

REQUEST FOR PROPOSAL

PHONE SYSTEM UPGRADE 2021

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1 INTRODUCTION

The San Joaquin Valley Air Pollution Control District (District) was formed in 1991 to assume responsibilities for air pollution control in the San Joaquin Valley (Valley). This includes developing plans, adopting and enforcing rules, providing incentives, and issuing permits to reduce and limit pollutant emissions in the Valley. The area served by the District are – the counties of Fresno, Kern, Kings, Madera, Merced, Stanislaus, San Joaquin, and Tulare – which is nearly 300 miles long. Administrative headquarters are at the Central Region Office in Fresno and regional offices are in Modesto and Bakersfield. The District's Governing Board has 15 members: one supervisor from each of the eight counties, five City Council members selected by the cities within the District, and two public members appointed by the Governor.

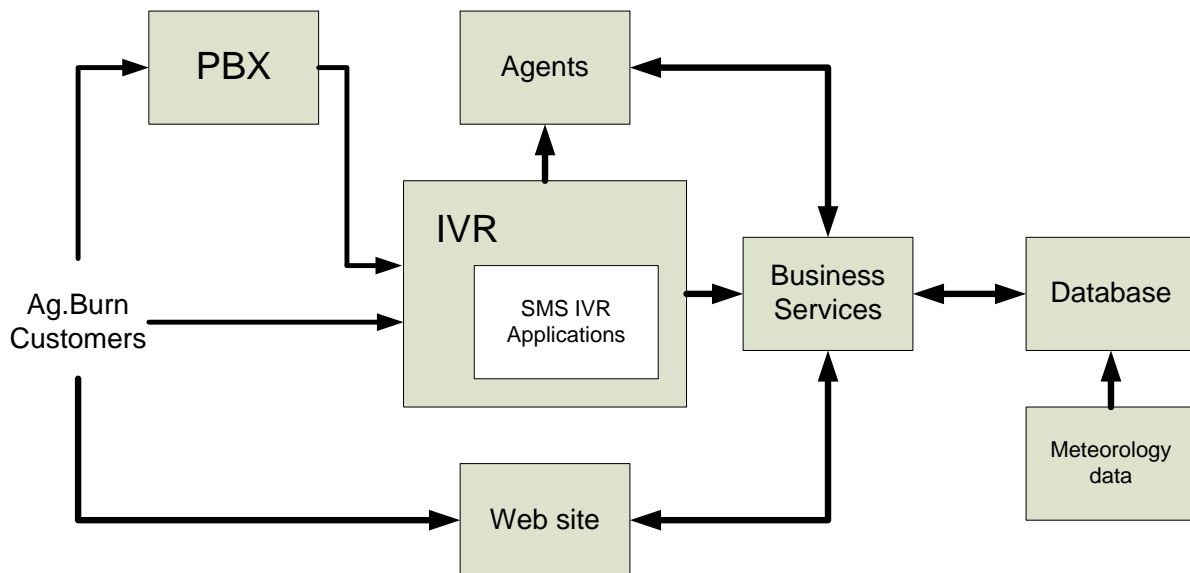
This Request for Proposal (RFP) is for a system integrator to implement a Telephone System Upgrade for the District. The District wishes to identify an integrator who is best qualified to upgrade or replace existing Avaya PBX equipment to an up-to-date technology. The new equipment must provide at least the same feature set, flexibility, quality of service and integration to the District infrastructure as the current equipment.

2 BACKGROUND

The District presently has three Phone Systems in regional offices, located in Fresno, Modesto, and Bakersfield, California. The base components of each Phone System include Avaya PBX CS1000, Call Pilot Voice Mail, and Avaya Contact Center. The Fresno office also has Blueworx IVR with speech recognition capability to serve the District's Smoke Management Program, one of the most significant District applications.

At its highest level, the SMS provides an interaction between agricultural and prescribed burn customers, the District's Compliance Program – Ag Burn Division, and the Planning Program – Modeling Division. The Modeling Division provides agricultural burn allocation data to the Ag Burn Division, and the Ag Burn Division collects burn data from customers. All SMS IVR calls are router over the Fresno PBX. The IVR can also be directly connected to AT&T SIP trunks.

Diagram 1 SMS Infrastructure Components



In 2008, all of the communication equipment had reached 'End of Life' status and was upgraded. While migrating to a new Nortel/Avaya PBX, District re-used most of telephone sets, line and trunk cards, and interfaces. The old PBX peripheral equipment was compatible with the new system.

District's IVR upgrade project started in 2020 and scheduled to complete in July 2021.

3 PROJECT APPROACH

In summary, the steps to be taken in implementing this project are as follows:

- The District issues this RFP, which provides the system requirements and basic design concepts.
- A virtual bidders conference is held for those who wish to attend for District to provide any additional information or answer any questions for bidders.
- Interested system Integrators have approximately 30 days to respond to the RFP with their proposals and proposed costs for the District's design concepts. During these 30 days, the District will field questions and supply answers as needed to provide additional information and clarification on the District's requirements. If they wish, Integrators may also propose cost and design concepts they have developed along with the required proposal for the District's design concepts.
- District staff recommends the selection of one Integrator based on best value for the District and negotiates an agreement based on the RFP and submitted proposal. Governing Board approves.
- Integrator completes installation of system according to the schedule established within the agreement.
- District expects the vendor to handle all the project management and communications throughout the project lifecycle and not use subcontractor for this purpose.

The integrator selected will be fully responsible to the District for carrying out all phases of the project. The integrator may choose to use subcontractors for some of the tasks. However, the District will look to the integrator as the responsible party for controlling all activities and relationships with any subcontractor, including scheduling and completion of work, performance, and payment.

The agreement between the District and the integrator will specify all equipment to be provided and all services to be performed for this project, as well as the timeline for completion of various milestones and the entire project. The agreement will specify the total cost for the project and the payment schedule under which the District will pay the integrator. The integrator will be responsible for all payments to equipment suppliers, subcontractors, providers of services, and others as necessary to complete the project.

4 SYSTEM OVERVIEW

4.1 New System

District is looking for a comprehensive on-premises centralized - three office single distributed, virtual VOIP phone system which must include soft App phones, physical phones, voice mail capabilities, contact center, with added 50 percent capacity to the existing system and to be scalable up to 200% capacity at all levels. New system must seamlessly integrate with District's SMS/IVR. New system must also provide redundancy and fail-over, monitoring and reporting to utilize standard Microsoft SQL, user friendly administration and 5 years plus life cycle of the system with manufacturer support from project closure date. Telephone sets must be able to work with District existing CAT5, CAT5e category in-wall wiring and the Perpetual, transferrable between regions, and scalable licenses.

In addition, as a part of the project scope, Integrator must review and provide all business needs and meet technical requirements and functionalities described below in this document.

- System should be platform independent and all components virtualized where possible

Table 1 Business needs

Business Functionalities	Required (as described)	Desired	Notes
Provide all the existing functionalities of the District's current system described in this document	Required		All the items in section 4.2 Current System and Appendix 1, 2.
Integration with District's current Blueworx IVR	Required		
System availability	24x7x365	Online during maintenance	
System compatibility	System must be compatible with District's IVR and SMS application as well as other business applications		Following business applications are listed as the components of the system (section 4.2): <ul style="list-style-type: none"> - Emergency Evacuation System - Overhead Paging - Analog faxes
System survivability	Required for at least 30 days	Regional offices operate independently from the main office	
System redundancy and fail-over	Mission critical servers must have		

	redundancy; fail-over to a different local or remote site host		
System capacity	System capacity extension not limited and based on licensing. After cut-over, new system should have 50% additional capacity included		For existing system licensing, please see APPENDIX 1
Centralized management	Required	Web-based platform independent management	
System Scalability	System capacity should be scalable to at least double from current capacity in all aspects of the system to meet business needs		
Hardware platform independent solution	Required		
Remote monitoring and real-time fault reporting	Required		
Knowledge of current District phone system technology		It is highly desirable that prospective vendor is able to "transfer" current configuration to the new system	District can choose to provide access for prospective vendors to the current system on request or run vendor's system configuration application
Voice Mail language support	English and Spanish. Additional languages can be added	Additional languages activated by adding licenses	Current system can have up to 6 languages. New system should meet this requirement
Use of Microsoft technology	Microsoft SQL database for data collection and reports	PBX, Contact Center and Voice mail servers are Microsoft based	
Equipment	Vendor to provide the equipment list and costs. District has the option to purchase some equipment based on specification provided by vendor. This includes: network switches, physical servers, operational systems and database licenses		Please include telephone network switches, physical servers, operational systems, and database licenses as Optional Equipment. <u>District preference:</u> Cisco Catalyst switches, HPE servers

Table 2 Technical Requirements

Feature/Functionality	Required (as described)	Desired	Notes
<u>System-wide requirements</u>			
System architecture	Virtual architecture, on-premises, scalable	VMWare for on-premises solution	
Cloud-based system		Cloud-based solution may be included in the Proposal as an option in addition to mandatory On-premises system	If included, Cloud-based system solution has to be in Optional Equipment section as a separate line item. Pricing for this option has to be separate from the on-premises solution.
Distributed or networked system	Data center infrastructure at each site with inter and intra site fail-over.	Data center infrastructure at each site with system level fail-over for PBX, Voice Mail & Contact Center	District will give priority to proposals with full system architecture present at each site and fail-over to another site.
System redundancy and failover*	All three sites data centers should have fail over	All three sites data centers should have fail over on VM server level	
System integration	Integration with Blueworx IVR over SIP trunks; connection to Central Office with SIP trunks		Integrator has to ensure proper integration with IVR
System reporting	Real-time data collection, real-time reports, historical reports have to be easy to build and customize, ability to schedule reports generation. Call data stored in Microsoft SQL database. Create and provide the existing standard reports		
Product Licensing	System licenses should be perpetual on all components of the On-premises system. Licenses should be transferrable from one site to another as needed		
<u>PBX</u>			
Telephone features	At a minimum, new telephones must have all current telephone features		Please refer to Section 4.2 of the RFP for details
Telephone sets wiring	Telephone sets must be able to work with District existing CAT5, CAT5e in-wall wiring		District is not planning to replace existing in-wall wiring unless it does not meet CAT5 specifications
Existing PBX	Existing PBX will need to be operational for some time after the cut-over. New system must provide ports (PRI) for connecting to the old PBX as needed		
Direct Inward System Access (DISA)		Current system does not have this feature. Please include if it is available.	Please clearly indicate in the Proposal if this feature is included and how it operates
Quality of Service (QoS)	Required for all Voice over IP connections		

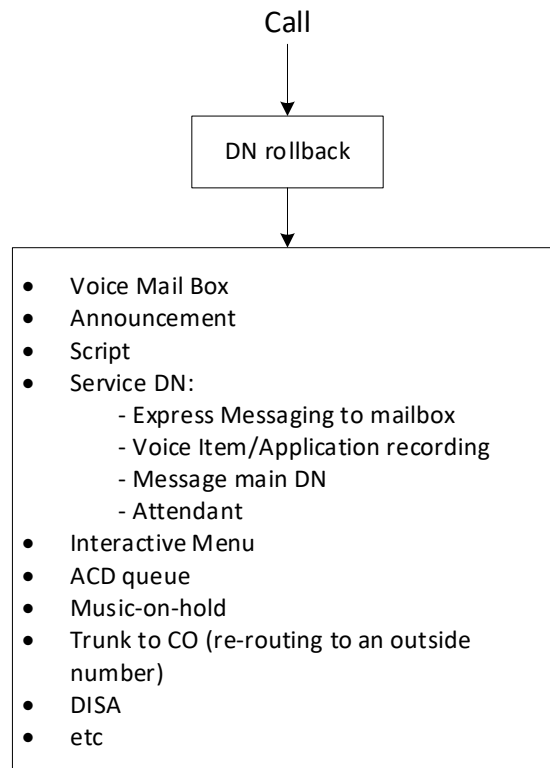
Remote Call Forward		Activation and deactivation of Call Forward remotely from an outside phone	
Conference	12 participants or more, dial-in capability, pass code to join	Dedicated user rights to create a conference	
Telephone sets	At a minimum the new system should have 1) desk telephones with color display 2) desktop application (soft) telephones, 3) mobile application telephones	Optional user login to telephone sets	Please include price for soft phones and mobile application licenses for 1, 10, 100 block as optional equipment.
Telephone sets technology and wiring	Industry standard IP or hybrid telephone sets using twisted pair 10/100/1000 Mbps Ethernet, line powered (PoE)		
IP trunking to Central Office (SIP)	Should be based on licenses, unlimited extension		District should be able to extend or reduce capacity at any time, licenses between offices should be transferrable
<u>Voice mail and Contact Center</u>			
Advanced Scripting	Advanced scripting for voice services (voice mail) and Contact center must be included. Call treatment scripting with 1) static variables, call variables, single transaction variables, database variables. Integration with MS SQL database	Advanced use of data cards, voice prompts, open source scripting/coding	
Contact Center chat distribution		Desired	
Music-on-hold	Built-in voice mail service to provide Music-on-hold feature for PBX		Need to have ability to select and change the music or to recorded messages.
Integration with Paging System	New system must provide ports to integrate with the Overhead Paging System		
User access permissions	Configurable access rights for admins, supervisors, users	Role-based access control with flexible customizable rights	
SNMP system monitoring		Availability of MIBs for various system components.	
Security	Must meet the industry standard security requirement and data encryption		
ADA (American Disability Act) Compliant	System must be latest ADA (American Disability Act) compliant in all aspects		

Note: Failover is the ability to switch automatically and seamlessly to a reliable Secondary (backup system). When a component or primary system fails, either a standby operational mode or redundancy should achieve failover with no negative impact on users.

Generic Applications and Generic Telephone Line Treatment

The new system should have a generic template/script/configuration with the following functionality.

Diagram 2. Generic Application



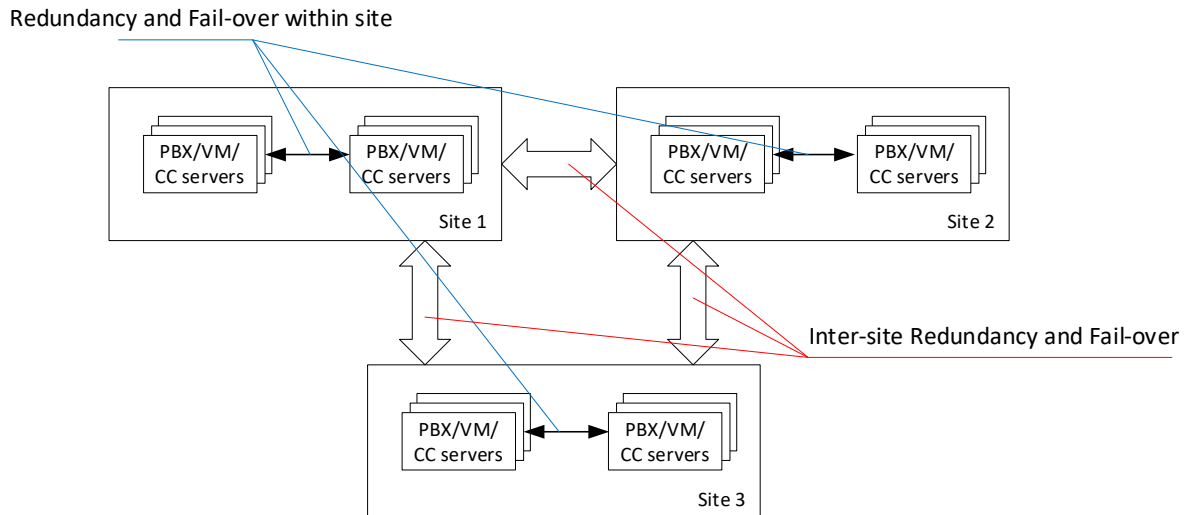
Broadcast voice mailbox(es)

The new voice mail system should be able to have group, site wide, and system wide broadcast mailboxes to deliver a voice message to multiple users.

Proposed High-level system architecture

A high-level diagram of the proposed system architecture is shown in Diagram 3 below

Diagram 3. System Architecture



As a part of Proposal, vendors should include detailed architecture diagram that shows all major components of the proposed system.

Proposed system architecture should meet the following requirements:

- Platform independent physical servers
- Each site should have hardware necessary for independent operation of the site
- Both VM infrastructure and phone system applications should be able to provide redundancy, inter and intra-site fail-over in case of any of the system is offline.
- If any physical appliances or devices are required as a part of the new phone system, please list them in your Proposal as a separate group of equipment, indicate that it is “physical equipment”. Please indicate if these devices have redundancy and what impact would be if they go down or local phone system servers go offline.

Note: Failover is the ability to switch automatically and seamlessly to a reliable backup system. When a component or primary system fails, either a standby operational mode or redundancy should achieve failover and lessen or eliminate negative impact on users.

Call Restrictions

The new telephone system feature set should include advanced call restriction mechanisms.

Note: Call restriction is a telephone system feature that prevents certain numbers being dialed.

At a minimum, the system should have restrictions listed below:

PBX

Flexible restrictions and service levels based on

1. Digits dialed
2. Directory Number (DN)
3. Telephone set class of service (internal, local, national, international)
4. Limitations and restrictions to specific routes and trunks
5. Telephone set group membership
6. User group membership (desirable)
7. Access code entered by a user from a phone set

Voice Mail

Restrictions for outbound calls from voice mail should be based on

1. Mailbox number
2. Mailbox class of service
3. Mailbox group membership
4. Digits dialed
5. Type of call setting (e.g. internal, local, friendly, national, etc)

The systems should be able to generate real-time alarms and log events for historical reports on restricted attempts. In addition, the systems should have advanced debugging and call tracing capabilities for troubleshooting call processing and restrictions.

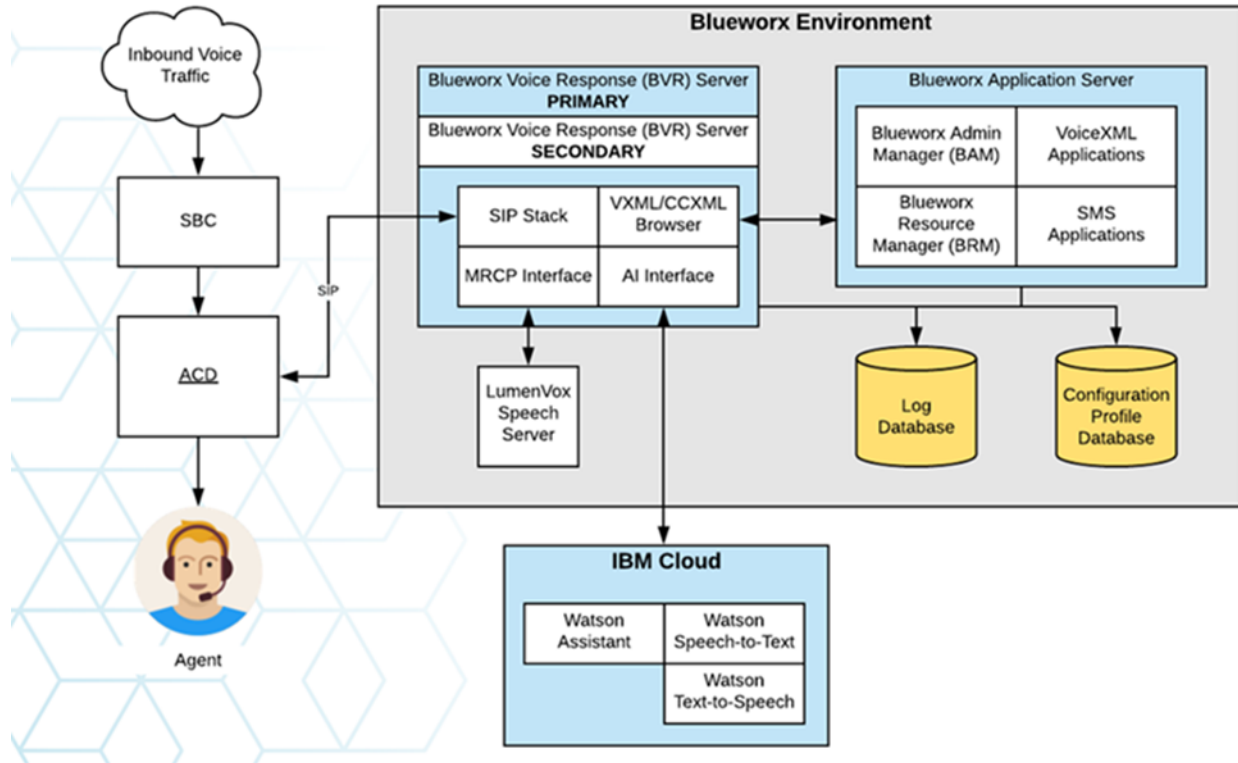
A configurable action for restricted attempts should include:

- Permanent disablement of port/DN/mailbox
- Disablement for configurable time (e.g. 15 min)
- Disablement after a configurable # of attempts

Integration with Blueworx IVR

New PBX has to integrate with the District's IVR including providing ACD ports for SIP trunks.

Diagram 4. Integration with IVR



4.2 Current System

NOTE

The following documents represent the District's best attempt to define current equipment configuration and management reports.

Vendors should base their all-inclusive project cost on the information contained in these documents, but should recommend changes in design, where needed, and include any cost differences as additional option costs.

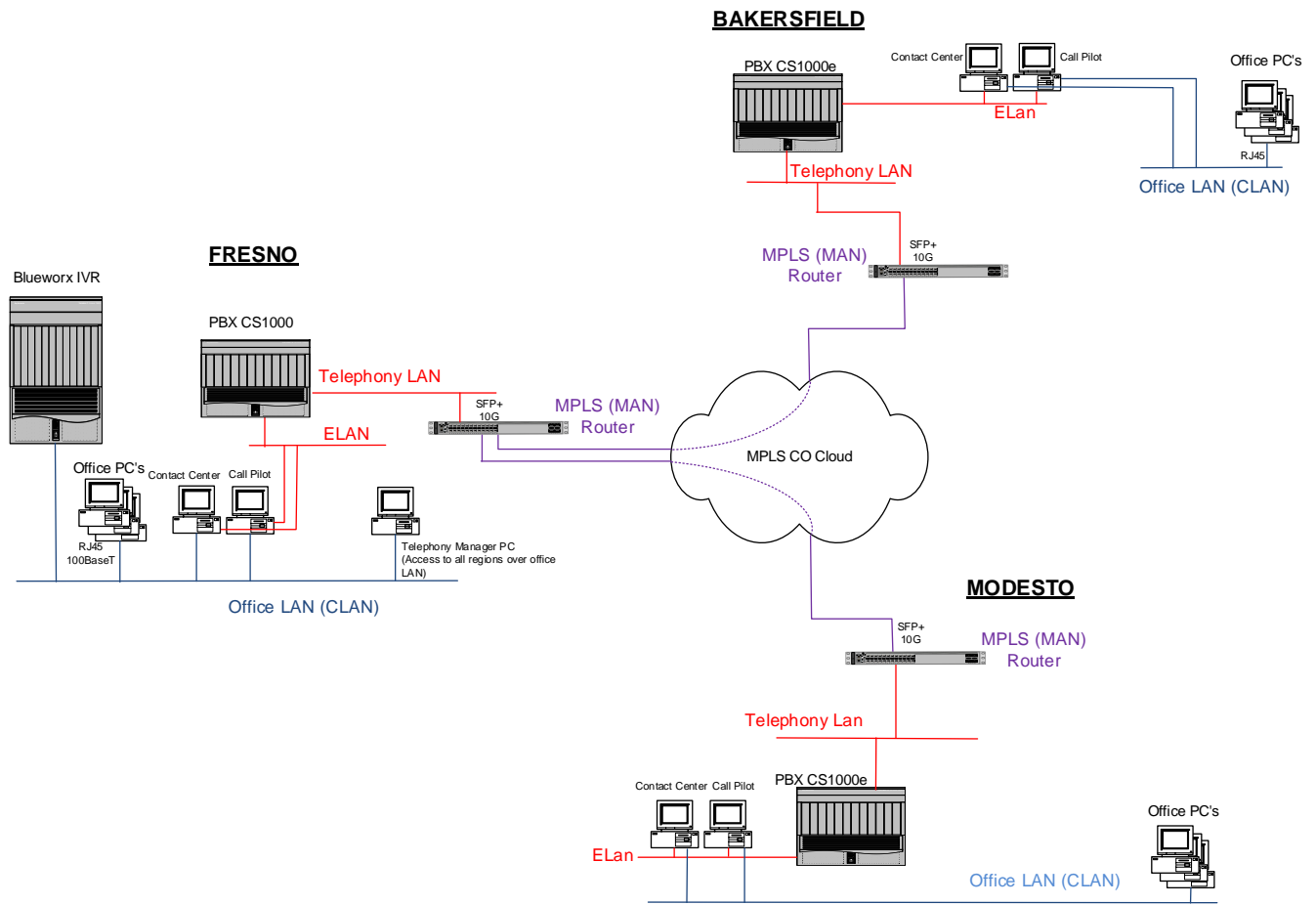
This section presents high level technical description of the existing telephone system. More detailed information can be found in Appendix 1 of this RFP or requested via e-mail.

Each of the three District offices have a stand-alone Nortel CS1000 PBX, Call Pilot voice mail, and Symposium Contact Center. The PBX's are connected to AT&T Central Office with PRI circuits. Each PBX is also interconnected with an office overhead

speaker system for overhead announcements and triggering evacuation messages over the speakers.

The diagram below shows existing phone system networks and connections.

Diagram 5. Networks



4.2.1 Telephone sets count

Telephones count is shown in Table 4.

Table 4. Telephone sets count

Office	PRI lines	Universal Trunks	Digital 2008D model telephones	Digital 2616D agent telephones	IP telephones	Analog telephones
Fresno	6	24	284	27	5	16
Modesto	1	8	43	7	1	10
Bakersfield	1	16	66	7	1	15

Contact Center positions count is shown in Table 5.

Table 5. Contact Center Licenses

Site	Fresno	Modesto	Bakersfield
Agent Position Licenses	27	12	12

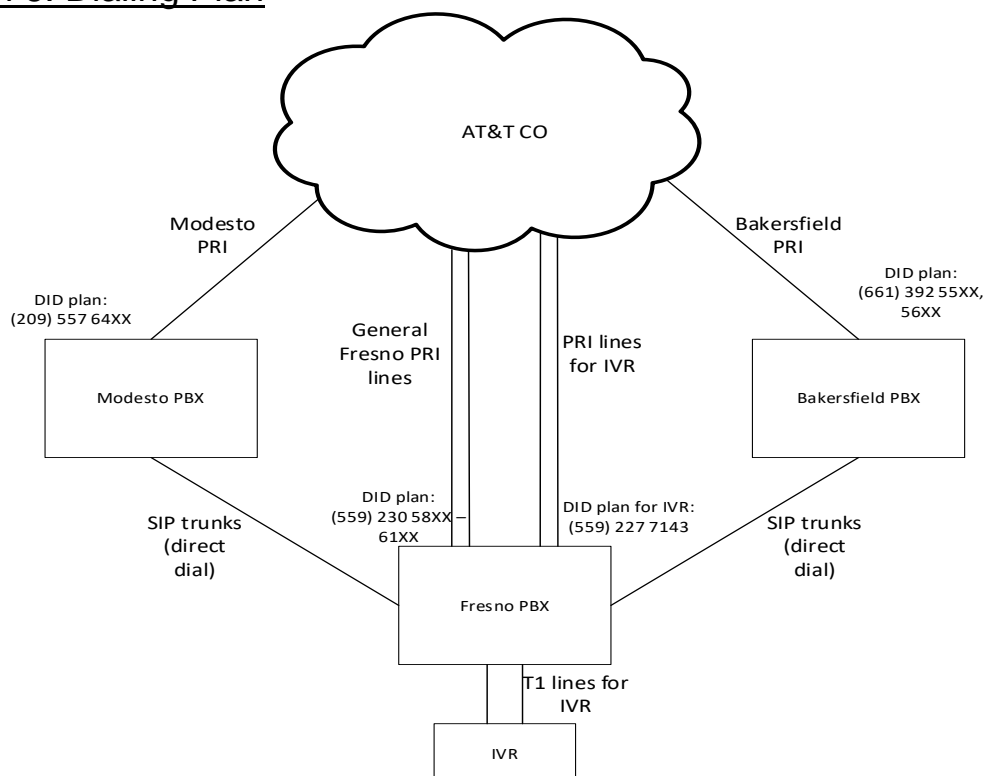
Note: this count does not include unused ports, ACD positions, CND's, phantom DN's, any other configured ports that do not include a physical telephone set or card. Please refer to Appendix 1 for details.

4.2.2 Dialing plan

District has 400 Direct Inward Dialing (DID) numbers in Fresno, 200 DID's in Bakersfield, and 100 DID numbers in Modesto. District internal extensions are a 4-digit number. Since all three District offices internal extensions do not overlap, internal 4-digit numbers are also used for inter-office calls. In case inter-office voice channels are not available, the calls automatically re-routed via AT&T public network.

Calls to the SMS IVR connect through 2 dedicated PRI lines that have a separate DID range consisting of 2 numbers 7142 (currently not used) and 7143.

Diagram 6. Dialing Plan



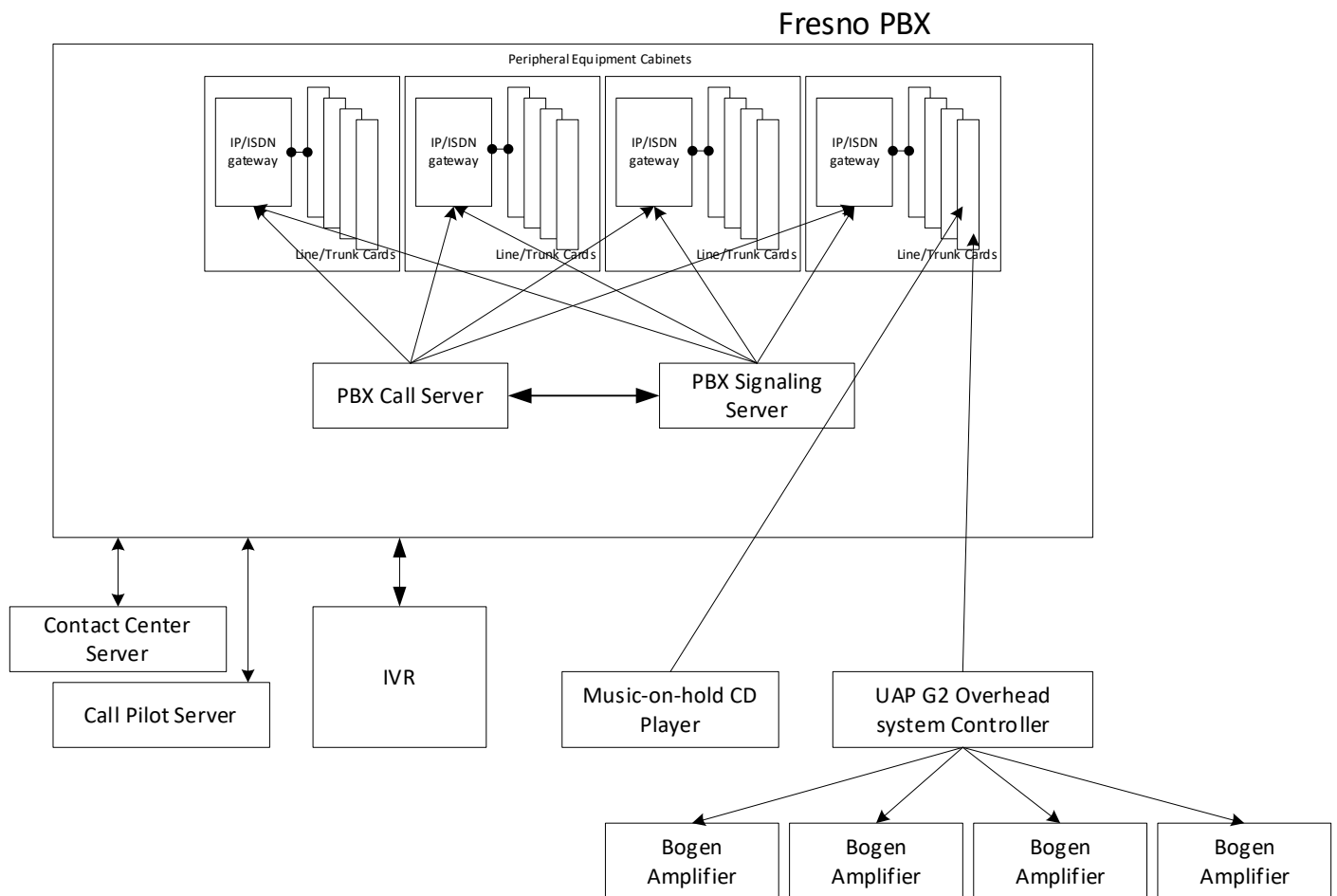
4.2.3 Features and Services

Hardware and Auxiliary Equipment

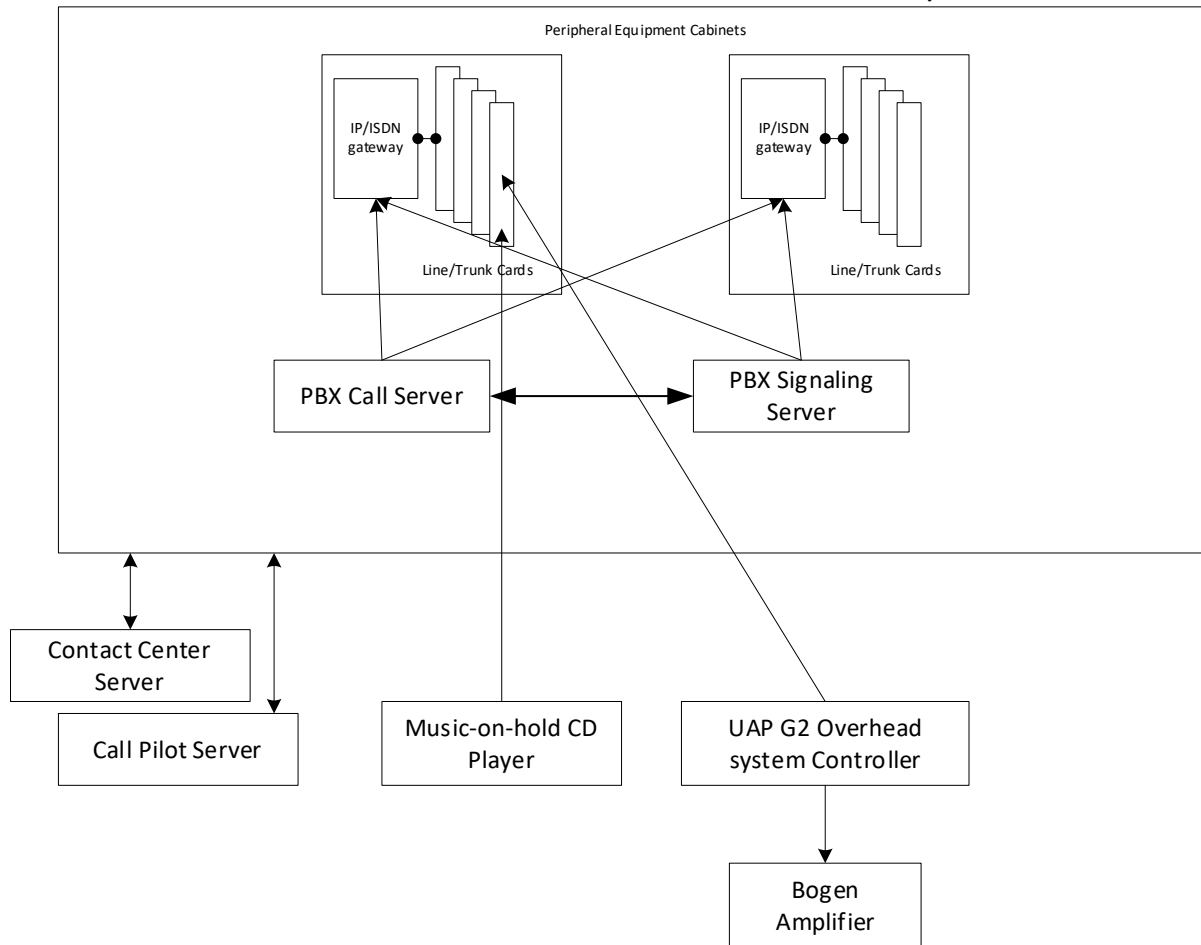
PBX peripheral and auxiliary equipment is shown in the diagrams below.

At the previous PBX upgrade, old line cards, peripheral equipment, and phone sets were re-used. Two main components, Call Server and Signaling Server, currently connect to the line cards in 4 (Fresno) or 2 (regional office) wall cabinets through Media IP/ISDN gateway cards.

Diagram 7. Hardware



Modesto/Bakersfield PBX



The system currently has 2 auxiliary Music-on-hold connected devices and a RAN trunk connected to the overhead amplifier system.

- Music on Hold

For Music-on-hold, District uses custom voice recordings that are played through a CD player. The CD player is connected to the PBX universal trunk. Music-on-hold feature plays a prerecorded audio file for external callers placed on hold. It is also called by Contact Center scripts in various conditions, e.g. while callers stay in a call queue.

District also uses a connection to the video teleconference system (VTC) that is configured as a Music-on-hold port, to listen to active VTC meetings over the office phones. Users dial the route access code to activate sound from the video equipment.

- Overhead Paging System

District's Overhead Paging is used for overhead announcements and Emergency Building Evacuation activation/deactivation by dialing a

preconfigured code from any floor phone set. The Overhead Paging system consists of UAP G2 Controller, power amplifiers, and ceiling speakers. UAP Controller has several types of inputs that are connected to the PBX trunks:

- Telephone audio input (overhead announcements) connects to the PBX Universal Trunk port configured as RAN.
- Open/closed contact that triggers prerecorded message for Building Evacuation System. By dialing a Universal Trunk port, the PBX sends a voltage to the line that triggers the recording.

- Analog faxes/telephones

District uses PBX analog telephone ports for several wireless and conference room phones and faxes.

Telephone Features

District uses the following telephone system features and services:

Table 6. Telephone features

Feature	Description
Call Wait (Second Line)	Majority of District's phones have at least two lines. When the first line is busy, next calls "short hunts" to line 2. User can put line 1 on hold and answer line 2. When both line 1 and line 2 are busy, next call gets rolled over to the user's voice mail box.
Call Forward	User can activate this feature to get all calls automatically rerouted to a pre-determined phone number. Most of District telephones are configured to forward calls to any external number.
Call Transfer	Any established telephone call can be transferred to another internal extension or external telephone number.
Remote Call Forward	Activation or deactivation of Call Forward on another telephone set remotely. Currently it can only be activated from another internal telephone set. District is looking to implement remote Call Forward activation from an outside phone (for telecommuters)
Remote Message Waiting Key	User can enter a voice mailbox number to the key. The key starts blinking if there is a new message in the mailbox.
Last Number Redial	Last number is redialed by pressing phone line button twice.
Conference	District's phone system allows telephones to conference in up to 5 more internal or external telephone numbers one at a time. Once

	connected conference originator cannot disconnect a specific participant but any participant can hang up. Participants cannot dial in to the established conference. District is looking to extend this feature to a larger number of participants (at least 12), enable dial-in to a conference with or without a pass code.
Call Pickup	Current system supports two types of phone call pickup (that came to another phone): 1) <u>direct pickup</u> requires activation of feature button and to enter the extension of the ringing phone, 2) <u>group pickup</u> picks a ringing call from any phone in the group
Speed Call	Users can configure a list of frequently dialed phone numbers that are stored with a short code. The numbers from the list can be dialed by the code.
Message	Phone button that is configured as "Message" starts blinking if there is a new message in the assigned voice mail box. By pressing on the button, the configured Message Center DN is called.
Call Park	A call can be parked at one phone set and un-parked (answered) at another one by entering the park code. Park code is generated at the time the call is parked.
Hot Line	Dialing of a preconfigured telephone number by pressing on the Hot Line button
Dial Intercom	Can only dial another Intercom number
Autodial	User can configure Autodial button by entering a phone number. The number can be dialed by picking up the receiver and pressing the Autodial button.
Call Forward No Answer	If a phone rings no answer, after a configured number of rings it rolls to another internal phone number
Call Forward on Busy	If a phone is busy, the call rolls to another internal phone number
Call Hunt	If a phone is busy, the call rolls to another line (short hunt) or a chain of internal phone numbers
Phone Set Monitoring	A phone set button can be configured to monitor activity of another phone set. Lit up LED next to the button indicates "Busy", blinking indicates "Call Forward" activated
Phone Number (DN) Monitoring	A phone set button can be configured to monitor activity of another internal phone number.
Multiple DN Presentation	Multiple phone lines can have the same telephone number

Multiline Phone Set	A phone set (based on model) with more than 1 telephone line.
In-Call	Agent phone button. Used to login and receive Contact Center calls.
Not Ready	Agent phone button. Sets phone set to ready/not ready state.
Make Set Busy	At an agent phone, this button is used for logging out.
Supervisor/Agent	Agent phone button. Call Agent with configured position ID or ACD queue Supervisor
POS Queue	Agent phone button. Shows position of an active call in ACD queue.
Hands-free operation	Activates phone set microphone and speaker. Can mute/unmute the microphone.

Phone Line Applications

The following is a high level description of the District's main lines and associated applications.

In most cases, the main line calls are answered by the Contact Center agents. Two major main lines, Smog Info Line and Hazard Burn Line, are planned to be migrated to the Blueworx IVR.

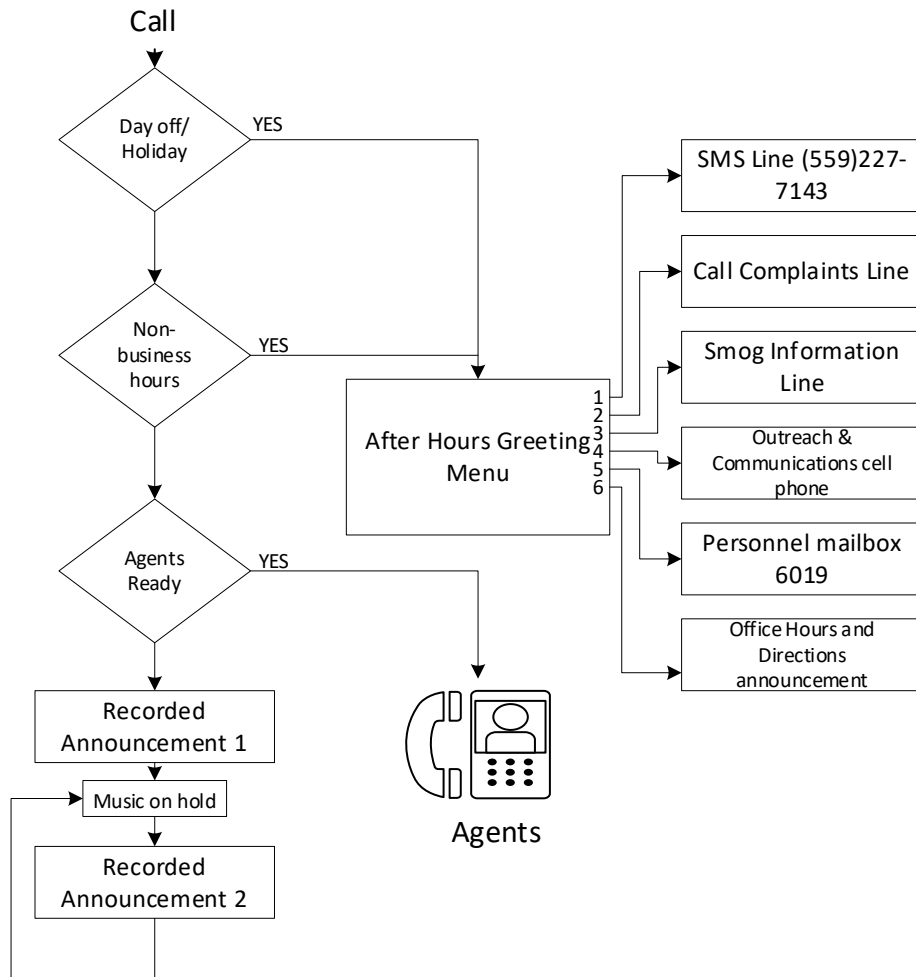
More technical details can be provided by request or will be provided at the new system design, implementation phase of the project.

- Main Lines
 - General Calls
 - Permits Line
 - Planning Line
 - Finance Line
 - Incentives Programs (ERIP) Line
 - Small Truck Voucher program – English
 - Small Truck Voucher program - Spanish
 - Clean Green Yard program
 - District Counsel Line

Note 1: District Counsel Line has different recordings

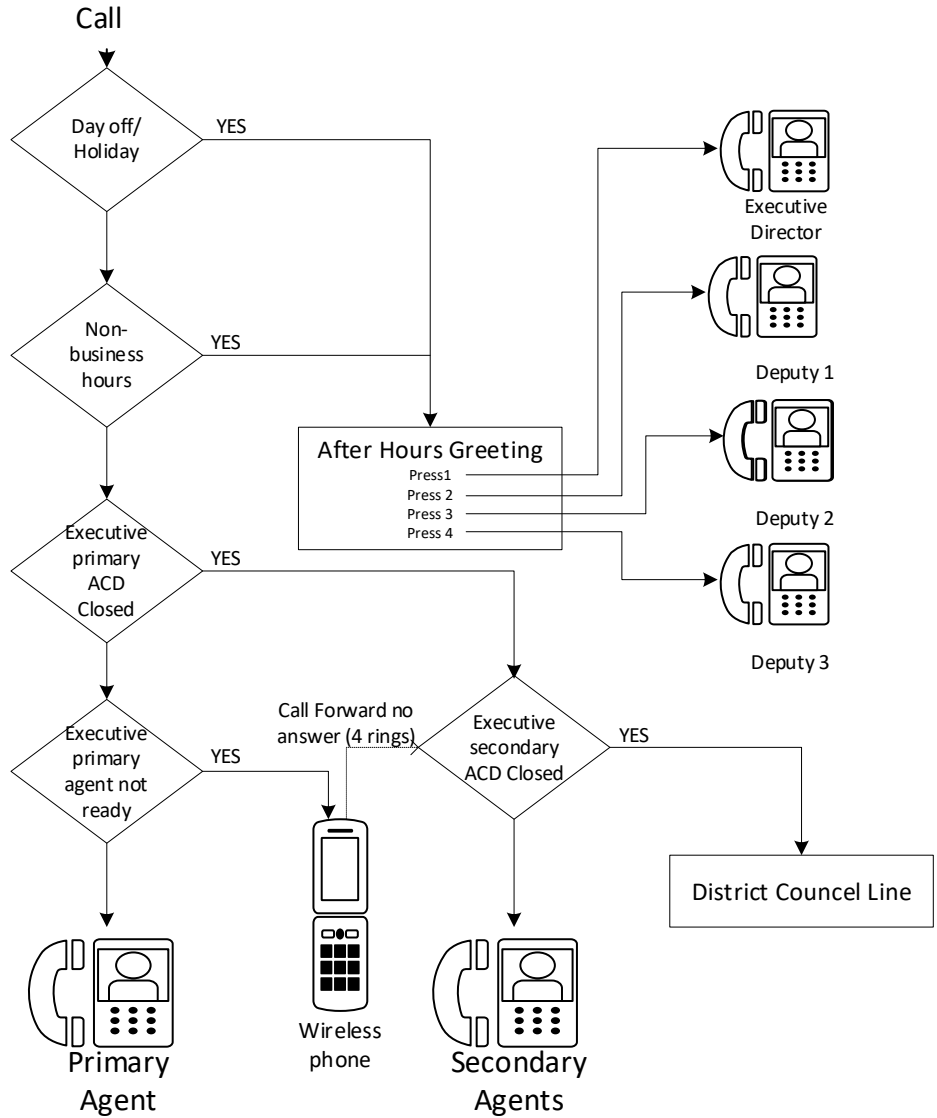
Note 2: Small truck Voucher program lines have restrictions on queue size and different recordings.

Diagram 8. Main Lines



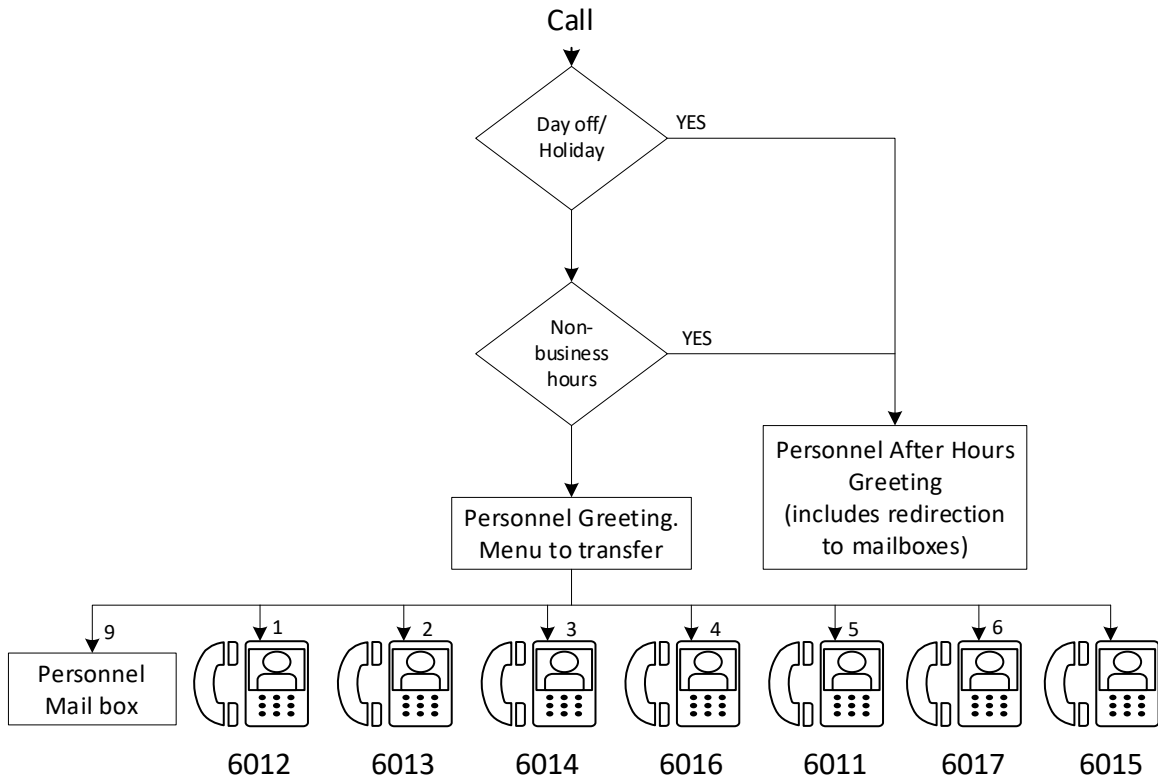
○ Executive Director Line

Diagram 9. Executive Line



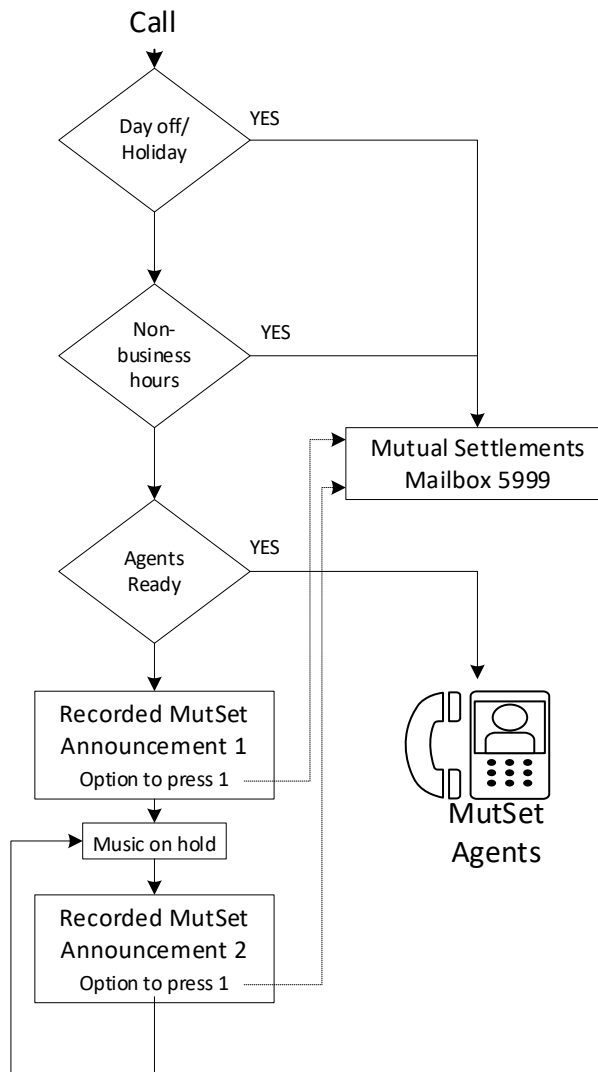
○ Personnel Line

Diagram 10. Personnel Line



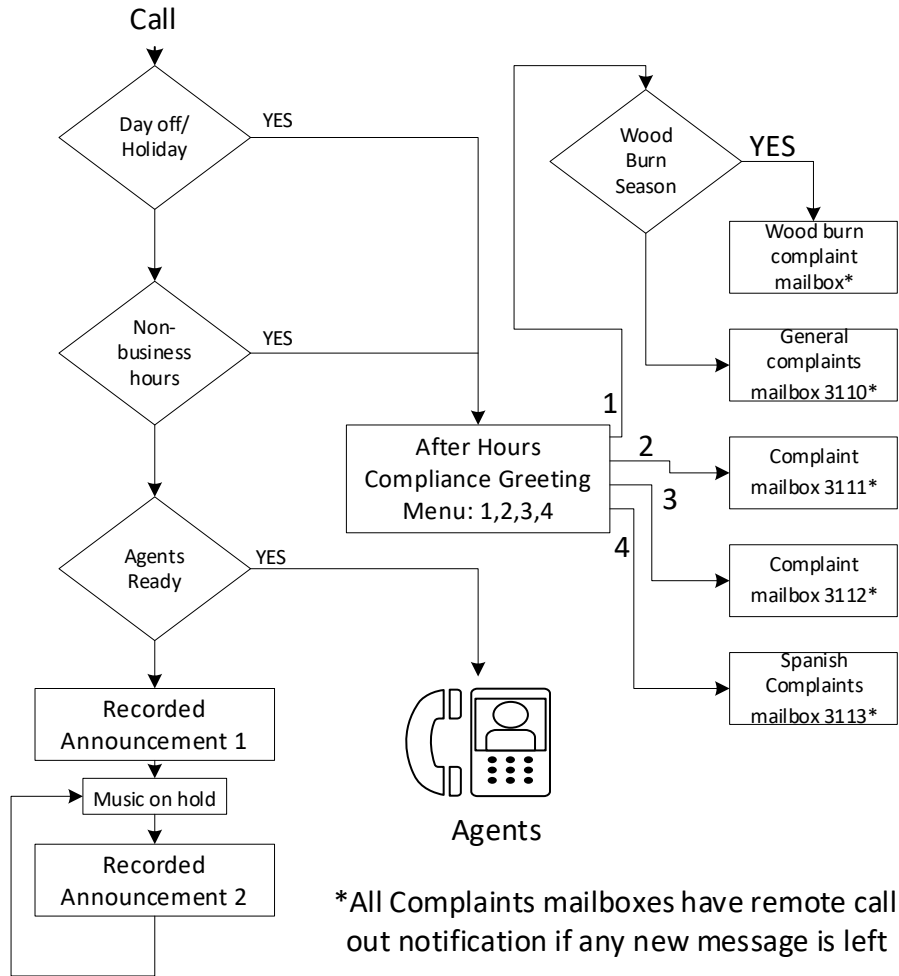
- Mutual Settlements Line

Diagram 11. Mutual Settlements Line



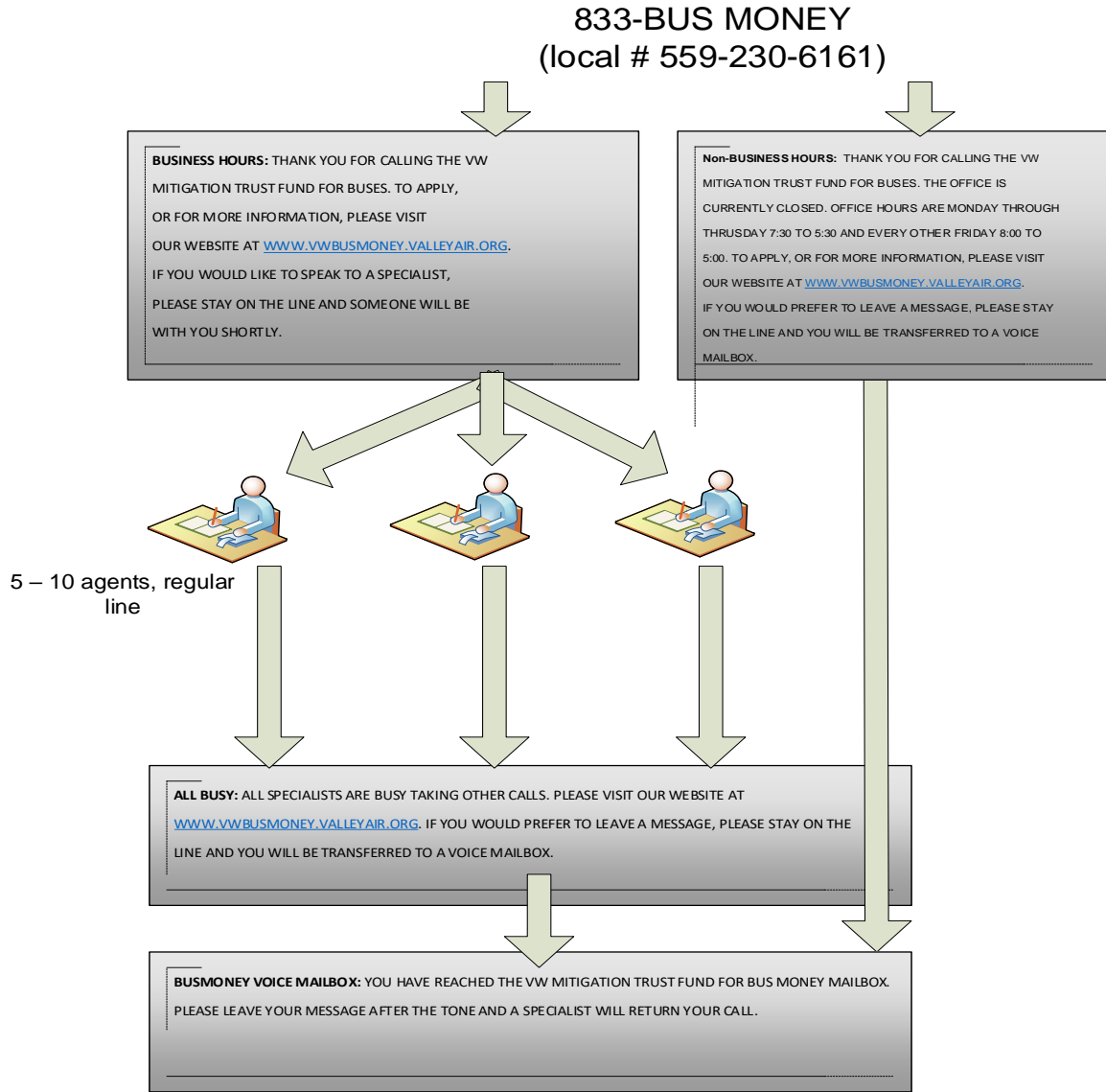
○ Complaint Line

Diagram 12. Main Lines



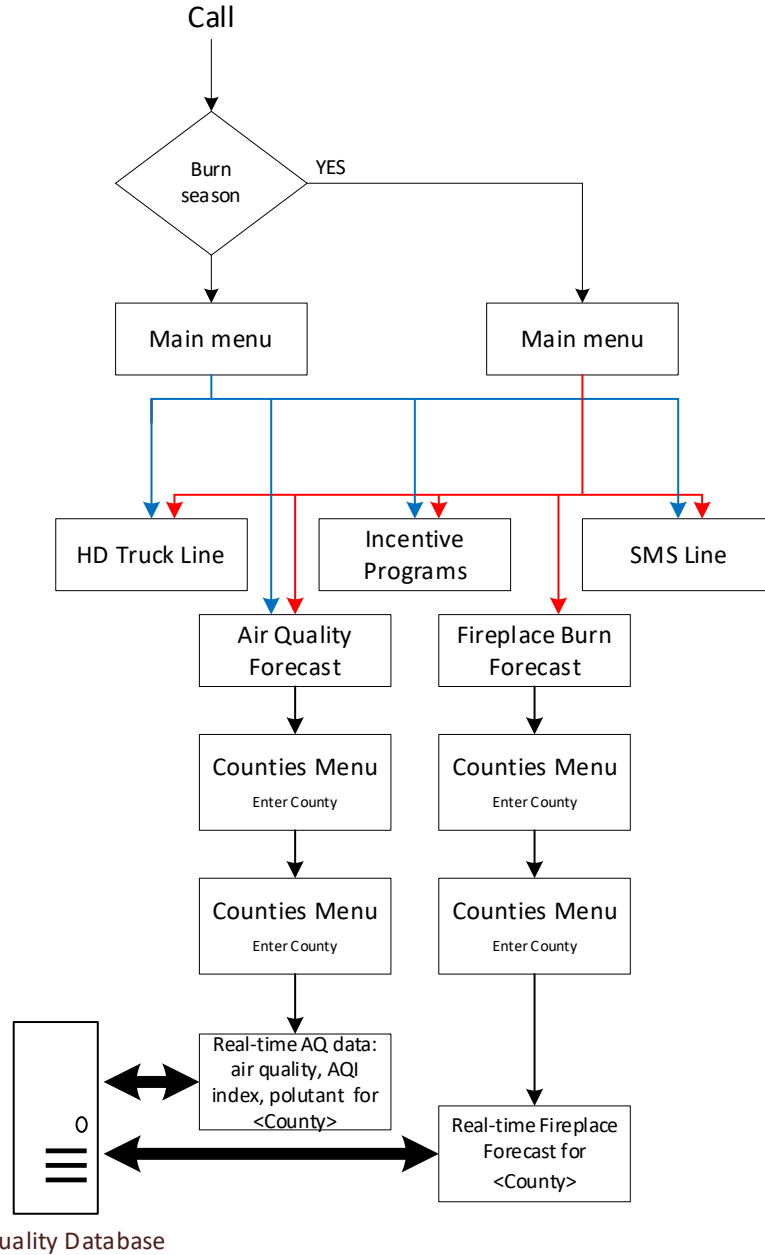
- VW Bus Line

Diagram 13. VW Bus Line



- Smog Info Line

Diagram 14. Smog Info Line (English and Spanish)



Note: current Smog Info Line application uses approximately 60 manually entered variables. New system should read Air Quality and Fireplace data values from an existing District database.

- Hazard Burn Line

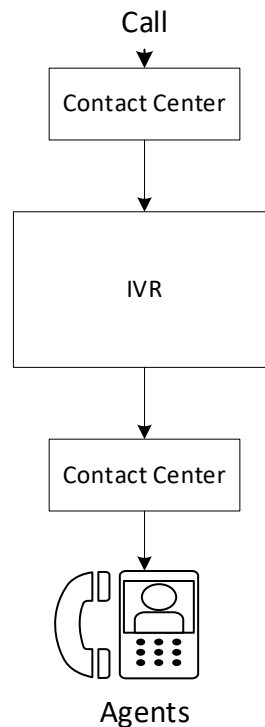
Structure of the Hazard Burn line is similar with the Smog Info Line but it uses different database data set and prompts.

Note: current Hazard Burn Line application uses 18 manually entered variables. New system should read data values from an existing District database.

- Smoke Management System

SMS calls first come to the Contact Center for better control and call data collection. It also can be transferred back to the Contact Center ACD if callers choose to speak to an operator.

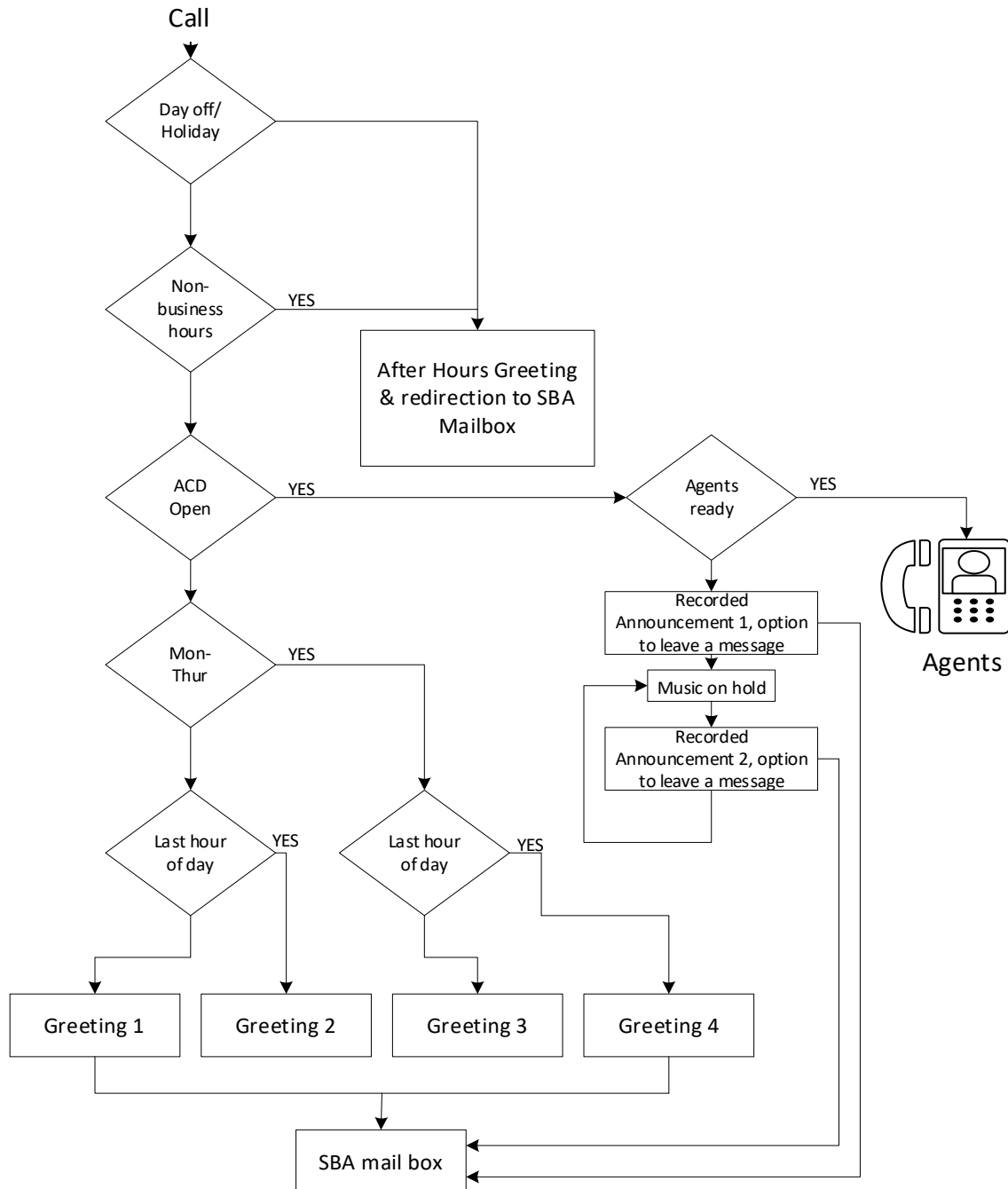
Diagram 15. Smoke Management System Line



- Small Business Assistance and Asbestos Lines

If any of the SBA agents is not ready to accept calls, but at least one is logged in, the call after 4 rings will be transferred to Prompt #1, and then after 30 seconds of music-on-hold it will be transferred to the Prompt #2. Off-business hour calls will immediately be transferred to the Off-hours greeting to leave a message to the voice mailbox. The system has different sets of greetings for a long week and for a short week. The sets of greetings swap automatically every Monday. Asbestos Lines exist in Modesto and Bakersfield PBX's and have a similar call flow.

Diagram 15. Small Business Assistance Line



System Administration

Current telephone system consists of various components that include servers, network switches, appliances, applications, etc. Each system can be accessed for administration and management.

There is a centralized management and data collection tool for PBX – Nortel Optivity Telephony Manager (TM). In general, it provides convenient web-based and application-based interface to perform daily tasks. The TM application also performs the following tasks:

- Call Records Collection and Costing
- PBX/Voice Mail/Contact Center management interfaces
- Backup database
- Generation of reports and running of scheduled tasks

5 ANTICIPATED TIMELINE

The table below shows the anticipated schedule for the project. The implementation part of the project is shown in an order that, in the District’s opinion, is the most logical from equipment compatibility and job complexity standpoints. First, we propose to upgrade the Modesto office phone system as that office has the smallest number of staff. Second, upgrade Bakersfield office system. Fresno office phone system can be done last as it is more complex and requires integration with the IVR. Vendors can propose a different implementation order, but must include written justification to support their plan.

Critical dates for this project include:

- May 27, 2021 RFP Released to Vendors
- June 11, 2021 RFP Bidders Conference via Zoom
- July 1, 2021 RFP Due from Vendors

The rough timeline and some key milestone dates for this project are listed in the following spreadsheet:

SAN JOAQUIN VALLEY AIR POLLUTION CONTROL DISTRICT														
Phone System Upgrade Tentative Project Schedule														
PROJECT TASK	2021						2022							
	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Apr	
Send RFP to System Integrators	■													
Bidder's Conference		■												
Integrators Respond to District RFP		■	■											
Evaluate RFP Responses & Negotiate Contract			■	■										
Get Board Approval				■	■									
Equipment order					■	■	■							
VM, network equipment, cabling prep work						■	■	■						
Modesto office deployment								■	■					
Bakersfield office deployment										■	■			
Fresno office deployment											■	■		
Integration with IVR												■	■	
Closure of Punchlist Items													■	■
Project Closure														■

6 SERVICES TO BE PROVIDED

For purposes of this RFP, it should be understood that the system integrator will function as prime contractor for the entire project. The integrator will be entirely responsible for the agreed installation and functioning of the Phone System and will perform all necessary tasks except those listed in Section 6.1. The integrator will make suggestions to the District as appropriate regarding the implication that the tasks in Section 6.1 may have on the success of the project.

6.1 District Responsibilities

The District's responsibilities are:

- Providing the Integrator with access to all the necessary drawings and floor plans for the District's facilities.
- Providing the Integrator with remote access to the current phone systems
- Providing site access during regular business hours (Monday through Thursday 7:30am-5:30pm, and alternating Fridays 8:00am-5:00pm), allowing for access outside these hours on an as-needed basis with prior arrangements.
- District may assist with procuring and installing communication lines required for implementation of the new phone system.
- Completing necessary facility changes agreed upon during the design phase of the project that is required for implementation of the new phone system.
- After the integration is complete and a complete system testing has been provided by the integrator, District will perform functional testing of each system and generate a punch list containing any items to be addressed before final acceptance.

6.2 Integrator Responsibilities

The Integrator's responsibilities include, but are not limited to, the following:

- Performing total project management from initiation to completion of the scope defined in this document.
- Providing necessary telecommunication lines, building wiring, hardware, software, and configuration specifications for the new phone system.
- Providing the acquisition of all components, installation, and functioning of the new phone system
- Ensuring all the components of the project are completed in accordance with the system specifications.

- Ensuring contractors are compliant with any licensing requirements in their specialty.
- Designing, procuring, and installing the necessary items to meet the phone system requirements of this RFP. This includes, but is not limited to; all related hardware, software, application development, telephone sets, and others.
- Defining all services, materials, and equipment for the project to meet performance requirements.
- Developing and presenting pricing options for all components of this project. (See 9.4 Pricing and Payment Schedule, Appendix 5.)
- Purchasing all additional items needed to complete the project, as well as, shipping or transporting these items to the installation site.
- Assisting with and addressing to resolve any items on the District-created punch list for each phase of the project.
- Providing initial training on facility and network operation, including training manuals and materials. (See 8. Training)
- Delivering complete paper and electronic facility, software and systems documentations, to include at a minimum: final detailed system specifications and system engineering specifications, schematics/flow diagrams, source code, system procedures, etc.
- Proposing an on-going maintenance and service agreement for the new equipment, to amend and/or replace the District's existing service agreement.
- Providing a warranty for the new system. During the warranty period, following installation of the system, all maintenance, repairs, and operating problems are handled at no additional charge.
- Vendor must provide all the source code, scripts, documentation and the licensing with full ownership to the District.

7 MAINTENANCE AND SERVICE

All proposed equipment in the Bidder's proposal must be warranted by the Bidder and/or by the manufacturer to be free of defects in equipment, software, and workmanship for a period of at least one year following system acceptance and close of all high priority punch list items at no additional cost to the District. During the warranty period and any subsequent maintenance agreement, any defective components shall be repaired or replaced at no cost to the District. All system maintenance during the warranty period and under any maintenance agreements shall be performed by the successful bidding organization using personnel employed or subcontracted by the Bidder and at no additional cost to the District (other than those charges stipulated to maintain the warranty beyond one year). The Bidder should identify, in their proposal, the contact information for the vendor's local service centers and the number of service personnel trained on the proposed system.

The Bidder's proposal must include a complete description of the Bidder's remote monitoring capabilities, remote diagnostics, and remote repair capabilities. The Bidder should also include a description of the Bidder's repair commitment from the time that the trouble is reported to the vendor through the time the trouble is cleared. Bidders

must also describe their definitions of critical and minor problems, and what impacts this has on response times and actions.

Proposals must also include a description of disaster recovery capabilities such as: critical spare parts availability, emergency replacement options (in cases where the main or site system or communication with the main system is destroyed), and recovery plans and timeframes.

The District considers ongoing maintenance and service imperative to assure the success of the new system and interconnecting networks. It is understood that most hardware devices now being used in phone systems require little maintenance; however, it would seem prudent to perform certain periodic maintenance inspections (PMIs) and equipment adjustments as necessary. These PMIs would include:

- Remote support (preferred)
 - System backup
 - Logs and health checks
 - Patches and updates including OS and applications
- In addition to remote support, an on-site support option
 - Physical check of connections and system hardware
 - Cleaning of system hardware
 - Check wiring and communication lines
 - Check telephone sets

A complete maintenance proposal must be included as part of the Bidder's proposal. All options available for extended coverage for additional 1 year, 3 years, and 5 additional years along with full pricing details of each level of coverage is required. Maintenance options should also include conditions and cost for time and material (T&M) not covered by the maintenance agreement, should the District opt out some components from coverage. T&M should include hourly rate as well as minimum billing time. T&M should also cover any change requests not covered by the maintenance agreement and PMI on-site visits. District reserves the right to self-maintain or exclude portions of the equipment during the extended maintenance period.

7.1 District's Maintenance and Service Expectations

Regular maintenance of the phone system is vital to perform as expected and based on the following:

- The District is proposing a **quarterly per site** PMI program
- The length and scheduled days of the quarterly maintenance will be agreed upon ahead of time between vendor and the District
- The maintenance window must not fall on the week of a Gov. Board meeting

In addition to the items above, a detailed test plan must be created. The basic tasks (defined in detail later) performed during the maintenance window are as follows:

1. Backup system and configurations
2. Operational system and application updates
3. Verify system configurations and settings
4. Physical check of connections and system hardware
5. Cleaning of system hardware

7.1.1 Backup System and Configuration

This task will ensure the latest system configuration and user files are readily available in the event of device/system failure.

7.1.2 Operational System and Application Updates

The software and firmware versions of the installed hardware are modified by the manufacturer throughout the supported life of the hardware to correct bugs, enhance current features, and to introduce new features. Manufacturer software and firmware updates will be administered by the maintenance vendor under the agreement. This includes the research required to verify compatibility of said updates with all integrated equipment.

The maintenance vendor will make a best effort to provide information to the District if manufacturer discontinues any part of the system and updates cannot be provided. The provided information must include recommendations by the maintenance vendor to which device/software to upgrade in order to keep the phone system fully functional.

This agreement includes but is not limited to:

- Hardware provided by vendor
- Operational systems
- Software and applications
- System management, monitoring, backup tools

7.2 Tech Support

7.2.1 Support Staff

The maintenance vendor will provide industry qualified staff to the District. Calls from the District will be treated as a priority and every effort will be made to address questions and issues in a timely manner.

7.2.2 Response Times

The District operates on a 7:30am to 5:30pm Monday through Thursday schedule with every other Friday workday of 8:00am to 5:00pm. These times are Pacific Standard times and apply to remote service as well as onsite repairs. Support & repairs must be provided and performed during these hours unless otherwise stated. An additional trip charge may be applicable if a return trip is needed due to system availability issues.

The problem will dictate the time required for a response and successive corrective measure. The levels of problems are as follows:

7.2.3 Critical Problems

Definition: A **Critical Problem** is defined as an incident that renders the District's phone system unusable until the problem is resolved. There are no acceptable alternatives or workarounds available to restore partial and/or temporary service. Resolution of the problem is considered to be of utmost priority.

Example: A **Critical Problem** would include operational or total failure of the following equipment but is not limited to: PBX servers, network core switches, over 50% of telephone sets offline at one site or District wide.

Expectations: For **Critical Problems**, an industry qualified technician would be onsite the business day following the reported incident with the appropriate spare and/or replacement parts or equipment based upon availability of the part or equipment which needs replacing. The replacement may be a newer version of equipment as older and discontinued parts may not be available or hard to procure. If it is determined that replacement parts are needed by 3 PM EST, a replacement part will be delivered the next business day when available. If the replacement part or equipment is not available, the maintenance vendor will make the best effort to obtain the part or equipment as quickly as possible. The maintenance vendor will provide an estimate on when this part or equipment will be onsite.

7.2.4 Minor Problems

Definition: A **Minor Problem** is defined as an incident that hinders normal operation of the District's system(s), and does not preclude the system(s) usability, but is a non-normal condition. There are acceptable alternatives or workarounds available to restore partial and/or temporary service until the problem is resolved. (By default, a Minor Problem is any incident that cannot be classified as Critical.)

Examples: A **Minor Problem** would include partial or total failure of any of the following equipment but is not limited to: disk storage drive, backup process, etc.

Expectations: For **Minor Problems**, an industry qualified technician would be onsite no later than the second business day following the reported incident to diagnose the problem, identify and order the appropriate spare and/or replacement parts or equipment. The technician would be back onsite no later than the fifth business day along with the ordered parts/equipment, and affect the repair by End of Business that day. The replacement may be a newer version of equipment as older and discontinued parts may not be available or hard to procure. If the replacement part or equipment is not available, the maintenance vendor will make the best effort to obtain the part or

equipment as quickly as possible. The maintenance vendor will provide an estimate on when this part or equipment will be onsite.

7.2.5 Exceptions

The District acknowledges there are circumstances out of the maintenance vendor's control. The following exceptions are recognized and apply on a case-by-case situation.

- When determining the overall progress of a trouble ticket, the vendor will not be held responsible for District-related delays, such as office closures, system availability, etc.
- The vendor will not be held responsible for delivery delays outside of their control, i.e. freight/delivery carriers' delays due to weather, disaster, etc. Scheduling delays are not considered to be an exception.
- For any critical problems, the maintenance vendor will make every possible effort to keep the response times as short and quick as possible.
- For any problems, exceptions may be made if the identified part is no longer available and alternatives need to be identified, provided the vendor performs due diligence in locating similar part(s).

7.3 Spare Parts

The maintenance vendor will have access to spare parts to meet the response times based on part availability. These parts may be a newer version of equipment as older and discontinued parts may not be available or hard to procure.

In the event failed equipment cannot be replaced with the same model, then recommendations must be made to the District to replace units with the proposed replacement model.

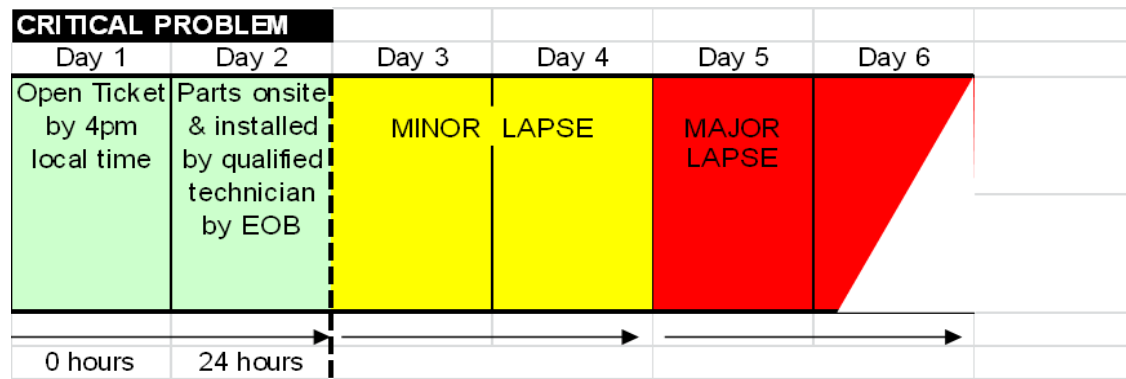
In the event a different model/part is used, the maintenance vendor will discuss any potential issues with the District. If adjustments are necessary for compatibility, then any potential charges will be discussed between both parties.

7.4 Service Metrics

Service Level Agreement (SLA) metrics are a way for the District to guarantee telephone services are restored in a timely manner.

The service metrics in the chart below display the level of anticipated response/repair times.

Diagram 17 Service Metrics



In responding to this portion of the RFP, the District has a special interest in the following:

- **Source of services.** Are these services provided by company personnel or out-sourced? If out-sourced, to whom?
- **Telephone support.** Is first level telephone support available? Describe.
- **Remote diagnostics.** Can in-depth diagnostic checks be performed remotely? Via what method (i.e. dial vs. IP)?
- **Response time.** What on-site response time alternatives are available including the relative cost of each? Are technicians available locally in Fresno, or from where will they be dispatched?
- **Sparing.** What sparing levels of equipment, if any, are recommended, including related costs?
- **Warranty alternatives.** Describe how manufacturer warranties on given facility components are integrated into the maintenance and service alternatives offered by your firm. Include:
 - Clarification of what constitutes customer abuse, normal wear and tear, and acts of God.
 - A method of returning faulty equipment to vendor(s), and return of repaired items to the District. Include related costs.
 - Level of training District personnel will need to be accepted as "qualified technical assistants", if this option is included in your warranty program.
- **Troubleshooting.** How do your maintenance and service programs address troubleshooting situations that involve other entities, District telephone system support personnel, component manufacturers, etc.?
- **Renewal options.** Describe renewal or extension options of your maintenance and service offerings - including related costs.
- **Payment options.** What payment options are available? The District typically issues quarterly payments in advance for maintenance contracts.

8 TRAINING

Vendor proposals must include a training plan for education of technical staff on the operation and maintenance of the proposed phone systems. The plan is to include user documentation, on-site instruction, web based, and off-site class(es). Areas of interest include:

- IP PBX features and services, administration, management
- Contact Center
- Voice Mail
- Application building and scripting

Current District technical staff is trained to support the existing phone system. Please include training for minimum 3 staff members.

9 PROPOSAL DESCRIPTION

Each proposal submitted must include, at a minimum, the following four sections:

1. Company Profile
2. Technical Proposal
3. Project Management
4. Pricing Summary

The District's evaluation process will primarily focus on responses as presented in these sections. A title page reflecting your proposal title, your firm's name, address, telephone number, fax number, the name of your firm's contact person, and date is also requested.

9.1 Company Profile

At a minimum, this section should include at least four references that can provide a recommendation and insight into your firm's performance on implementation of similar projects.

9.2 Technical Proposal

At a minimum, this section should include:

- The systems and components being proposed for the new phone system.
- Maintenance and service alternatives being proposed.
- The specific training program(s) your firm will offer, both in accordance with what is being requested in Section 8 and any alternative training program options you might suggest for the District's consideration.

9.3 Project Management

At a minimum, this section should include:

- A brief statement of your firm's understanding of the work to be done for this project.
- Descriptions of the relevant experience your firm has in implementation of projects similar to what has been described in this RFP.
- Projected implementation schedule milestones from receipt of contract to final test and acceptance.
- How your firm plans to manage the overall project.

9.4 Pricing and Payment Schedule

This section identifies fees to be charged for this project, with specific materials, labor, and other expenses such as shipping, sales tax, etc. A detailed bill of materials (containing manufacturer, part numbers, product description, quantity, unit price, and price extension) should be included. This section should be divided as follows:

- Critical components upgrade
 - PBX
 - Voice Mail
 - Call Center
- Training
- Maintenance
- Optional components upgrade

All-inclusive pricing proposals should be summarized in a Pricing Detail Sheet that provides line item detail as well as section and grand totals for the project. An example of the Pricing Detail Sheet is shown in Appendix 5.

Please note: Bidder acknowledges the District is a Government Agency and as such participates in prevailing wage laws.

District intends to make payments during phases of the project, with the entire project paid for, once all punch list items have been resolved. Payments will be released according to a negotiated milestone completion schedule, based on the following staged implementation outline:

Table 6 Implementation Phases and Payment Schedule

Phase	Description	Payment
PHASE 1	Signing of the contract	10%
PHASE 2	Modesto Office cut-over to production	15%
PHASE 3	Bakersfield Office cut-over to production	15%
PHASE 4	Fresno Office cut-over to production	25%
PHASE 5	Resolution of all Punchlist items	15%
PHASE 6	Training, Documentation, and Project Closure	20%

9.5 Prohibited Interest

Each proposal must contain a statement disclosing to the District in writing any financial interest in the bidder’s business or in this transaction held by any District Board member or any District officer or employee. The District reserves the right to refuse any proposal if the District determines a conflict of interest exists. A conflict of interest may be determined to exist in any instance where a District officer or employee participates in or influences any decision-making process affecting a bid or contract in any way whatsoever.

Because the District receives Federal Grant monies, the District is prohibited from contracting with or making sub-awards to parties that are suspended or debarred or whose principals are suspended or debarred. For all contracts that the District enters into with an entity, for over \$25,000, the District **“must”** verify that the entity is not suspended or debarred or otherwise excluded. This verification process is accomplished by checking the *Excluded Parties List System (EPLS)* www.epls.gov.

9.6 Proposal Evaluation

The District will consider the following factors in selecting a system integrator for this project:

- Completeness of the proposal.

- Your firm's overall experience in the field of telecommunications.
- Technical content demonstrating understanding of District's System and business requirements.
- Project management experience.
- Responses from references.
- On-going maintenance options offered, including pricing.
- Your all-inclusive pricing for this project as detailed in the Pricing Summary section of your proposal.

The evaluation process will be directed primarily at those capabilities clearly shown in the written proposal submitted. However, the District may request any or all firms submitting proposals to make oral presentations during the evaluation process and/or to provide additional information. As part of the evaluation process, the District may also wish to visit facilities of some of the firms being considered.

The District shall be the sole judge of all proposals, particularly which one best qualifies for acceptance. The District reserves the right to accept other than the lowest-priced proposal and to negotiate with bidders if it appears to be in the best interest for the District to do so. The District reserves the right to reject any and all proposals.

9.7 Bidder's Conference

In order to answer any questions about this RFP and project, the District will convene a Bidder's Conference on Friday, June 11, 2021, at 2:00 pm. This conference will be conducted via Zoom. Request to participate in Bidders Conference must be submitted via e-mail by June 9, 2021. The meeting is anticipated to last approximately two hours. It is not mandatory for prospective system integrators to attend this conference in order to submit a proposal and receive serious consideration as the prime contractor for this project. However, the District assumes no responsibility for advising non-attendees regarding every detail of this meeting.

The tentative agenda for this conference is as follows:

- Introduction of District staff involved with this project.
- Brief review of the project and this RFP.
- Video and photos of District facilities.
- District response to previously submitted bidder questions.
- Brief question and answer period.

Please advise Alex Krivobok no later than Wednesday, June 9, 2021, regarding your intention to attend this conference. The contact address and telephone number are on

the Title Page of this RFP. An email response will be sufficient notification. Mr. Krivobok's email address is aleksandr.krivobok@valleyair.org.

In order for the District staff to be better prepared and insure a productive and expeditious conference, questions should also be submitted to Mr. Krivobok not later than Wednesday, June 9, 2021.

9.8 Proposal Deadline

An electronic version of the Bidder's proposal must be submitted in response to this RFP. Optionally, in addition to an electronic copy, a printed proposal may be forwarded to:

Aleksandr Krivobok, Network Systems Analyst
San Joaquin Valley Air Pollution Control District
1990 E. Gettysburg Avenue
Fresno, CA 93726
Aleksandr.Krivobok@valleyair.org

In order to be considered, the proposal must be received no later than 5:00 PM on Thursday, July 1, 2021. Bidders are required to request a separate confirmation e-mail of the receipt of their proposals from the District.

10 LIST OF APPENDICES

APPENDIX 1 – CURRENT SYSTEM LICENSES AND RESOURCES

APPENDIX 2 – TYPICAL PHONE CONFIGURATION

APPENDIX 3 – OFFICE FACILITIES AND WIRING

APPENDIX 4 – REPORTS

APPENDIX 5 – PRICE DETAIL SHEET

APPENDIX 6 – BUILDING DIAGRAMS

APPENDIX 7 – SMOG INFO LINE FLOW CHART

APPENDIX 1 – CURRENT SYSTEM LICENSES AND RESOURCES

Licenses and resources are shown in the printouts below:

Fresno PBX

System type is - Communication Server 1000E/CP PM
 CP PM - Pentium M 1.4 GHz

IPMGs Registered: 4
 IPMGs Unregistered: 0
 IPMGs Configured/unregistered: 0

ANALOGUE TELEPHONES	129	LEFT	18	USED	111
CLASS TELEPHONES	0	LEFT	0	USED	0
DIGITAL TELEPHONES	327	LEFT	16	USED	311
DECT USERS	0	LEFT	0	USED	0
IP USERS	17	LEFT	12	USED	5
BASIC IP USERS	0	LEFT	0	USED	0
TEMPORARY IP USERS	0	LEFT	0	USED	0
DECT VISITOR USER	0	LEFT	0	USED	0
ACD AGENTS	80	LEFT	10	USED	70
MOBILE EXTENSIONS	0	LEFT	0	USED	0
NORTEL SIP LINES	0	LEFT	0	USED	0
THIRD PARTY SIP LINES	0	LEFT	0	USED	0
PCA	0	LEFT	0	USED	0
ITG ISDN TRUNKS	0	LEFT	0	USED	0
H.323 ACCESS PORTS	0	LEFT	0	USED	0
AST	60	LEFT	13	USED	47
SIP CONVERGED DESKTOPS	0	LEFT	0	USED	0
SIP CTI TR87	0	LEFT	0	USED	0
SIP ACCESS PORTS	2	LEFT	0	USED	2
RAN CON	2	LEFT	2	USED	0
MUS CON	100	LEFT	90	USED	10
TNS	32760	LEFT	31656	USED	1104
ACDN	24000	LEFT	23842	USED	158
AML	16	LEFT	14	USED	2
IDLE_SET_DISPLAY SAN JOAQUIN VALLEY APCD					
LTID	32760	LEFT	32760	USED	0
RAN RTE	512	LEFT	512	USED	0
ATTENDANT CONSOLES	32760	LEFT	32760	USED	0
BRI DSL	10000	LEFT	10000	USED	0
DATA PORTS	32760	LEFT	32760	USED	0
PHANTOM PORTS	32760	LEFT	32727	USED	33
TRADITIONAL TRUNKS	32760	LEFT	32607	USED	153
DCH	255	LEFT	247	USED	8

Fresno Call Pilot Voice Mail

System Information

Description	Value
Server Version	05.01.04
Serial Number	10363746
Key Code	
Switch Type	Meridian 1
Platform Type	TRP 600r
Switch Connectivity	Proprietary CTI
Hours of Storage	1200

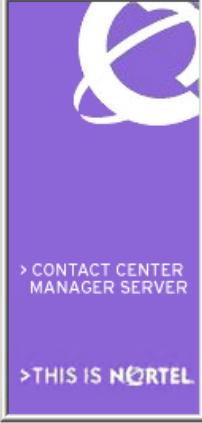
Features/Services

Features/Service Installed	Description
Application Builder	Application Builder is a graphical tool that allows the creation of applications such as voice menus and auto attendants which can be accessed by internal and external callers. Application builder includes multimedia options for creating fax on demand services and linking to fax messaging and speech activated messaging, if these features were purchased.
Reporter	Reporter is a web-based application that helps administrators to analyze and manage the CallPilot system. Reporter converts raw statistics from connected server into easy-to-read reports and alerts which administrators can then view on screen, print on a daily, weekly, or monthly basis, export to a variety of file formats, and customize for easier reading.
Desktop Messaging	Enables mailbox owners to access their CallPilot mailbox using popular third-party e-mail clients. They can play voice messages, view fax and text messages, and send and receive messages containing any combination of voice, fax, and text content. They can also archive messages by converting messages into .WAV format. Fax services are available only if Fax Messaging is installed.
Symposium Integration	Symposium Integration
VOICE_FORMS	VOICE_FORMS

Resource	Description	Number Used
Number of Channels	96	
Number of Voice Channels	40	
Number of DSP Ports	12	
Number of Mailboxes	300	300
Number of Desktop Messaging Mailboxes	30	22
Hours of Storage	1200	
Number of Prompt Languages	6	2
Number of Speech Recognition Languages	3	1
Number of Networking Sites	500	1
Number of NMS Locations (including prime location)	1000	1
Number of temporary remote users	5000	0
Number of TTS languages	10	0
Number of TTS channels	20	
Voice Service provided by ACCESS	1	
Operating system	1	

Fresno Contact Center

Contact Center - Manager Server



Contact Center - Manager Server Information:

Release Number:	06.00.00	Site Name:	Fresno
Current Computer Name:	CCMFRE	Voice Connectivity:	YES
Installed Computer Name:	CCMFRE	Switch Name:	CS1000E_PRIM
ELAN IP Address:	Switch Customer Number:	0
CLAN IP Address:	Switch Type:	Meridian/CSE 1000
RSM IP Address:	230.0.0.1	Switch IP Address:
TCP/IP Hostname:	CCMFRE		
Company Name:	SJVAPCD		
Customer Name:	ISD		
Serial Number:	318816586		

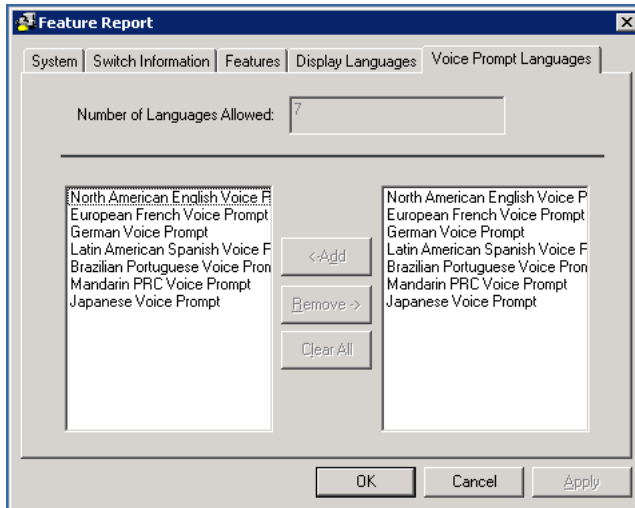
Network Adapters Information Close

Feature Report

System Switch Information Features Display Languages Voice Prompt Languages

SYSTEM ATTRIBUTE	VALUE
Platform Type:	Error: Unknown Platf
Platform Version:	04.02.06
Symposium Call Center Server Version:	06.00.00
Oldest Platform Version:	02.00.50
Oldest Symposium Call Server Center Client Version:	03.01.21
Mode:	Slave
Site Name:	Fresno
CLan Address:
ELan Address:
RSM IP Address:	230.0.0.1
Computer Name:	CCMFRE
SQL Server Name:	CCMFRE

OK Cancel Apply



FEATURE	VALUE
Advanced Script Commands	YES
Basic IVR	YES
Broadcast Announcements	YES
Call Center Manager	YES
Call Detail Reporting	YES
Host Enhanced Routing	YES
Host Enhanced Voice Processing	NO
Meridian Link Server	YES
Network Automatic Call Distribution	YES
Network Control Center	NO
Network Skills-Based Routing	NO
Real-Time Basic Status API	YES
Script Data Exchange API	YES
Voice Sessions	YES
Symposium Event Interface	YES
Real-Time Statistics Multicast	YES
Symposium Standby Server	NO
Database Integration Wizard	YES
Maximum Positions	3350
Maximum of Active Client Sessions	100
Sybase Database Engines	0
Switch Index	0

Modesto PBX

System type is - Communication Server 1000E/CP PM
 CP PM - Pentium M 1.4 GHz

IPMGs Registered: 2
 IPMGs Unregistered: 0
 IPMGs Configured/unregistered: 0

ANALOGUE TELEPHONES	27	LEFT	17	USED	10
CLASS TELEPHONES	0	LEFT	0	USED	0
DIGITAL TELEPHONES	93	LEFT	39	USED	54
DECT USERS	0	LEFT	0	USED	0
IP USERS	5	LEFT	3	USED	2
BASIC IP USERS	0	LEFT	0	USED	0
TEMPORARY IP USERS	0	LEFT	0	USED	0
DECT VISITOR USER	0	LEFT	0	USED	0
ACD AGENTS	31	LEFT	19	USED	12
MOBILE EXTENSIONS	0	LEFT	0	USED	0

NORTEL SIP LINES	0	LEFT	0	USED	0
THIRD PARTY SIP LINES	0	LEFT	0	USED	0
PCA	0	LEFT	0	USED	0
ITG ISDN TRUNKS	0	LEFT	0	USED	0
H.323 ACCESS PORTS	0	LEFT	0	USED	0
AST	1	LEFT	1	USED	0
SIP CONVERGED DESKTOPS	0	LEFT	0	USED	0
SIP CTI TR87	0	LEFT	0	USED	0
SIP ACCESS PORTS	2	LEFT	0	USED	2
RAN CON	1	LEFT	1	USED	0
MUS CON	101	LEFT	93	USED	8
TNS	32760	LEFT	32378	USED	382
ACDN	24000	LEFT	23962	USED	38
AML	16	LEFT	14	USED	2
IDLE_SET_DISPLAY SAN JOAQUIN VALLEY APCD					
LTID	32760	LEFT	32760	USED	0
RAN RTE	512	LEFT	512	USED	0
ATTENDANT CONSOLES	32760	LEFT	32760	USED	0
BRI DSL	10000	LEFT	10000	USED	0
DATA PORTS	32760	LEFT	32760	USED	0
PHANTOM PORTS	32760	LEFT	32758	USED	2
TRADITIONAL TRUNKS	32760	LEFT	32730	USED	30
DCH	255	LEFT	253	USED	2

Modesto Call Pilot Voice Mail

TRADITIONAL TRUNKS	32760	LEFT	32730	USED	30
DCH	255	LEFT	253	USED	2

System Information	
Description	Value
Server Version	05.01.04
Serial Number	10363925
Key Code	-
Switch Type	Meridian 1
Platform Type	TRP 600r
Switch Connectivity	Proprietary CTI
Hours of Storage	1200
Features/Service Installed† Description	
Application Builder	Application Builder is a graphical tool that allows the creation of applications such as voice menus and auto attendants which can be accessed by internal and external callers. Application builder includes multimedia options for creating fax on demand services and linking to fax messaging and speech activated messaging, if these features were purchased.
Reporter	Reporter is a web-based application that helps administrators to analyze and manage the CallPilot system. Reporter converts raw statistics from connected server into easy-to-read reports and alerts which administrators can then view on screen, print on a daily, weekly, or monthly basis, export to a variety of file formats, and customize for easier reading.
Symposium Integration	Symposium Integration
Desktop Messaging	Enables mailbox owners to access their CallPilot mailbox using popular third-party e-mail clients. They can play voice messages, view fax and text messages, and send and receive messages containing any combination of voice, fax, and text content. They can also archive messages by converting messages into .WAV format. Fax services are available only if Fax Messaging is installed.

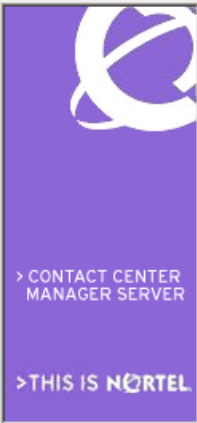
Resource	Description	Number Used
Number of Channels	96	
Number of Voice Channels	40	
Number of DSP Ports	12	
Number of Mailboxes	130	63
Number of Desktop Messaging Mailboxes	10	5
Hours of Storage	1200	
Number of Prompt Languages	6	2
Number of Speech Recognition Languages	3	1
Number of Networking Sites	500	1
Number of NMS Locations (including prime location)	1000	1
Number of temporary remote users	5000	0
Number of TTS languages	10	0
Number of TTS channels	20	
Voice Service provided by ACCESS	1	
Operating system	1	

Modesto Contact Center

Contact Center - Manager Server

Contact Center - Manager Server Information:

Release Number:	06.00.00	Site Name:	CCMMOD
Current Computer Name:	CCMMOD	Voice Connectivity:	YES
Installed Computer Name:	CCMMOD	Switch Name:	CS1000E_PRIM
ELAN IP Address:	[REDACTED]	Switch Customer Number:	0
CLAN IP Address:	[REDACTED]	Switch Type:	Meridian/CSE 1000
RSM IP Address:	230.0.0.1	Switch IP Address:	[REDACTED]
TCP/IP Hostname:	CCMMOD		
Company Name:	SJVAPCD		
Customer Name:	Info Serv Div		
Serial Number:	318816585		



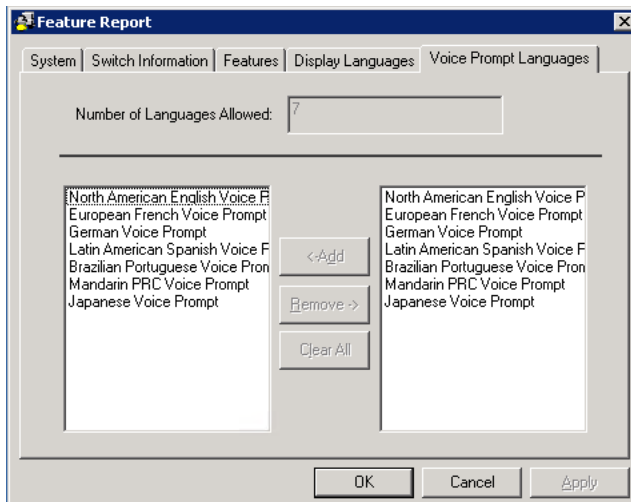
 > CONTACT CENTER MANAGER SERVER

 > THIS IS NORTEL

Feature Report

System | Switch Information | Features | Display Languages | Voice Prompt Languages

SYSTEM ATTRIBUTE	VALUE
Platform Type:	Error: Unknown Platfc
Platform Version:	04.02.06
Symposium Call Center Server Version:	06.00.00
Oldest Platform Version:	02.00.50
Oldest Symposium Call Server Center Client Version:	03.01.21
Mode:	Slave
Site Name:	CCMMOD
CLan Address:	[REDACTED]
ELan Address:	[REDACTED]
RSM IP Address:	230.0.0.1
Computer Name:	CCMMOD
SQL Server Name:	CCMMOD



FEATURE	VALUE
Advanced Script Commands	YES
Basic IVR	YES
Broadcast Announcements	YES
Call Center Manager	YES
Call Detail Reporting	YES
Host Enhanced Routing	YES
Host Enhanced Voice Processing	NO
Meridian Link Server	YES
Network Automatic Call Distribution	YES
Network Control Center	NO
Network Skills-Based Routing	NO
Real-Time Basic Status API	YES
Script Data Exchange API	YES
Voice Sessions	YES
Symposium Event Interface	YES
Real-Time Statistics Multicast	YES
Symposium Standby Server	NO
Database Integration Wizard	YES
Maximum Positions	3350
Maximum of Active Client Sessions	100
Sybase Database Engines	0
Switch Index	0

Bakersfield PBX

System type is - Communication Server 1000E/CP PM
 CP PM - Pentium M 1.4 GHz

IPMGs Registered: 2
 IPMGs Unregistered: 0
 IPMGs Configured/unregistered: 0

ANALOGUE TELEPHONES	33	LEFT	18	USED	15
CLASS TELEPHONES	0	LEFT	0	USED	0
DIGITAL TELEPHONES	118	LEFT	45	USED	73
DECT USERS	0	LEFT	0	USED	0
IP USERS	5	LEFT	2	USED	3
BASIC IP USERS	0	LEFT	0	USED	0
TEMPORARY IP USERS	0	LEFT	0	USED	0
DECT VISITOR USER	0	LEFT	0	USED	0
ACD AGENTS	209	LEFT	198	USED	11
MOBILE EXTENSIONS	0	LEFT	0	USED	0
NORTEL SIP LINES	0	LEFT	0	USED	0
THIRD PARTY SIP LINES	0	LEFT	0	USED	0
PCA	0	LEFT	0	USED	0
ITG ISDN TRUNKS	0	LEFT	0	USED	0
H.323 ACCESS PORTS	0	LEFT	0	USED	0

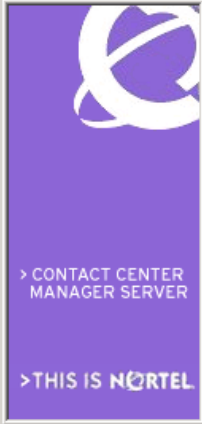
AST	2	LEFT	2	USED	0
SIP CONVERGED DESKTOPS	0	LEFT	0	USED	0
SIP CTI TR87	0	LEFT	0	USED	0
SIP ACCESS PORTS	2	LEFT	1	USED	1
RAN CON	1	LEFT	1	USED	0
MUS CON	100	LEFT	96	USED	4
TNS	32760	LEFT	32353	USED	407
ACDN	24000	LEFT	23968	USED	32
AML	16	LEFT	14	USED	2
IDLE_SET_DISPLAY SAN JOAQUIN VALLEY APCD					
LTID	32760	LEFT	32760	USED	0
RAN RTE	512	LEFT	512	USED	0
ATTENDANT CONSOLES	32760	LEFT	32760	USED	0
BRI DSL	10000	LEFT	10000	USED	0
DATA PORTS	32760	LEFT	32760	USED	0
PHANTOM PORTS	32760	LEFT	32757	USED	3
TRADITIONAL TRUNKS	32760	LEFT	32730	USED	30
DCH	255	LEFT	253	USED	2

Bakersfield Call Pilot Voice Mail

System Information		
Description	Value	
Server Version	05.01.04	
Serial Number	10363549	
Key Code	*****	
Switch Type	Meridian 1	
Platform Type	TRP 600r	
Switch Connectivity	Proprietary CTI	
Hours of Storage	1200	
Features/Service Installed	Description	
Application Builder	Application Builder is a graphical tool that allows the creation of applications such as voice menus and auto attendants which can be accessed by internal and external callers. Application builder includes multimedia options for creating fax on demand services and linking to fax messaging and speech activated messaging, if these features were purchased.	
Reporter	Reporter is a web-based application that helps administrators to analyze and manage the CallPilot system. Reporter converts raw statistics from connected server into easy-to-read reports and alerts which administrators can then view on screen, print on a daily, weekly, or monthly basis, export to a variety of file formats, and customize for easier reading.	
Symposium Integration	Symposium Integration	
VOICE_FORMS	VOICE_FORMS	
Desktop Messaging	Enables mailbox owners to access their CallPilot mailbox using popular third-party e-mail clients. They can play voice messages, view fax and text messages, and send and receive messages containing any combination of voice, fax, and text content. They can also archive messages by converting messages into .WAV format. Fax services are available only if Fax Messaging is installed.	
Resource	Description	Number Used
Number of Channels	96	
Number of Voice Channels	40	
Number of DSP Ports	12	
Number of Mailboxes	130	75
Number of Desktop Messaging Mailboxes	10	7
Hours of Storage	1200	
Number of Prompt Languages	6	2
Number of Speech Recognition Languages	3	1
Number of Networking Sites	500	1
Number of NMS Locations (including prime location)	1000	1
Number of temporary remote users	5000	0
Number of TTS languages	10	0
Number of TTS channels	20	
Voice Service provided by ACCESS	1	
Operating system	1	

Bakersfield Contact Center

Contact Center - Manager Server



Contact Center - Manager Server Information:

Release Number:	06.00.00	Site Name:	Bakersfield
Current Computer Name:	CCMBAK	Voice Connectivity:	NO
Installed Computer Name:	CCMBAK	Switch Name:	CS1000_PRIM
ELAN IP Address:	[REDACTED]	Switch Customer Number:	0
CLAN IP Address:	[REDACTED]	Switch Type:	Meridian/CSE 1000
RSM IP Address:	[REDACTED]	Switch IP Address:	[REDACTED]
TCP/IP Hostname:	CCMBAK		
Company Name:	SJVACD		
Customer Name:	SJVACD		
Serial Number:	[REDACTED]		

Network Adapters Information Close

SYSTEM ATTRIBUTE	VALUE
Platform Type:	Error: Unknown Platfo
Platform Version:	04.02.06
Symposium Call Center Server Version:	06.00.00
Oldest Platform Version:	02.00.50
Oldest Symposium Call Server Center Client Version:	03.01.21
Mode:	Slave
Site Name:	Bakersfield
CLan Address:	[REDACTED]
ELan Address:	[REDACTED]
RSM IP Address:	[REDACTED]
Computer Name:	CCMBAK
SQL Server Name:	CCMBAK

Feature Report

System | Switch Information | Features | Display Languages | Voice Prompt Languages

Number of Languages Allowed:

North American English Voice P	North American English Voice P
European French Voice Prompt	European French Voice Prompt
German Voice Prompt	German Voice Prompt
Latin American Spanish Voice F	Latin American Spanish Voice F
Brazilian Portuguese Voice Pron	Brazilian Portuguese Voice Pron
Mandarin PRC Voice Prompt	Mandarin PRC Voice Prompt
Japanese Voice Prompt	Japanese Voice Prompt

<-Add Remove-> Clear All

FEATURE	VALUE
Advanced Script Commands	YES
Basic IVR	YES
Broadcast Announcements	YES
Call Center Manager	YES
Call Detail Reporting	YES
Host Enhanced Routing	YES
Host Enhanced Voice Processing	NO
Meridian Link Server	YES
Network Automatic Call Distribution	YES

Network Control Center	NO
Network Skills-Based Routing	NO
Real-Time Basic Status API	YES
Script Data Exchange API	YES
Voice Sessions	YES
Symposium Event Interface	YES
Real-Time Statistics Multicast	YES
Symposium Standby Server	NO
Database Integration Wizard	YES
Maximum Positions	3350
Maximum of Active Client Sessions	100
Sybase Database Engines	0
Switch Index	0

APPENDIX 2 – TYPICAL PHONE CONFIGURATION

Typical Call Center Agent Phone

M2616

First Name
.....
Directory

Last Name
.....
Clear

.....

Hands Free	<input type="checkbox"/>	Program
Disp Queue	<input type="checkbox"/>	Forward
Message	<input type="checkbox"/>	Park
Hot Line	<input type="checkbox"/>	Auto Dial
Speed Call	<input type="checkbox"/>	Ans Agent
Conference	<input type="checkbox"/>	Pos Busy
Transfer	<input type="checkbox"/>	Not Ready
5980	<input type="checkbox"/>	In-Calls

<< >>

Customer: 0

Location: 1V174

Department: AGB

Terminal Number: 032 0 00 12

Hunt to: 6099

External Hunt to:

Call Forward NA to: 6099

External Call Forward NA to:

Key Based Modules: 0

OK
Cancel
Features
Admin..
Validate
Help

Typical Regular User Phone

M2008

First Name
J.IKAWA

Last Name
OLD NUMBER

Directory

Clear

Customer
0

Location
2V018

Department
AQA

Terminal Number
013 0 00 07

Hunt to
6099

External Hunt to

Call Forward NA to
6099

External Call Forward NA to

Program

Message

Forward

Speed Call

Conference

Transfer

7813

5813

OK

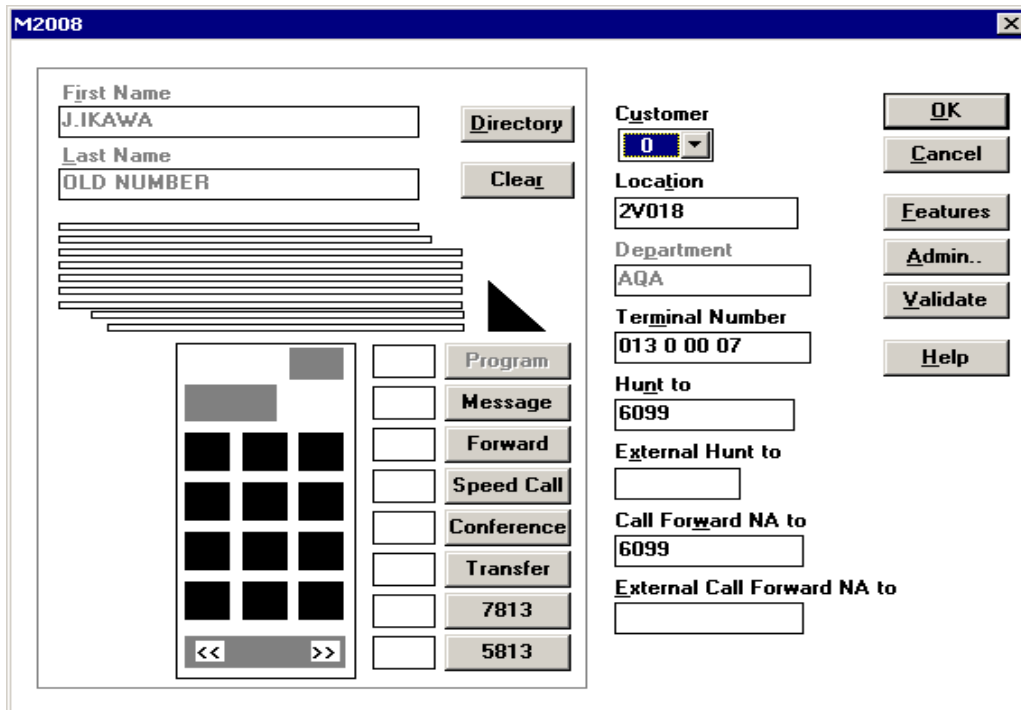
Cancel

Features

Admin..

Validate

Help



Typical Regular Non-user Phone (e.g. lobby, lunch room, etc.)

M2006

First Name
LOADING

Last Name
DOCK

Directory

Clear

Customer
0

Location
1V126

Department
T3

Terminal Number
016 0 00 09

Hunt to
000

External Hunt to

Call Forward NA to

External Call Forward NA to

Message

Forward

Key 3

Conference

Transfer

6093

OK

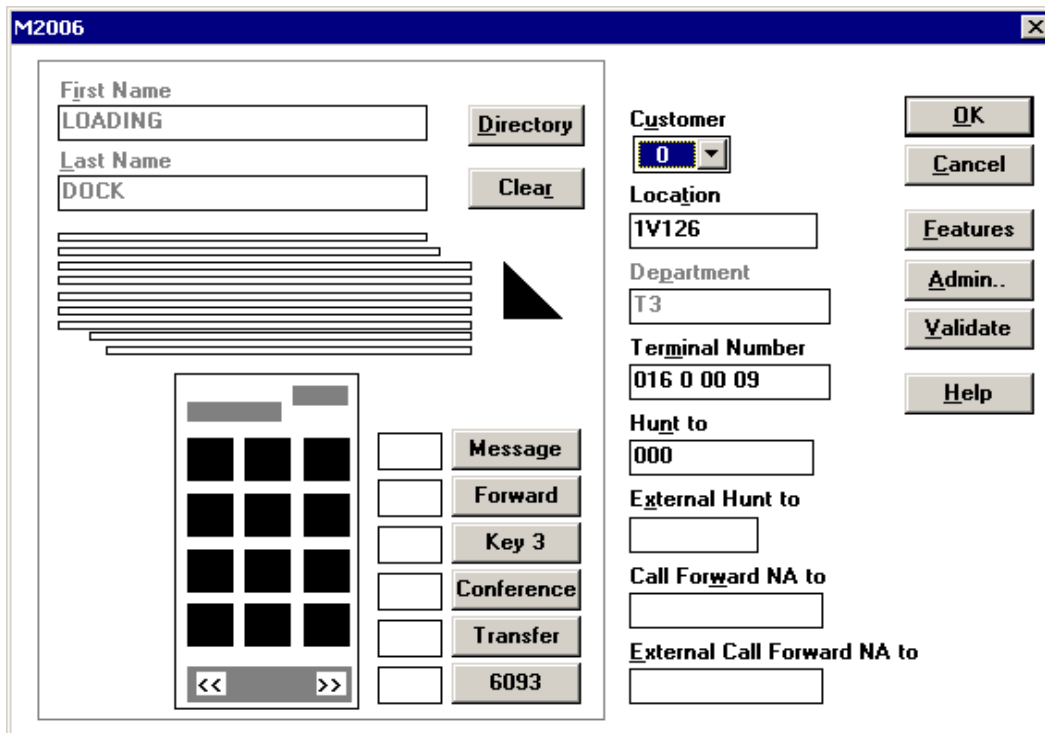
Cancel

Features

Admin..

Validate

Help



APPENDIX 3 – OFFICE FACILITIES AND WIRING

The District office diagrams are shown in Appendix 6. District offices have separate in-wall wiring for all floor telephones and computers. The District is not planning to consolidate voice and data at this time. Fresno office floor wiring is terminated in two locations: Computer Room and MPOE.

The Computer room and the MPOE in the Fresno office are interconnected with OM4 fiber.

Diagram. Fresno Office voice drops wiring



APPENDIX 4 – REPORTS

- PBX lines utilization reports

Current system is set to generate daily lines utilization reports.

- Telecom Billing System reports

Telecom Billing System is a part of Optivity Telephony Manager application. It collects call records and makes them available for review, analysis, data export, various reports. Below is a sample screen showing how call records are presented. Telephone Billing System is fully customizable and is capable to do:

- Manual and automatic real-time data collection
 - Data export and reporting
 - Call records costing
 - Data archiving and purging
- Contact Center reports

Contact Center reports are widely used by District. Contact Centers provide two types of reports

- Real-time reports and monitors
Real-time reports are used for Call Center processes monitoring. There are two types of real-time reports: agent related and line/application related.
- Historical reports
Historical reports present data that was collected in the past. Most used reports are:
 - Agent login-logout
 - Agent performance
 - Call-by-call details
 - Skillset and application performance
 - Summary of calls per agent, line, skillset, etc.
 - Configuration reports

APPENDIX 5 – PRICE DETAIL SHEET

Price Detail Sheet							
	FRESNO		MODESTO		BAKERSFIELD		TOTAL
	Equipment	Labor	Equipment	Labor	Equipment	Labor	
CRITICAL EQUIPMENT							
PBX							
Shipping and Handling							
Training	n/a	n/a	n/a	n/a	n/a	n/a	
Sales Tax							
TOTAL							
VOICE MAIL							
Shipping and Handling							
Training	n/a	n/a	n/a	n/a	n/a	n/a	
Sales Tax							
TOTAL							
CONTACT CENTER							
Shipping and Handling							
Training	n/a	n/a	n/a	n/a	n/a	n/a	
Sales Tax							
TOTAL							
OPTIONAL/RECOMMENDED EQUIPMENT							
PBX							
Shipping and Handling							
Training	n/a	n/a	n/a	n/a	n/a	n/a	
Sales Tax							
TOTAL							
VOICE MAIL							
Shipping and Handling							
Training	n/a	n/a	n/a	n/a	n/a	n/a	
Sales Tax							
TOTAL							
CONTACT CENTER							
Shipping and Handling							
Training	n/a	n/a	n/a	n/a	n/a	n/a	
Sales Tax							
TOTAL							
GRAND TOTAL							

APPENDIX 6 – BUILDING DIAGRAMS

Building diagrams can be provided on request.

APPENDIX 7 – SMOG INFO LINE FLOW CHART

Smog Info Line chart will be available on request at the bidders conference.