefit not allowed other Proposers or, in other words, if the variance is inconsequential. The County reserves the right to reject any and all proposals or alternatives and waive any informality or irregularity in the proposals or in the bidding, and to determine responsiveness and responsibility of Proposer, including but not limited to those areas mentioned above.

3. **RESULTING CONTRACT TERM:**
    An agreement for a three (3) year period will be awarded to the vendor offering price, service, delivery and support deemed to be to the best advantage of the County of San

Joaquin. The County, in its sole and absolute discretion, may elect to extend the contract for a maximum of two (2) additional one (1) year periods.

4.   **LOCAL VENDOR PREFERENCE:**
The County of San Joaquin has a 5% local vendor preference; however the preference shall not exceed $7,500.00 per bid. Click on the link below to view San Joaquin County's Policy and Procedures.

   http://www.sjgov.org/SupportServ/dynamic.aspx?id=10217

5.   **SAN JOAQUIN COUNTY GREEN PURCHASING POLICY:**

San Joaquin County has a Green Purchasing Policy; please click on the link to view.

   http://www.sjgov.org/SupportServ/dynamic.aspx?id=10128

6.   **SPECIFICATION CHANGES:**

The County may, during the proposal period, advise the Proposer in writing of additions, omissions, or alterations in the specifications. Changes shall be included in the RFP and become part of the specifications as if originally submitted.

7.   **AMENDMENTS:**

No one is authorized to amend this proposal in any respect, by an oral statement, or to make any representation or interpretation in conflict with the provisions of this RFP. If necessary, supplementary information in addendum form will be prepared and posted on the "Purchasing Open Bids" website. It is the Proposer's responsibility to obtain, sign and submit all addendum(s) for the RFP at:

   http://www.sjgov.org/supportserv/openbids.aspx
   Failure of Proposer to not submit signed addendum(s) with their proposal shall be cause for rejection.

Any exceptions taken to this RFP shall be clearly stated in writing.

8.   **RFP WITHDRAWAL:**

Any Proposer may withdraw their proposal, either personally or by written request, at any time **prior** to the date and time due.

9.   **RIGHT TO REJECT PROPOSALS:**

San Joaquin County reserves the right to reject any and all proposals, or any part of a proposal; to waive minor defects or technicalities; or to solicit new proposals on the same project or modified project, which may include portions of the original RFP document, as the County may deem necessary and in its best interest. False, incomplete or unresponsive statements in connection with a submitted proposal may be sufficient cause for rejection. The County will be the sole judge in making such determinations.

10. **EXAMINE SPECIFICATIONS:**

Proposer shall thoroughly examine and be familiar with the specifications herein. Failure or omission of any Proposer to receive or examine any form, instrument, addendum or other document, or become acquainted with existing conditions, shall in no way relieve Proposer from any obligations with respect to Proposer's offer or to the contract. Submission of a proposal shall be taken as prima facie evidence of compliance with this section.

11. **SITE INSPECTION:**

Proposers shall have examined the work sites, and shall be responsible for having acquired full knowledge of the job and of all issues affecting it. No variations or allowances from the contract sum will be made because of lack of such examination.

12. **CARE OF THE SITE AND ADJACENT PREMISES:**

The Contractor shall be held responsible for the care and preservation of the site on which the work/service are to be performed, and of the adjacent premises and coterminous property as applicable to the agreed upon work/services. Any part of such premises injured, damaged or disturbed because of the contractor's work, shall be repaired, replaced or cleaned by them at their sole expense, and to the County's complete satisfaction. Where property of the County is damaged, the Purchasing Agent may add to any amount due, an amount sufficient to repair any and all damages, or to replace any such damaged property, if replacement is deemed by them to be necessary.

13. **ALL RFP DOCUMENTS PART OF FINAL CONTRACT:**

Any RFP documents, letters and materials submitted by the Proposer shall be binding and included as part of the final contract. Unauthorized conditions, limitations or provisions attached to proposals may cause its rejection.

14. **PUBLIC RECORD:**

All proposals become property of the County. All proposals, including the accepted proposal and any subsequent contract become public records per the requirements of the California Government Code, Sections 6250-6270, "California Public Records Act". Proprietary material must be clearly marked as such. Pricing and service elements of the successful bid are not consider proprietary information.

The County will treat all information submitted in a proposal as available for public inspection once the County has selected a contractor. If you believe that you have a legally justifiable basis under the California Public Records Act (Government Section 6250 et. seq.) for protecting the confidentiality of any information contained within your proposal, you must identify any such information, together with the legal basis of your claim in your proposal. In order for the County to assess confidentiality of any such information on your behalf, you must request, execute and submit a County-prepared written agreement to defend and indemnify the County for any liability, costs, and expenses incurred in asserting such confidentiality as part of your proposal. The final determination as to whether the County will assert your claim of confidentiality on your behalf shall be sole discretion of the County. This written agreement may be obtained by contacting the Contract Services Officer at the address on page 1 of the RFP.

15. **EXCEPTIONS:**

Any exceptions to this RFP must be stated in your proposal. It is otherwise assumed that the wording within this document is acceptable and agreed to by the Proposer.

16. **RESULTING CONTRACT:**

Through the RFP process, the County reserves the right to negotiate a contract based on all factors involved in the written proposal without further discussion or interview.

The performance of the contract resulting from this proposal shall be governed, construed and interpreted according to the laws of the State of California.

Terms and Conditions of a resulting contract shall be those of Exhibit B "Sample Contract". Any contentions **must** be submitted with your RFP.

17. **PREVAILING WAGE:**

In accordance with the provisions of Labor Code Sections 1770 through 1781, the general prevailing rate of wages, as determined by the Director of the Department of Industrial Relations (DIR), shall be paid to all trades performing work under this Contract. The work is subject to compliance monitoring and enforcement by the Department of Industrial Relations. No contractor or subcontractor may be awarded a contract, on a public works project, on or after April 1, 2015, unless registered with the Department of Industrial relations pursuant to Labor Code section 1725.5.   Additionally on or after January 1, 2016, contractor and subcontractor shall be required to furnish electronic certified payroll record to the Labor Commissioner for all public works projects, new or ongoing. Additional information about these requirements, SB 854, and the new public works program regarding compliance monitoring, administration, and enforcement of prevailing wage law is available on the DIR's website at

http://www.dir.ca.gov/dlsr/DPreWageDetermination.htm

https://www.dir.ca.gov/Public-Works/PublicWorksEnforcement.html

18. **NOTICE:**

Any notice, demand, request, consent approval or communication that either party desires or is required to give the other party shall be in writing and either serviced personally or sent by pre-paid first-class mail, or the equivalent thereof by private carrier. Any such writing shall be addressed to County of San Joaquin, Purchasing Department, 44 N. San Joaquin Street, Suite 540 Stockton, CA, 95202-2931, Attention: **Gina Gutierrez, RFP 16-06**

ATTACHMENT A – QUESTIONNAIRE

Please answer the following questions as fully as possible. (Attach additional sheets as required)

1. Has your company successfully completed three (3) unified communication system integration projects, in a healthcare facility similar to size and scope to San Joaquin General Hospital with a minimum of five hundred (500) end users and a minimum contract value of $1 million, within the past five (5) years? If so, please list the relevant qualifying projects by submitting project data Sheets and labeling them ATTACHMENT A.

2. Does your proposed Project Manager for this Project have at least five (5) years of experience on unified communications projects of similar size and complexity as the San Joaquin General Hospital Unified Communications project as described in this RFP? If so, please list the relevant qualifying projects by submitting project data Sheets and labeling them ATTACHMENT A.

ATTACHMENT B – COOPERATIVE / PIGGYBACK CLAUSE

For the term of the Contract and any mutually agreed extensions pursuant to this request for bids/proposals, **at the option of the vendor,** other public agencies or public corporations, including any county, city, town, school district, community college, public utility district or other public corporation or agency within the State of California, may purchase, lease-purchase, or rent the identical items(s) at the same price and upon the same terms and conditions pursuant to any applicable Public Contract or other relative legal Code.

San Joaquin County waives its right to require such other districts and offices to draw their warrants in the favor of the County and agreements, orders, and payments may be made directly between the vendor and the public agency/corporation.

Acceptance or rejection of this clause will not affect the outcome of the bid/proposal.

Piggyback option granted_____

(Vendor please initial)

Piggyback option not granted_____

ATTACHMENT C – IDENTIFICATION SHEET

RESPONDENT TO COMPLETE AND RETURN WITH PROPOSAL

Type or print the following information:

Company:_____

Address: _____

_____

   (City)   (State)   (Zip)

Name: _____

Title: _____   E-mail: _____

Telephone: (   )_____   Fax: (   )_____

Years in business: _____

Number of employees: _____

Name of Insurance carriers:_____

Public Liability:_____   Expires:_____

Workers' Compensation:_____   Expires: _____

ATTACHMENT D – REFERENCES

SIMILAR CONTRACTS/RFPS PERFORMED: List below contracts under which the Proposer has provided similar services during the past three (3) years.

Proposer's financial stability, technical and support capabilities will be verified through reference checking, which may include site visits and contact with other clients or vendors.

FIRM NAME: _____

ADDRESS:_____

PHONE NUMBER: _____   EMAIL: _____

CONTACT PERSON: _____

DATE OF CONTRACT: _____through _____

FIRM NAME: _____

ADDRESS: _____

PHONE NUMBER: _____   EMAIL: _____

CONTACT PERSON: _____

DATE OF CONTRACT: _____through _____

FIRM NAME: _____

ADDRESS: _____

PHONE NUMBER: _____   EMAIL: _____

CONTACT PERSON: _____

DATE OF CONTRACT: _____through _____

ATTACHMENT E – NON-COLLUSION AFFIDAVIT

(Title 23 United States Code Section 112 and Public Contract Code Section 7106)

In accordance with Title 23, United States Code Section 112, and Public Contract Code 7106, the bidder declares that the proposal is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation; that the proposal is genuine and not collusive or sham; that the Proposer has not directly or indirectly induced or solicited any other proposer to submit a false or sham proposal, and has not directly or indirectly colluded, conspired, connived, or agreed with any Proposer or anyone else to put in a sham proposal, or that anyone shall refrain from proposing; that the Proposer has not in any manner, directly or indirectly, sought by agreement, communication, or conference with anyone to fix the proposal price of the Proposer or any other proposer, or to fix any overhead, profit or cost element of the proposal price, or of that of any other proposer, or to secure any advantage against the public body awarding the contract of anyone interested in the proposed contract; that all statements contained in the proposal are true; and further, that the Proposer has not, directly or indirectly, submitted their proposal price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, or paid, and will not pay, any fee to any corporation, partnership, company, association, organization, proposal depository, or to any member or agent thereof to effectuate a collusive or sham proposal.

NOTE: The above Non-collusion Affidavit is part of the Proposal. Signing this Proposal on the signature portion thereof shall also constitute signature of this Non-collusion Affidavit.

Proposers are cautioned that making a false certification may subject the certifier to criminal prosecution.

Proposer's Signature _____ **Date** _____

ATTACHMENT F– PROPOSAL AUTHORIZATION SIGNATURE PAGE

The undersigned, having carefully read and examined this RFP, and being familiar with (1) all the conditions applicable to the work for which this proposal is submitted; (2) with availability of the required equipment, materials and labor hereby agrees to provide everything necessary to complete the work for which this proposal is submitted in accordance with the proposal documents for the amounts quoted herein and further agrees that if this proposal is accepted, within five (5) days after the contract is presented for acceptance, will execute, and mail a signed contract to the County of San Joaquin Purchasing Agent.

This Signature/Authorization page must be in Section 1 of your Proposal.

_____   _____
Signature of Authorized Agent   Date

_____
Printed Name of Authorized Agent

EXHIBIT A – Preliminary Handset Equipment List

Department	Cisco 7942	Cisco 7962	Cisco 7915	Cisco 7937
HOSP - GEN ACCOUNTING	20	5		
AMB CARE SVC	5	0		
ACS	19	6		
ADMITTING	26	1		
SPEECH/AUDIO	1	1		
MARKETING	7			
ADMINISTRATION	12	6	2	1
CHILD ADVOCACY	1			
CASHIERS	2			
CHS				
CASE MANAGEMENT	2	5		
CPSP	1			
BIO-MED	2			
DISTRIBUTION	4	3		
DISEASE MGMT	1	1		
INFORMATION SERVICES	30	7		1
ESCORT AND ERRAND	1	1		
EEG	3			
EHS	6	4		
ENT	4	2		
PAT ACCOUNTS	6			
DIALYSIS	21	4		
FAMILY PRACTICE	32	3		
FAMILY PLAN CLINIC	42	1		1
FPPC	16	6	1	
DIET	17	1		
DRS COTTAGES	28			
HBC	12	1		
HBF/SJGH	5			
HEALTH INFO MGMT	13	5		
DRS GUEST ROOMS	18			
INTENSIVE CARE NURSERY	17	3		
ID/ONCOLOGY	3	6		
INTERPRETERS	1			
EMERGENCY RM	31	3	1	
LAUNDRY	3			
MEDICAL LIBRARY	3			
MEDICAL ASSISTANCE	10	3		

MED CLINIC	24	4	
MED GUARD UNIT	8	3	
MATERIALS MNGMENT	6	1	
MEDICAL REFERRALS	2	2	
FAM PRACTICE	1		
ACS PHARMACY	1		
ORTHO	6	2	
OUTSIDE SERVICE	2		
OCC THER	2		
PCU	14		
PMC	29	1	
PERINATAL	1		
PT	3	2	
LABORATORY	36	7	1
LDRP	29	3	
MAIN REGISTRATION	26	3	
RX	6	5	
COMMUNICATIONS			
HOSP SECURITY		2	
STERILE PROC	5		
SPEC CARE	10	1	
ST	3		
SURGERY CLINIC	16	4	
STD/COM	12	11	
SOCIAL SERVICES		21	1
HOSP	2	1	
ICU	17	4	
OR	30	6	1	1
CREDIT & COLL	9	1	
MED SURG	13	3	
REF & AUTH	1		
PHARMACY	1		
RESPIRAT	11	1	
PAT ACCOUNTS	26	7	
IMAG	28	3	
HOUSEKEEPING	4	1	
NURSING ED	4		
CARDIOLOGY	10	1	
ENGINEERING	20	3	
MED/SURG	16			1
NURSING OFFICE	9	3	
H RESOURCES	8	8	
ACS 7074/7080/7182	6	1	

A4 PEDIATRICS	11			
MEDICAL ADMIN	57	15	2	11
Total	950	208	9	16

EXHIBIT B – Family Practice Auto Attendant Schematic
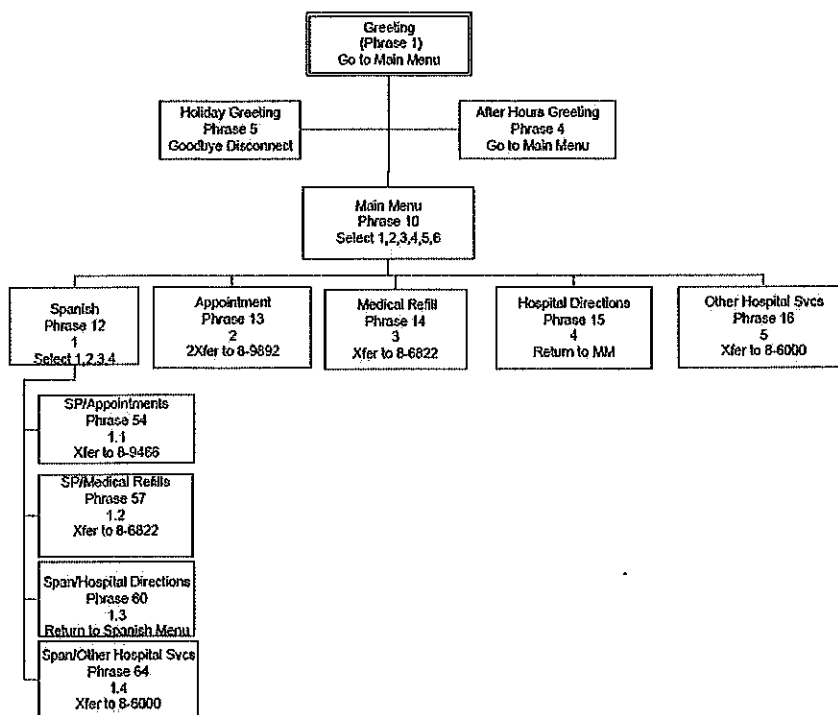
EXHIBIT C – Sample Agreement

INDEPENDENT CONTRACTOR AGREEMENT
SAN JOAQUIN COUNTY

CONTRACT ID#_____

Contract Amount $ _____

PARTIES: COUNTY: County of San Joaquin
                                   Purchasing & Support Services
                                   44 N. San Joaquin Street
                                   Suite 540
                                   Stockton, CA 95202-2931

                  With copies to: County of San Joaquin
                                   Information Systems Division

                  CONTRACTOR: Name
                                   Address
                                   City
                                   Contact Name
                                   Contact Phone #
                                   Contact Email:

I.   THE PARTIES TO THE AGREEMENT

This Agreement is made and entered into this _____day of _____, 2014, by and between _____, an Independent CONTRACTOR (hereinafter "CONTRACTOR"), and San Joaquin County, a political subdivision of the State of California for _____(hereinafter "COUNTY").

II.   THE PURPOSE OF THE AGREEMENT

The purpose of this agreement is for the CONTRACTOR to provide _____.

III.   ORDER OF PRECEDENCE

    A. Each of the items listed below is hereby incorporated into this Agreement by this reference. In the event of an inconsistency in this Agreement, the inconsistency shall be resolved by giving precedence in the following order:

        1.   Applicable Federal and State of California statutes and regulations, this Agreement and its exhibits.

        2.   COUNTY Request for Proposal Number 16-06.

        3.   CONTRACTOR'S Proposal dated _____.

IV.   THE SCOPE OF SERVICES
   A. CONTRACTOR agrees to provide services_____

   B. CONTRACTOR shall perform the CONTRACTOR'S work in accordance with currently approved methods and standards of practice in the CONTRACTOR'S professional specialty.

V.   GENERAL PROVISIONS:

   A. Term of Agreement:

   This Agreement shall commence when fully executed through ___ day of _____, 20__, unless said work is completed on a date prior thereto or unless terminated earlier as provided herein or extended upon mutual agreement.

   B. Interpretation

   This Agreement shall not be interpreted in favor of any Party by virtue of said Party not having prepared this Agreement.

   If any time period provided for in this Agreement ends on the day other than a Business Day, the time period shall be extended to the next Business Day.

   C. Compensation:

   COUNTY agrees to pay CONTRACTOR an hourly amount of ($). The total payments made for services performed pursuant to this Agreement shall not exceed _____ DOLLARS ($00,000.00).

   D. Invoicing:

   CONTRACTOR shall submit one original and one copy of each invoice to County of San Joaquin, _____. All invoices must reference this Agreement Number/Contract ID # and the service performed. Payments shall be made within 30 days of receipt of invoice from CONTRACTOR.

   E. CONTRACTOR'S Status:

   In the performance of work, duties and obligations imposed by this Agreement, the CONTRACTOR is at all times acting as an Independent CONTRACTOR practicing his or her profession and not as an employee of the COUNTY. **A copy of CONTRACTOR'S current professional, local, state or other business licenses required to conduct the services stated herein, will be provided to COUNTY.** The CONTRACTOR shall not have any claim under this Agreement or otherwise against the COUNTY for vacation, sick leave, retirement benefits, social security or workers' compensation benefits. The CONTRACTOR shall be responsible for federal and state payroll taxes such as social security and unemployment. COUNTY will issue a Form 1099 at year-end for fees earned.

   F. Assignments:

Inasmuch as this Agreement is intended to secure the specialized services of the CONTRACTOR, CONTRACTOR may not assign, transfer, delegate or subcontract their obligation herein without the prior written consent of San Joaquin County. Any such assignment, transfer, delegation or subcontract without the prior written consent shall be considered null and void.

G. Non Exclusive Rights:

This Agreement does not grant to CONTRACTOR any exclusive privileges or rights to provide services to COUNTY. CONTRACTOR may contract with other counties, private companies or individuals for similar services.

H. Indemnification:

CONTRACTOR shall, at its expense, defend, indemnify and hold harmless the County of San Joaquin and its employees, officers, directors, contractors and agents from and against any losses, liabilities, damages, penalties, costs, fees, including without limitation reasonable attorneys' fees, and expenses from any claim or action, including without limitation for bodily injury or death, to the extent caused by or arising from the active and/or passive negligence or willful misconduct of CONTRACTOR, its employees, officers, agents or Subcontractors.

CONTRACTOR shall hold the COUNTY, its officers and employees, harmless from liability, of any nature or kind on account of use of any copyrighted, or un-copyrighted composition, secret process, patented or un-patented invention articles or appliance furnished or used under this order.

I. Insurance

1. CONTRACTOR, shall submit proof of insurance with liability limits as set forth below to the Purchasing Department showing COUNTY, its officers, employees, agents and volunteers named as Additional Insured to include ongoing operations and products completed operations (On Additional Insured Endorsement CG 20 10 10 93), except for Workers' Compensation and professional Liabilities, and insurance policy shall contain provisions that such policy may not be canceled or reduced except after thirty (30) days written notice to the COUNTY. The COUNTY at its discretion, may waive in part or in full insurance requirements. CONTRACTOR is required to provide insurance unless notified by the COUNTY'S Purchasing Agent of any waivers.

2. CONTRACTOR agrees that CONTRACTOR is responsible to ensure that the requirements set forth in this article/paragraph are also to be met by CONTRACTOR'S subcontractors/CONTRACTOR'S who provide services pursuant to this Agreement. Copies of insurance certificates shall be filed with the COUNTY'S Purchasing Agent.

3.   General Liability Limits

    a. BI & PD combined/per occurrence $1,000,000
        /Aggregate
    b. Personal Injury/Aggregate $1,000,000

    c. Automobile Liability/per occurrence $1,000,000

        1) CONTRACTOR agrees to defend, hold harmless and indemnify the COUNTY for any and all liabilities associated with the use of any automobiles in relation to tasks associated with this Agreement.

4.   Professional Liability

    a. Professional Liability/as appropriately relates to $1,000,000
        services rendered. Coverage may include medical
        malpractice and/or errors and omissions.

5.   Workers' Compensation and Employer's Liability   Statutory requirement

J. Discrimination:

CONTRACTOR shall not discriminate because of because of race, color, religion, sex, gender, gender identity, gender expression, sexual orientation, marital status, national origin, ancestry, mental and physical disability, medical condition, genetic information, military or veteran status, age, pregnancy, denial of medical and family care leave, or pregnancy disability leave (Government Code sections 12940, 12945, 12945.2 Contractor shall not retaliate against any person for protesting illegal discrimination related to one of these categories, or for reporting patient abuse in tax supported institutions.

K. ADA Compliance:

CONTRACTOR shall comply with the Americans with Disabilities Act (ADA) of 1990, which prohibits discrimination on the basis of disability, as well as all applicable regulations and guidelines issued pursuant to the ADA. (42 U.S.C. Sections 12101 et seq.)

L. Notices:

Any notice required to be given pursuant to the terms and conditions hereof shall be in writing, and shall be effected by one of the following methods: personal delivery, prepaid Certified First-Class Mail, or prepaid Priority Mail with delivery confirmation. Unless otherwise designated in writing by either party, such notice shall be mailed to the addresses shown on page one (1) of this Agreement.

M. Termination:

1. **Termination for Cause:** If the CONTRACTOR breaches or habitually neglects the CONTRACTOR'S duties under this Agreement without curing such breach or neglect upon fifteen (15) working days written notice, the COUNTY may, by written notice, immediately terminate this Agreement without prejudice to any other remedy to which COUNTY may be entitled, either at law, in equity, or under this Agreement.

2. **Termination for Convenience**: In addition, either party may terminate this Agreement upon thirty (30) days written notice to other party.

3. **Funding out Clause:** If the County Board of Supervisors fails to appropriate funds to enable County Departments to continue to make purchases under this Agreement, this Agreement will be cancelled immediately and CONTRACTOR will be given written notice of such termination.

N. Conflict of Interest Statement:

CONTRACTOR covenants that CONTRACTOR, its officers, employees or their immediate family, presently has no interest, including, but not limited to, other projects or independent contracts, and shall not acquire any such interest, direct or indirect, which would conflict in any manner or degree with the performance of services required to be performed under this Agreement. CONTRACTOR further covenants that in the performance of this Agreement no person having any such interest shall be employed or retained by CONTRACTOR under this Agreement. CONTRACTOR shall not hire COUNTY'S employees to perform any portion of the work or services provided for herein including secretarial, clerical and similar incidental services except upon the written approval of COUNTY. Performance of services under this Agreement by associates or employees of CONTRACTOR shall not relieve CONTRACTOR from any responsibility under this Agreement.

O. Drug Free Workplace:

CONTRACTOR shall comply with the provisions of Government Code Section 8350 et seq., otherwise known as the Drug-Free Workplace Act.

P. Force Majeure:

It is agreed that neither party shall be responsible for delays in delivery, acceptance of delivery, or failure to perform when such delay or failure is attributable to Acts of God, war, strikes, riots, lockouts, accidents, rules or regulations of any governmental agencies or other matters or conditions beyond the control of either the CONTRACTOR or the COUNTY.

Q. Compliance:

1. The CONTRACTOR shall comply with all federal, state and local laws, regulations and requirements necessary for the provision of contracted services. Furthermore, the CONTRACTOR shall comply with all laws applicable to wages and hours of employment, occupational safety, fire safety, health and sanitation. The CONTRACTOR shall maintain current throughout the life of this Agreement, all permits, licenses, certificates and insurances that are necessary for the provision of contracted services.

2. The CONTRACTOR shall comply with Assembly Bill 1522, known as the Healthy Workplaces, Healthy Families Act of 2014. With a few exceptions, the new law requires all employers to provide employees performing work in California with paid sick leave, beginning on July 1, 2015.

R.   Governing Law and Venue:

The Laws of the State of California shall govern this Agreement. Venue is San Joaquin County. The provision of this paragraph shall survive expiration or other termination of this Agreement regardless of the cause of such termination.

S. Public Record:

1.   All bids/proposals become property of the County. All bids/proposals, including the accepted bid/proposal and any subsequent contract become public records per the requirements of the California Government Code, Sections 6250-6270, "California Public Records Act". Proprietary material must be clearly marked as such. Pricing and service elements of the successful bid are not consider proprietary information.

2.   The County will treat all information submitted in a bid/proposal as available for public inspection once the County has a contract finalized with the selected contractor. If you believe that you have a legally justifiable basis under the California Public Records Act (Government Section 6250 et. seq.) for protecting the confidentiality of any information contained within your bid/proposal, you must identify any such information, together with the legal basis of your claim in your bid/proposal. In order for the County to assess confidentiality of any such information on your behalf, you must request, execute and submit a County-prepared written agreement to defend and indemnify the County for any liability, costs, and expenses incurred in asserting such confidentiality as part of your bid. The final determination as to whether the County will assert your claim of confidentiality on your behalf shall be sole discretion of the County. This written agreement may be obtained by contacting the Contract Services Officer at the address on page 1 of the Bid/Proposal.

T. Documents:

All drawings, specifications, documents and other memoranda or writings relating to the work and services hereunder, shall remain or become the property of the COUNTY whether executed by or for the CONTRACTOR for COUNTY, or otherwise by or for the CONTRACTOR, or by or for a subcontractor operating under the CONTRACTOR'S supervision, or direction, and all such documents and copies thereof shall be returned or transmitted to COUNTY forthwith upon COUNTY written demand, termination or completion of the work under this Agreement.

U. San Joaquin County Green Purchasing Policy:

1.   San Joaquin County has a Green Purchasing Policy; please click on the link to view.

        http://www.sjgov.org/SupportServ/dynamic.aspx?id=10128

2.   The County has adopted an Environmentally Preferable Purchasing (EPP) Policy. EPP refers to the procurement of goods and services that lessen or reduce negative effect on human health and the environment when compared with competing goods and services that serve the same purpose. This comparison

takes into consideration such things as: raw materials acquisition; production; manufacturing; packaging; distribution; reuse; disposal; energy efficiency; performance; safety and cost.

3.   A primary goal of this policy is to encourage contractors/suppliers and departments to consider products and services that help minimize environmental impacts with price, performance and aesthetic considerations being equal. Contractors/suppliers are encouraged to offer products and services that meet legitimate "green" standards, e.g. products that possess independent third party certifications such as Energy Star, Green Seal, EcoLogo, EPEAT or FEMP (Federal Energy Management Program) standards. The County also encourages offers of products made with minimal virgin materials and maximum use of recycled materials – again, price and performance essentially being equal.

V. Work Product:

COUNTY and CONTRACTOR acknowledge and agree that "Work Product", and all components of it, provided or developed by CONTRACTOR hereunder or in connection herewith shall constitute "works made for hire" within the meaning of Title 17 United States Code Section 101 et seq. (the "Copyright Act"), and all right, title, and interest in and to the Custom Products shall vest in the COUNTY immediately upon development. To the extent any such Custom Products may not be the sole and exclusive property of the COUNTY and/or may not be a "work made for hire" as defined in the Copyright Act upon development, then CONTRACTOR agrees to and hereby does sell, transfer, grant and assign to the COUNTY all copyrights, patents, trade secrets, inventions, and other proprietary rights, title, and interest in and to such Custom Products upon development. On all written material, whether in print, electronic, or any media form, constituting "Work Product", CONTRACTOR shall place or cause to be placed the following legend preferably in the lower right corner:

© 201_ County of San Joaquin. All rights reserved.

W. Data Security – Confidentiality

1.   ***Acknowledgment of access to information characterized as covered data:*** Contractor acknowledges that its contract/purchase order ("Agreement") with the County of San Joaquin, California("County") may allow the Contractor access to confidential County information or County provided information including, but not limited to, personal information, records, data, or financial information notwithstanding the manner in which or from whom it is received by Contractor ("Covered Data") which is subject to state laws that restrict the use and disclosure of County information, including the California Information Practices Act (California Civil Code Section 1798 et seq.), California Constitution Article 1, Section 1, and other existing relative or future adopted State and/or Federal requirements. Contractor shall maintain the privacy of, and shall not release, Covered Data without full compliance with all applicable state and federal laws, County policies, and the provisions of this Agreement. Contractor agrees that it will include all of the terms and conditions contained in this clause in all subcontractor or agency contracts providing services under this Agreement. Where a federal, state or local law, ordinance, rule or regulation is required to be made applicable to this Agreement, it shall be deemed to be incorporated herein without amendment to this Agreement.

2. **_Prohibition on unauthorized use or disclosure of covered data and information:_** Contractor agrees to hold Covered Data received from or created on behalf of County in strictest confidence. Contractor shall not use or disclose Covered Data except as permitted or required by the Agreement or as otherwise authorized in writing by County. If required by a court of competent jurisdiction or an administrative body to disclose Covered Data, Contractor will notify County in writing prior to any disclosure in order to give County an opportunity to oppose any such disclosure. Any work using, or transmission or storage of, Covered Data outside the United States is subject to prior written authorization by the County.

3. **_Safeguard standard:_** Contractor agrees that it will protect the Covered Data according to commercially acceptable standards and no less rigorously than it protects its own confidential information, but in no case less than reasonable care. Contractor shall develop, implement, maintain and use appropriate administrative, technical and physical security measures which may include but not be limited to encryption techniques, to preserve the confidentiality, integrity and availability of all such Covered Data.

4. **_Return or destruction of covered data and information:_** Upon termination, cancellation, expiration or other conclusion of the Agreement, Contractor shall return the Covered Data to County unless County requests that such data be destroyed. This provision shall also apply to all Covered Data that is in the possession of subcontractors or agents of Contractor. Contractor shall complete such return or destruction not less than thirty (30) calendar days after the conclusion of this Agreement. Within this thirty (30) day period, Contractor shall certify in writing to County that the return or destruction has been completed.

5. **_Reporting of unauthorized disclosures or misuse of covered data and information:_** Contractor shall report, either orally or in writing, to County any use or disclosure of Covered Data not authorized by this Agreement or in writing by County, including any reasonable belief that an unauthorized individual has accessed Covered Data. Contractor shall make the report to County immediately upon discovery of the unauthorized disclosure, but in no event more than two (2) business days after Contractor reasonably believes there has been unauthorized use or disclosure. Contractor's report shall identify: (i) the nature of the unauthorized use or disclosure, (ii) the County Covered Data used or disclosed, (iii) who made the unauthorized use or received the unauthorized disclosure, (iv) what Contractor has done or shall do to mitigate any deleterious effect of the unauthorized use or disclosure, and (v) what corrective action Contractor has taken or shall take to prevent future similar unauthorized use or disclosure. Contractor shall provide County other information, including a written report, as reasonably requested by County.

6. ***Examination of records***: County and, if the applicable contract or grant so provides, the other contracting party or grantor (and if that be the United States, or an agency or instrumentality thereof, then the Controller General of the United States) shall have access to and the right to examine any pertinent books, documents, papers, and records of Contractor involving transactions and work related to this Agreement until the expiration of five years after final payment hereunder. Contractor shall retain project records for a period of five years from the date of final payment.

7. **Assistance in litigation or administrative proceedings:** Contractor shall make itself and any employees, subcontractors, or agents assisting Contractor in the performance of its obligations under the Agreement available to County at no cost to County to testify as witnesses, or otherwise, in the event of litigation or administrative proceedings against County, its directors, officers, agents or employees based upon a claimed violation of laws relating to security and privacy and arising out of this Agreement.

8. ***No third-party rights:*** Nothing in this Agreement is intended to make any person or entity who is not signatory to the Agreement a third-party beneficiary of any right created by this Agreement or by operation of law.

9. ***Survival:*** The terms and conditions set forth shall survive termination of the Agreement between the parties.

X. Attorney's Fee:

In any action brought by a party to enforce the terms of this Agreement, the prevailing party shall be entitled to reasonable attorney's fees and costs, including the reasonable value of any services provided by in-house counsel. The reasonable value of services provided by in-house counsel shall be calculated by applying an hourly rate commensurate with prevailing market rates charged by attorneys in private practice for such services.

Y. Entire Agreement and Modification:

This Agreement and all documents incorporated by reference supersedes all previous Agreements either oral or in writing and constitutes the entire understanding of the parties hereto. No changes, amendments or alterations shall be effective unless in writing and signed by both parties.

VI. EXECUTING PARTIES

A. IN WITNESS WHEREOF, COUNTY and CONTRACTOR have executed this Agreement effective on the day and year first written above.

CONTRACTOR Name
Address
City, State and Zip

COUNTY OF SAN JOAQUIN, a
political subdivision of
the State of California

By: _____
    Signature, Authorized Agent

By: _____
    Jon Drake, C.P.M.
    Director
    Purchasing & Support Services

By: _____
    Print

APPROVED AS TO FORM
Office of County Counsel

By: _____
Moises Zapien, Chair
Board of Supervisors

By_____
    Gilberto Gutierrez
    Deputy County Counsel

    ATTEST: MIMI DUZENSKI
    Clerk of the Board of Supervisors
    of the County of San Joaquin
    State of California

By _____

Buyer of Record: GG

SAN JOAQUIN COUNTY
PURCHASING AND SUPPORT SERVICES
PURCHASING DIVISION

Jon Drake, C.P.M.
Director

Johnnie Terry, CPPB
Deputy Director

Date: February 11, 2016

To: RFP# 16-06 Proposers

From: Gina Gutierrez, Deputy Purchasing Agent

Subject: Addendum # 1 to RFP# 16-06 VoIP Upgrade for San Joaquin
             General Hospital

PLEASE NOTE:
   ▪ **This addendum must be signed and returned with your proposal.**
   ▪ **Failure to do so will cause rejection of your proposal.**

This Addendum No.1 forms part of the Request for Proposal 16-06 and shall supersede
the original specifications of the above entitled Request for Proposal wherein it contradicts
same. **This Addendum provides the following information:**

QUESTION AND ANSWER:

#1 – Can you tell me if a) you currently have Cisco VoIP infrastructure deployed in conjunction
with the 950 Cisco phones in Exhibit A, and b) is there a consultant you are working with in
fulfillment of the RFP specification and evaluation?

a) The County currently has over 3000 phones deployed on the Cisco VoIP platform.
    However, there are no VoIP phones deployed at San Joaquin General Hospital with the
    exception of a seven seat Call Center system deployed in the main communications center.

b) There have been no consultants working with County on this project. The evaluation will be
    conducted by County staff.

#2 – Is your internet bandwidth already in place?

It is the County's desire to implement the VoIP system utilizing Primary Rate Interface (PRI).
The selected vendor will be responsible for determining the number of PRIs required to support
the system.

#3 – "I am in receipt of the RFP mentioned above and wanted to see if this was specifically as
"Cisco only" bid. From the RFP it appears that the County utilizes Cisco UM already and this
may be an expansion/upgrade of that network. I just wanted to clarify and confirm if that was
the case"

The County's current infrastructure is Cisco and Cisco is preferred. However, alternates may
be submitted. They will be evaluated by County for compatibility, quality and supportability.

#4 – Did a consultant help write this RFP?

No.

#5 – How many phone stations by location are currently on your Cisco UCM?

There are seven (7) Contact Center consoles in the Communications Center. All other phones are Centrex.

#5 – Are you open to any other solutions other than Cisco?

See answer to question #3.

END ADDENDUM #1

Please contact me if you have any questions, (209) 468-2074.

_____ / _____
Signature   Print Name

_____   _____
Company Name   Email

<table>
<tr><td></td><td>SAN JOAQUIN COUNTY
PURCHASING AND SUPPORT SERVICES
PURCHASING DIVISION</td><td>Jon Drake, C.P.M.
Director

Johnnie Terry, CPPB
Deputy Director</td></tr>
</table>

Date: March 1, 2016

To: RFP# 16-06 Proposers

From: Gina Gutierrez, Deputy Purchasing Agent

Subject: Addendum # 2 to RFP# 16-06 VoIP Upgrade for San Joaquin General Hospital

PLEASE NOTE:

- **This addendum must be signed and returned with your proposal.**
- **Failure to do so will cause rejection of your proposal.**

This Addendum No.2 forms part of the Request for Proposal 16-06 and shall supersede the original specifications of the above entitled Request for Proposal wherein it contradicts same. **This Addendum provides the following information:**

QUESTION AND ANSWER (Answers are posted in Red):

1. We understand that there are 196 beds that will require analog ports for patient phones. How many additional analog ports will be required? (elevator, security, fax, alarms, ring downs, conference rooms etc.)

   Vendor will not be responsible for any analog ports.

2. What type of connectivity is supported by the installed ancillary devices (Nurse call, Dictation, Vocera, Legacy Paging, etc.)?

   Overhead Paging

3. What is/are the current software version(s) of the existing SJC Call Manager installation(s)?

   v.9.1.2.1000-28

4. Is the existing SJC Cisco UC solution managed by county personnel, or by a certified Cisco vendor?

   County Personnel. However, SJGH call manager is managed by vendor

5. Is the intent of SJGH to self-manage the new UC solution, or to engage a vendor for that management?

   We are requesting as part of the RFP, proposals for ongoing support and maintenance of the SJGH UC solution. See RFP Section 4.0 Item B number 8.

6. The 7900 series endpoints specified in the preliminary configuration (Exhibit A) are end-of sale. What are the general requirements (line count, display, etc.) required for quoting equivalent endpoints? We noted the Ref&Auth, Pharmacy & Respirat are greyed out for what reason?

   They should 7800 Series & 8831 series endpoints.

   No reason for these items being greyed out.

7. Section E specifies Microsoft Lync clients and Exchange UM. Language elsewhere implies provisioning of mailboxes on the proposed platform. Will SJGH be using Microsoft Lync UM or deploying mailboxes on the proposed UC platform?

   Vendor to propose suitable messaging solution that is compatible with existing MS Exchange email system.

8. Can you elaborate on the level of reporting capabilities, skillset routing and increase capacity required for the Level 2 Trauma center and if a redundant location is being considered in the event of a disaster that restricts access to the current facility.

   Currently there is no 2nd San Joaquin County Hospital facility location for Level 2 Trauma and disaster for redundancy
   Reporting capabilities
   We would like to capture call quality assurance by being able to record calls and gather the following type of stats per agent
   Length of call
   Numbers of calls taken in a period of time
   Dropped calls
   Calls in queue
   Busy signal if possible
   Client Wait times on hold
   Would like the ability to notify clients on average wait time at that moment while on hold
   Trace caller ID to the agent that helped the client
   Track number of Originating calls by category Internal or external
   Peak call volumes

9. Will there be made available a staging area / implementation or offices for the on-site personnel throughout the project cycle.

   Yes.

10. Section F/7 states: "In the design & installation maintain 5 digit dialing to other SJC sites does that include internal dialing while the project is being deployed over the project period as the Centrex will require weeks to convert to the VOIP platform.

    5-digit dialing from Centrex to VoIP is not required during the deployment. VoIP to Centrex 5-digit dialing will be required during and after deployment.

11. Redundant E911 services must be supplied to all phones, who maintains the PSAP database today and are there redundant links available?

    AT&T holds PSAP database gathered from emergency responder. Unsure of redundant links.

12. Operational Requirements Section, items 2.0, 3.0, 4.0, provide tablet, video & audio elements can you elaborate on the solution and licenses required for this application.

Items 2.0, 3.0, 4.0, 5,0 and 6.0 are no longer required.

13. "Provide voice foundation:
    Improve clinical mobility
    Improve Real-time Collaboration
    Integrate clinical data
    Alerts
    Notifications
    Real-time mobile communications"

(What do you mean by these 7 statements? Can you provide specifics in terms of features or functionality you would like for each of these)?

These are goals the SJGH is hoping to achieve with the VoIP implementation. For specific requirements, please see the detailed narrative regarding each component.

14. "Integrate with videoconferencing and VMI solution" (Can you provide detailed info on the existing Video Conferencing System and the VMI Solution?)

This integration is not required. See Item P under Section 4.0.

15. "Web & audio conferencing, desktop & mobile video (smartphones & tablets)" (Can you provide specifics in terms of features or functionality you would like for each of these?)

Vendor to present feature and functionality of the solution being proposed. Instant messaging, web/video conferencing, etc.

16. "Connectivity to and routing with existing communications systems on the hospital campus" (What is the system that needs to be integrated with and how long does it need to be maintained?

Connectivity to the existing Centrex system will need to be maintained to allow for routing of calls to patient rooms.

17. "Interaction with the rest of the SJGH sites in other city locations" (How many sites? Will you migrate to the NEW VOIP Solution? If not, what is the roadmap for them?)

Currently, there is one offsite location with a second to be opened in near future.

Yes, we want them on the new VoIP system.

18. "Vendor is required to identify 24/7/365 support for the solution". (Are you looking for a MONITORED solution or just a 24/7/365 break/fix resolution escalation for support? What is the SLA you are looking for?)

The County is looking for a complete monitored solution with a maximum response time of one hour for onsite response.

19. "Include the ability to use offsite private-network based SIP Trunks to allow failover of all voice services in the event of a failure of primary PSTN TDM based services in addition to intra-city traffic between SJGH sites and other SJC entities"

(Are you asking to Use PRI circuits with DIDs or SIP Trunking and PORT over existing Numbers?)

We will be utilizing PRI circuits with DIDs.

20. Pages 8 & 9 reference their LEGACY systems. Can you provide specific SERVERs, ROUTERs / GATEWAYs, SWITCHEs, APPLICATIONs & Versions, and info on NON CISCO applications?

    We would like to make sure that the new phone system can integrate with Vocera and our existing overhead paging.

    Also on Exchange 2010, Active Directory 2003.

21. "Multiple Call Center Capability- SJGH has multiple call centers. VoIP system must be capable of supporting multiple call centers"

    (How many CALL CENTERs and how many AGENTs & SUPERVISORS in each? What is the Existing solution you are using and the specs on it?)

    Comm Center has 2 supervisors and 3 stations

    Appointment call center has 2 supervisors and 20 stations

22. Do you want to replace / upgrade the 1200 existing IP Phones?

    The county would like to replace the existing phones.

23. Are the "Communications and Applications Technology" referenced on pg 6 of 54 the existing Cisco UCM, Unity and Centrex systems? Are there any others?

    That is correct, no other applications have been identified.

24. If we are proposing a Cisco solution, are we upgrading the versions of the existing CUCM and Unity or are we to create a complete new cluster?

    A new cluster for SJGH that is capable of communicating with the existing cluster.

25. What are the current versions of CUCM and Unity (is it Unity Connection)?

    a. How many servers (make/model) are deployed?

       Version: CUCM-9.1.2 CUC-9.1.2; We believe there is one server.

26. How many licenses are there currently?

    a. CUCM = N/A

    b. Unity = N/A

27. What are the existing Cisco voice gateways? IOS version(s)?

    Unsure, however, they will be replaced with PRI's

28. How many remote sites are there with Cisco voice gateways? 8

    a. Do they have SRST today? Yes

29. Are there any analog gateways (i.e. VGxxx) and how?

    Yes, Comm Center is utilizing but will be replaced with new system.

30. Pg 7 of 54 states migration of existing Centrex phones to the new system. How many handsets are there on the current Centrex system? There are currently 1,183 handsets on the Centrex system. Detail provided in EXHIBIT A of RFP document.

    a. Is there a breakdown of phone model requirements? Looking to understand how to identify which IP phone model to quote as replacements.

       EXHIBIT A of the RFP document has the breakdown by Department of types of phones. You may quote the equivalent 7800series & 8831

31. What is the current call center application? Can you provide the current version and number of agent/supervisor licenses?

Appointment center - ACD hosted by AT&T and call tree

Comm center - Cisco attendant console (to be replaced in upgrade)

32. Pg's 8 and 11 of 54 outline the existing networking infrastructure as Enterasys. Can you provide a listing of make/model of L2/L3 devices?

Core Switch:

S8 Part # S8-CHASSIS

Modules: SK8008-1224-F8

Edge Switches:

C5K125-48P2

D2G124-12P

33. Is SNMP enabled throughout the network?

Yes, v3 for the most part.

34. Are the any existing Cisco L2/L3 devices and if so, please provide a make/model list and OS version and is CDP enabled?

There are no existing Cisco devices besides a few firewalls.

35. How many Analog Lines currently deployed?

There are approximately 1,200 analog lines deployed for telephones. Other specialty analogs lines are not included and part of this RFP.

36. Is the existing Centrex voicemail system integrated with the existing Cisco Unity system?

No.

37. Can you confirm the number of voicemail licenses required? Pg 13 of 54 lists 928 as required and pg 21 of 54 states a total of 1,400 existing.

We would request 1,400 to allow for growth.

38. How many Microsoft Lync licenses are in use today and what version?

Microsoft Lync is not currently deployed at SJGH.

39. What is the make/model/version of existing VCS referenced on pg 20 of 54?

Unknown at this time, however, VCS integration is not required.

40. What is the current version of the Vocera system referenced on pg 10 of 54?

As stated in the bid walk not implemented yet

41. What is the version of the existing BiAmp IP system referenced on pg 20 of 54? Are you wanting to keep/support this solution? Are you open to an alternate solution?

Unknown at this time. We are open to an alternate solution.

42. Any other legacy/analog paging and paging amplifier deployed?

Yes, a phone number dedicated for overhead paging.

43. Any overhead IP speakers deployed?

Not at this time.

44. How many Attendant Console users are you requiring?

Assuming this is referring to our communication center. There are currently 4 consoles

45. With "Skype for Business" the preferred desktop IM and Presence solution, are you requiring the user's status to include any call activity from the Cisco CUCM displayed on client's desktop screen (and vice-versa)?

Yes.

46. See table below:

Page	Content	Question
6	Resources	SJGH is requiring on-site resources for one month after the install, with a ramp-down to fewer resources for the six months following install. How will the quantity of resources, and the skill level of resources be determined for both intervals? The drawdown of resources will be evaluated based on consultation with County and SJGH and evaluated against outstanding issues, if any.
10	CUCM	Is this project to scale the existing deployment at the County's Cisco Call Manager to support the hospital. or to deploy a completely seperate sytem to support the hospital. Is there a plan to break off the Hospital from the County's CUCM and be self sufficient/independent? If leveraging existing County CUCM please provide details such as existing software release for all applications and number of Publishers and Subscribers currently deployed. This will be a completely separate Call Manager and Unity system with the capability to interface with existing County system
11 (F6)	Topology	Bidders will need to know details of connectivity to locations on the SJGH campus, and other locations within the City. What are we connecting to, and routing to/from? Phones connect to POE port IP routing will be taken care of by SJGH. Call routing must be a part of this project
13	Call Center	SFGH has multiple call centers. What are their functions, where are they, and what technology is currently deployed to support the requirement? How many agents and supervisors total will be needed Comm center – Hospital's main line, 4 stations, forward calls, campus paging, they will need vendor provided computer for the cisco call attendant piece Appointment center receives calls to make appointments
13/20	Wireless	Are bidders to provide 50 new wireless handsets or are they to use and scale existing wireless capabilities in place? Provide 50 new wireless handsets.
10	Vocera	Bidders will need to know detail of existing Vocera system in place, to provision for licensing and integration. Vocera is not implemented yet. However, we would like the system to be able to integrate with Vocera in the future.

26	Lync	Are we integrating with an exising Lync deployment at SJGH, or integating with the Lync in network at SJC? Lync is not currently deployed at SJGH.
25	Paging	Bidders will need specifics about the old and new paging systems they are being required to integrate with. 1 centrex line that is used for overhead paging.
20	Paging	Bidders will need integration notes for BiAamp IP based overhead paging system. See Exhibit A to this Addendum.
21	OSHPD	The process of compliance with OSHPD is regularly 3-6 months, or more. Is there sufficent time for bidders to do this, given the aggressive timeline for implementation and acceptance defined in your RFP? Consequences if OSHPD filings cause delays not in the control of the bidder? The timeline referenced was a desired timeline. Bidder will be allotted sufficient time to complete OSHPD requirements.
None	Bidder's	Will SJGH be publishing a list of individuals and companies that attended the mandatory bidder's conference? Yes, see attachment to this addendum.
None	Cisco BP	What Cisco Business Partner is currently supporting SJC? SJC works with multiple Cisco Business Partners. There is not a preferred Cisco Business Partner for SJC.
None	ER recording	It was mentioned in the bidders conference that SJGH does recording in the ER. Is this a function of, or integrated with, existing Centrex? Yes, it's integrated with Centrex we would like to migrate this part of our infrastructure on a later date. Not part of the scope of this project
None	Patient phones	The RFP appears to be oriented to existing employees only. How do you plan to handle the current deployment of analog phones in patient rooms at SJGH? Patient room phones will remain analog and addressed at a later date
None	Integration	It was mentioned in the bidders conference that integration to SJC would be good, but is not mandatory. What level of integration to the existing CUCM at SJC is desired, how should this be treated in the proposal response? We require 5-digit dialing to all phone in the County including phones on the SJC CUCM and any remaining CENTREX phones. Also the ability to share the Corporate Directory.

47. Can you please detail the existing Network, Switches, Routers, Model Numbers, Versions? Visio Diagram would be good.

See question #32.

48. Are there any additional diagrams that can be shared with CDW?

Not at this time.

49. Does the current network support QoS and PoE?

Yes.

50. How many Concurrent Contact Center Agents and Supervisors?

See question #21.

51. What Version of MS Lync (Desktop Client and Server)?

MS Lync is not currently deployed at SJGH and will be deployed as part of this project.

52. What Version of MS Exchange?

2010

53. What version of Active Directory?

2003

54. How old is the network?

Answer to question #32 provides a list that will help determine age of network equipment.

55. What are the model numbers of the core switches?

Extreme S8

56. What are the model numbers of the access switches?

Enterasys c5125-48p

57. What are the switch port speeds?

10/100/1000

58. Do the switches support PoE+?

Yes.

59. How is the current Centrex deployed at SJGH? Is it possible to discuss migration strategies from this to a new UC System?

The migration strategy will be developed with consultation with SJGH, County, AT&T and vendor.

60. Can you define "voice foundation" as referenced on page 7 of the RFP?

Our vision is the CUCM will serve as the foundation for future communications functionality required by SJGH.

61. Define Clinical Mobility?

The integration with Vocera and the ability to have wireless handsets.

62. Is 99.999% uptime for the UC Applications or Physical Phones?

Physical phones (dialtone), ability to make and receive internal and external calls.

63. What is the dial plan to other SJC Sites?

The County has 5-digit dialing between all County locations

64. The stated Cisco Handsets in Exhibit A are all end of sale? Please choose a new type of handsets for the ones listed.

7800 Series & 8831 Conf

65. How many total analogue ports are required?

Assuming this is in regards to analog ports on the gateway. We know of 1 port at this time. Not sure if further information gathering will uncover a few more

END ADDENDUM #2

Please contact me if you do not see your questions (that were submitted by February 19th) addressed on this addendum. I can be contacted at (209) 468-2074 or gigutierrez@sjgov.org

_____ / _____
Signature   Print Name

_____   _____
Company Name   Email

Exhibit A - Paging System Notes

All Campus / Operators Paging

Call Manager
→
Cisco 2921 FSX Port 8
→
Valcom V-9920A Station Level Page Access
→
Rane Compressor / Gate
→
Rane EQ
→
QSC Amplifiers

ER Paging

ATT Loopstart (468-7124)
→
Bogen Telephone Access Module
→
Rane Compressor / Gate
→
Rane EQ
→
Crest Amplifier

Baby Born Music (Plays in background)
→
ACR 1A Audio Sensing Relay **
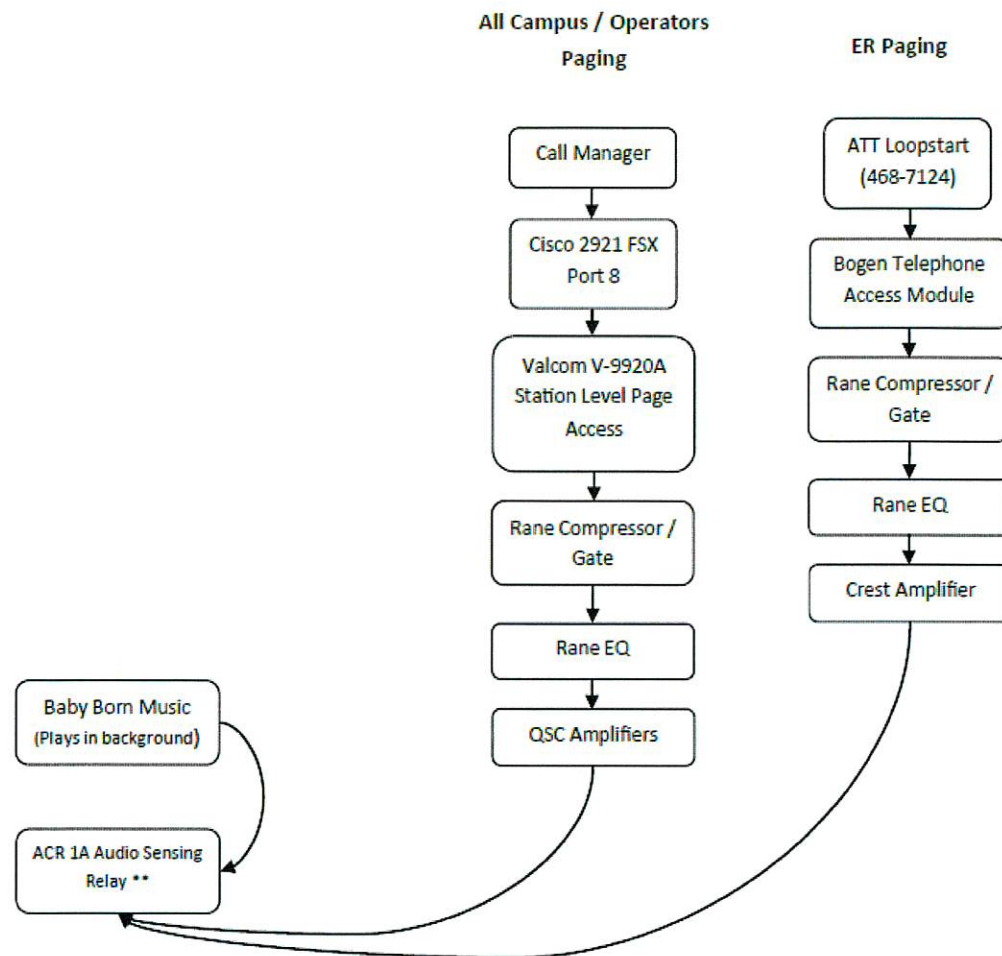
** Relay allows amp output to ER (normally closed) to pass unless the operators page (relay opens) allowing operators to override.

RFP SIGN-IN SHEET
RFP 16-06
February 12, 2016 @ 10:00 AM, PST

Project Name: VoIP Upgrade Project for San Joaquin General Hospital

INSTRUCTIONS: Please complete the information requested below and enclose a business card in attached envelope.
PLEASE PRINT!

COMPANY NAME	EMAIL ADDRESS	PHONE	COMPANY REPRESENTATIVE (Please Print)
SJGH	afarley@sjgh.org	277-468-7273	Adriene Farley
Nelso Comm	mohalloran@lakslyCommunication.com.	209-216-4515	Mik OHalloran
NetXparts, Inc.	jvue@netxparts.com	925-806-0300	John Vue
Dimension Data	kaylie.webster@dimension data.com	815-505-8979	Kaylie Webster

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RFP SIGN-IN SHEET
RFP 16-06
February 12, 2016 @ 10:00 AM, PST

Project Name: VoIP Upgrade Project for San Joaquin General Hospital

INSTRUCTIONS: Please complete the information requested below and enclose a business card in attached envelope.
PLEASE PRINT!

==

COMPANY NAME	EMAIL ADDRESS	PHONE	COMPANY REPRESENTATIVE (Please Print)
CompAudit Services	SFEZLER@Commaudit.com	559 645-5699	Shubi Fezler
Telcion Communications	drodrigues@telcion.com	209 656 5790	Darren Rodrigues
Vox Network Solutions	tmcfall@voxns.com	925 216-2690	Tracy McFall
" "	bclark@voxns.com	916-921-6087	Bob Clark
" "			

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RFP SIGN-IN SHEET
RFP 16-06
February 12, 2016 @ 10:00 AM, PST

Project Name: VoIP Upgrade Project for San Joaquin General Hospital

INSTRUCTIONS: Please complete the information requested below and enclose a business card in attached envelope.
PLEASE PRINT!

COMPANY NAME	EMAIL ADDRESS	PHONE	COMPANY REPRESENTATIVE (Please Print)
CDW-G	AAroeng@CDWg.com	(415) 961-8028	Aaron Engelbrecht
Frontier	William.Tullies@ftr.com	(916) 691-5677	Bill Tullies
Frontier Communications	James.Shropshire@FTR.com	(916) 691-5816	Jim Shropshire
"	EDWIN.KINGER@FTR.com	(916) 691-5858	Ed Kingen

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SAN JOAQUIN COUNTY
PURCHASING AND SUPPORT SERVICES
PURCHASING DIVISION

Jon Drake, C.P.M.
Director

Johnnie Terry, CPPB
Deputy Director

Date: March 4, 2016

To: RFP# 16-06 Proposers

From: Gina Gutierrez, Deputy Purchasing Agent

Subject: Addendum # 3 to RFP# 16-06 VoIP Upgrade for San Joaquin
             General Hospital

PLEASE NOTE:

- **This addendum must be signed and returned with your proposal.**
- **Failure to do so will cause rejection of your proposal.**

This Addendum No. forms part of the Request for Proposal 16-06 and shall supersede
the original specifications of the above entitled Request for Proposal wherein it contradicts
same. **This Addendum provides the following information:**

QUESTION AND ANSWER (Answers are posted in Red):

1. How many copies of the proposal are needed? Page 6 mentions 4 hard copies and 6
    electronic copies, whereas page 6 mentions 6 copies and one electronic. OR clarify how
    many copies are needed for particular sections of our response.

    In regards to the Proposal please submit one (1) original copy clearly marked "original" and
    five (5) copies clearly marked "Copy" and one (1) electronic copy (USB or CD).

    The documentation referred to on Page 6 Section 4 C of the RFP are in reference to post-
    completion documents for the system. These do not need to be included with your
    proposal.

2. Are the patient room phones part of this solution? If yes, then please provide the number of
    analog ports required per IDF to serve all the patient rooms.

    They are not a part of this project.

3. Please provide Call Center features in use today (call recording, database dipping, etc), or
    new features desired.   What license is being used today (enhanced or premium)?
    a. We would like to capture call quality assurance by being able to record calls and
        gather the following type of stats per agent
    b. Length of call
    c. Numbers of calls taken in a period of time
    d. Dropped calls
    e. Calls in queue
    f. Busy signal if possible
    g. Client Wait times on hold
    h. Would like the ability to notify clients on average wait time at that moment while on
        hold

     i. Trace caller ID to the agent that helped the client
     j. Track number of Originating calls by category Internal or external
     k. Peak call volumes
     l. Any other best practices or suggestions would be appreciated

4. Confirm Cisco Jabber will be accepted in place of Microsoft Lync with no penalty (assuming features are met).

The County will evaluate all options. We will be evaluating functionality as well as integration with the rest of the County. Other Call Managers have local user accounts and is not integrated into Active Directory. We would like the SJGH solution to integrate into their Active Directory. The County as a whole has a multi forest environment.

5. Please provide copy of sign-in sheets

See attachment on Addendum 2.

6. Please clarify recording needs (as mentioned in meeting).

We would like the ability to record on demand at call centers

7. Please confirm the number of agents and supervisors for the call center.

Comm Center has 2 supervisors and 3 stations
Appointment call center has 2 supervisors and 20 stations

8. What is the Lync user count?

Same as phone count approximately 1158

END ADDENDUM #3

Please contact me if you have any questions. I can be contacted at (209) 468-2074 or gjgutierrez@sjgov.org

_____ / _____
Signature   Print Name

_____
Company Name   Email