



DATE: July 1, 2009

TO: Honorable Mayor and City Council Members

FROM: Information Technologies

SUBJECT: **PURCHASE AGREEMENT WITH AT&T TO UPGRADE THE EXISTING TELEPHONE EQUIPMENT WITH AN AUTOMATED CALL DISTRIBUTION SYSTEM FOR THE POLICE COMMUNICATIONS CENTER**

**SYNOPSIS**

Staff recommends that the City Council approve a purchase agreement with AT&T in the amount of \$236,672.84 including tax and five years of system maintenance, to upgrade existing telephone equipment to include an Automated Call Distribution (ACD) system for the Police Communications Center; and authorize the City Manager to execute the agreement.

**BACKGROUND**

The City's 9-1-1 Communications Center received approximately 250,000 phone calls in 2008. These calls were divided into 9-1-1 emergency calls, which accounted for approximately 80,000 calls, and non-emergency calls accounted for another 170,000. Due to the potentially urgent nature of 9-1-1 calls, which must be answered without delay, the goal is to answer all 9-1-1 emergency calls within five seconds. Calls to the non-emergency phone lines, however, are typically matters that have already occurred, or the calls relate to matters of a noncritical nature.

There is currently no system in place to regulate, prioritize or automatically answer and place the incoming noncritical calls on hold. This practice can result in as many as twelve phone lines ringing simultaneously, with only one or perhaps two dispatchers attempting to answer and appropriately handle each call.

An ACD system answers incoming phone calls, and then places them in a queue until a dispatcher is available to assist the caller. While waiting, the callers hear a recorded message that instructs them, both in English and Spanish, to hang up and call 9-1-1 if they are reporting an emergency. The ACD system allows the dispatchers and supervisors to monitor how many calls, if any, are waiting to be answered and how long they have been waiting.

The ACD system will enable the Communications Center to regulate the flow of incoming non-urgent calls, track the efficiency of the dispatchers in answering and

handling those calls, and staff the Center in a more efficient manner based on actual call volume.

## **ANALYSIS**

The existing dispatch call system within the Communications Center requires dispatchers to frequently put the caller they are assisting on hold in order to answer additional ringing lines to ensure an urgent call is not missed. The frequent interruptions create a level of frustration for the citizens, and in-turn the current dispatch system generates increased stress levels for the dispatchers.

The ACD system will alleviate the concerns on both levels by systematically answering incoming calls, then placing the noncritical calls in a queue. This process ensures the call is managed until a dispatcher is available to devote their full attention to the caller and the issue. The new system will also instruct callers who are waiting to speak to a dispatcher to hang up and dial 9-1-1 if the matter they are reporting is urgent.

On the administration level, the ACD system will afford management the opportunity to determine and manage the number of calls each dispatcher is answering at any point in time. The system will track the number of calls facilitated by each dispatcher, the length of each call and the average time each phone call is in the call queue. The system will also provide call reporting which includes capturing the total number of calls received, the type of call, the response time, and call averages. This management tool will enable supervisors and managers to identify training opportunities and requirements to provide specific training where it is needed. The reporting tool will also provide invaluable information to manage staff levels and provide the ability to increase staffing during peak periods of activity.

Staff anticipates the ACD system may be purchased and installed within ninety days from date of approval. The system upgrade cost includes training for the dispatch staff and supervisors. AT&T is a sole-source provider for this upgrade. This system builds upon existing proprietary equipment purchased from and currently maintained by AT&T.

## **FISCAL IMPACT**

Total cost of the project is \$236,672.84. The Police Department is funding the project, with the exception of a one-time \$10,000 project contribution from the Information Technologies Division (Fund 841). The available funds are in CIP account number 841.837491.5392. A cash operating transfer from fund 8410.6990.00101 for \$10,000 to the 1010.4990.00841 fund. An allocation will show in the Police Account 101.364370.5705. A budget transfer from the Police Department account numbers with available funds to pay for the project will be transferred from Police Other M&O Booking Fees 101.364370.5371 in the amount of \$205,004.44 to the Police Capital account number 101.364370.5705. Police M&R Equipment and Machinery Maintenance Account will fund the cost for the five year annual maintenance agreement allocated from the Police Account 101.364360.5214 in the amount of \$21,668.40. The project cost of \$236,672.84 is made up of carry forward funds from FY 2008-09 to FY 2009-10.

**COMMISSION OR COMMITTEE REPORT**

This matter was discussed at the Police and Fire Commission meeting of May 18, 2006. The Commission unanimously recommended City Council approval

**CITY ATTORNEY'S ANALYSIS**

The referenced documents have been reviewed by the City Attorney and approved as to form.

**RECOMMENDATION**

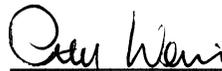
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PREPARED BY:



Michael Lee Sherwood  
Chief Information Officer

SUBMITTED BY:



Peter Weiss  
City Manager

REVIEWED BY:

Michelle Skaggs Lawrence, Deputy City Manager



Frank S. McCoy, Chief of Police



James Divis, Communications Manager



Teri Ferro, Financial Services Director



**AT&T**  
**Scope of Work**  
for  
**Oceanside PD**

**Customer Information (Billing):**

Oceanside PD  
3855 Mission Ave  
Oceanside, CA 92054  
Company Billed Telephone Number (BTN): 7604354742  
Contact Name: James Divis  
Contact Phone Number: 7604354742

**Customer Information (Installation Site):**

3855 Mission Ave  
Oceanside, Orange, CA 92054  
Company Billed Telephone Number (BTN): 7604354742  
Contact Name: James Divis  
Contact Phone Number: 7604354742

**Project General Information:**

Description/System Type: Oceanside PD: M1 Opt 11 Cabinet  
Requested Cut Date: December 1, 2008  
Sales Channel Name:  
Sales Channel Phone:  
Sales Channel #2 Name:  
Sales Channel #2 Phone:  
PMI Number: 310735

**Oceanside PD: M1 Opt 11 Cabinet**

**General Description of Project**

**This Statement of Work between AT&T Global Services and Oceanside PD provides information and terms and conditions regarding the implementation for the equipment contained in this proposal.**

Quote to install a new single cabinet Option 11C with basic ACD.

Option 11C will have (1) digital line card reuse (16) customer provided sets, (4) Universal Trunk cards, (1) MF card, (1) Medium MIRAN and (1) SDI/DCH card. Premium software is included with (10) ACD agent and (16) RAN Broadcast licenses.

It is assumed the customer will provide all phones.

Powerware (BEST) UPS is included to support a single cabinet Option 11C for 2 hours.

All work will be performed during normal business hours 8AM-5PM Monday-Friday.

Existing or customer provided cable will be used. The customer is responsible for providing adequate cabling to support the quantity of stations requested, and cabling type suitable for use with digital telephones.

Nortel EMS new systems discount is included.

**Standard Notes:**

Price is based on standard interval for the project. Expedite fees would be in addition to this pricing.

Customer must supply any office furniture required for the PC's, maintenance terminals, and printers.

Customer must supply detailed floor plans marked with station locations, set types, and old/new directory numbers.

This proposal assumes all necessary space required for the PBX equipment will be available at the time of installation. Also, it assumes the customer has met all environmental and power requirements. See the Customer Responsibilities section for more information.

This pricing is based on current Nortel engineering rules and practices. Should Nortel change or revise these

practices, this proposal may no longer be valid and will require revised engineering at that time which may or may not effect the customer price.

This pricing is contingent on all customer supplied equipment being functional at the time of installation. If the equipment is not covered under a maintenance contract with AT&T and some of the equipment prove to be faulty, additional labor, and material costs may be incurred by the customer.

Unless specifically stated otherwise, labor was calculated based on the following assumptions.

The customer has provided or will provide the following before the start of the project:

- Adequate cabling to support the quantity of stations requested and accurate cable records for all cable.
- Detailed floor plans marked with location, set type, and old and new extension numbers.
- Manufacturers environmental requirements, and meeting State and Local codes for Power, Grounding, Cooling, Lighting, etc...
- Loading dock and secured space available to deliver equipment.

Unless specifically stated otherwise labor was calculated with the understanding that none of the following impediments have been identified by the customer. AT&T will assume these will not be issues during this project:

- Available parking for all vehicles.
- Unrestricted access to all areas without escorts required.
- Access to LAN/WAN and customer owned equipment as necessary
- Cutover will be completed in 1 phase versus multiple phases.
- High lift not required or will be provided by the customer.
- Cutover will not be on a Holiday weekend.
- Building penetrations or corings will be done by the customer and firestopping is not required by the customer or State and Local building codes.
- All network Demarcs are within 50' of equipment.

## **Project Design Summary**

### **Proposed System**

System Type: M1 Opt 11 Cabinet  
Software Release: Communication Server Release 5.5

### **Software License/ISM Parameters**

32 Digital Station Licenses (16 equipped, 16 spare)  
10 ACD Agent Licenses (10 equipped, 0 spare)  
1 AST Licenses (0 equipped, 1 spare)  
16 RAN Broadcast Licenses (16 equipped, 0 spare)

### **Station Data**

#### **Customer Supplied Sets**

16 Customer Supplied Digital and/or IP Sets

### **Trunk Data**

32 Local (DID, CO) Analog Trunks  
1 DTI/PRI Circuits  
Note, it is assumed T1/PRI network demarcs are co-located with the proposed equipment.

### **Dialing Plan Information**

BARS (Basic Automatic Route Selection)  
Coordinated Dialing Plan  
1 Sites

**Back-up Power**

AT&T will provide a backup power system protection for this project  
2 hours of back-up power has been proposed

Note, this is based on the calculated load of the provisioned equipment. The time will vary depending upon environmental conditions, frequency of power outages, and if any equipment outside this proposal is connected to the back-up power system.

**ACD/Call Center**

**Automatic Call Distribution**

- 10 ACD Agents
- 1 ACD Supervisors
- 1 ACD queues
- ACD C1/C2 programming included.

**Additional Configuration and Options Information:**

**Project Costs**

The project costs are detailed in attachments: Exhibit A - Nortel M1, Exhibit B - VESTA, Exhibit C - Project Summary

**Training**

AT&T will provide training for the proposed system.

Standard training hours are 8:00 a.m. to 5:00 P.M. local time.

Standard training is provided at single site provided by customer.

Standard training includes customized user guides developed by AT&T Customer Education and customer.

AT&T's Customer Training will schedule the agreed upon training classes with the Customer during the installation period. Normally, training is conducted a week or two before cutover depending on the amount of users to be trained. Any training beyond standard use and acquaintance of equipment as given by AT&T may be sought directly from the manufacturer by Customer at Customer's own expense.

AT&T will set up a classroom with active phones to demonstrate use and allow for practice in a lifelike manner. Training is then conducted according to the agreed upon schedule

AT&T's training department offers administrative, voice mail, ACD and other application training to the voice administrator as listed below. Training for product and services not listed below are available for an additional fee under a separate Scope of Work.

**Customer Responsibilities**

Provide a room with adequate table space, power, and network infrastructure as specified to allow AT&T to train on the equipment.

Agree to a training schedule with AT&T Customer Training and coordinate attendees

**Options**

- ACD Agent Training (10 Agents)
- ACD Supervisor Training (1 Supervisors)
- ACD-C/Symposium Express System Administrator Training

**Other Peripheral Equipment**

AT&T will provide a Trainer for 8 hour(s) post cutover coverage

Additional Training Notes:

## Installation and Testing

Additional Installation and Testing Notes:

## System Environmental Information

This telecommunications system is processor based and considered sensitive electronic equipment. The environment provided for the system equipment can have a significant effect on both the effective operation and durability of the equipment.

The equipment room readiness requirements and date will be discussed at the first implementation dates meeting. Failure to meet the equipment room readiness date will result in a delayed cutover and possible additional charges.

We recommend our customers provide an environment offering system equipment conditions as follows:

1. Dedicated electrical facilities that offer system components a single point of ground (SPG) reference.
2. A stable atmosphere (around the clock, 365 days a year) offering the system a temperature of approximately 74 degrees Fahrenheit at relative humidity levels from 35% to 65% non-condensing.
3. A clean and well-ventilated room having a vinyl or mastic tile floor and offering adequate lighting and security.

Listed below are the specific Power and Environmental requirements for the proposed project:

### **MI Opt. 11C Cabinet/Chassis, Remote Cabinet, and CS 1000M Cabinet/Chassis Power & Environmental Specifications**

#### **Input Voltage**

AC: 100 to 240 V, 50 to 60 Hz

DC: -42 to -54 V

#### **Operating Environment**

Ambient Temperature -

Recommended: 15-30 degrees C, 59-86 degrees F

Absolute: 0-45 degrees C, 32-113 degrees F

Relative Humidity % Without Condensation -

Recommended: 20%-55%

Absolute: 10%-95%

#### **Power Consumption and Heat Dissipation**

Mini Main/Expansion Chassis -

Power (watts): 370

Heat (BTU/hr): 1,262

Main/Expansion Cabinet -

Power (watts): 450

Heat (BTU/hr): 1,535

Intel ISP 1000 Server (Signaling Server) (used with CS 1000M) -

Current @ 120/240 V AC (A): maximum 2.00/0.90, typical 0.50/0.25

Required UPS Power (W): maximum 200.00, typical 50.00

Thermal dissipation (BTU): maximum 662.50, typical 204.78

#### **Miscellaneous Room Requirements**

Location selected to install equipment should not be subject to vibration.

Equipment should be located at least 12 feet away from sources of electrostatic, electromagnetic, or radio frequency interference (e.g. copy machines, electrical transformers).

#### **Dimensions and Weight**

Main Cabinet/Expansion Cabinet

Weight Empty: 26 lb. (12 kg)  
Weight Full: 70 lb. (31.7 kg)  
Width: 22 in. (55.9 cm)  
Depth: 12 in. (30.5 cm)  
Height: 25 in. (63.5 cm)

**Chassis/Expander Chassis**

Weight Empty: 30 lbs. (13.6 kg)  
Weight Full (approximate): 50 lb. (22.7 kg)  
Width: 17.2 in. (43.7 cm)  
Depth: 12.8 in. (32.5 cm)  
Height: 8.4 in. (21.3 cm) (5U)

Up to 5 wall-mountable cabinets or 1 cabinet, 8 chassis are allowable per system. (1 cabinet = 2 chassis).  
Note, Chassis/Expander Chassis are wall and rack mountable.

**Site Condition Requirements - Option 11 Cabinet/Chassis & CS 1000M Cabinet/Chassis PBX**

The following conditions are recommended for the system:

**Electrical**

All system components, including the system ancillary equipment (modems, etc.) must be served from the same electrical distribution panel.

This panel should be served directly from a load isolation transformer, or directly from the electrical service entrance facilities (main switchgear).

The system electrical service panel must be furnished with an equipment grounding bus bar, and it is recommended that this ground bus be properly served, and insulated from the metal case of the panel.

The PBX system cabinet(s) will require a #6 AWG conductor from the panel ground bus to a PBX cabinet, or to the system ground bus furnished with the PBX system.

We ask that each cabinet be furnished a 120 V, 20 A, 3 wire circuit that terminates in a (NEMA) 5-20R duplex receptacle. Please note that additional facilities will be required to accommodate the system ancillary equipment.

Please note the electrical facilities presented above represent conditions applicable to 95% of cabinet based PBX systems.

Systems that require extensive reserve power will represent exceptions to these conditions, and in such cases, we recommend consulting with AT&T Global Services Power Quality Engineers to ensure accurate specifications.

**Physical**

PBX system equipment should be furnished accommodations offering adequate light, ventilation, accessibility, security, cleanliness, and a non-static environment. The room must offer the PBX system a cool (but not dry) environment 24 hours a day, seven days a week.

**AT&T Global Services Power Quality Team**

To assist our customers in engineering/implementing site conditions to comply with the system equipment warranty conditions, AT&T Global Services Power Quality engineers offer a letter presenting will assist in specification of environmental (including electrical) conditions specific to your PBX system. This letter assistance may be requested through your AT&T Global Services representative.

*Please be aware the above conditions are representative of the system equipment manufacturers conditions of equipment warranty.*

Note: It is also recommended that any sprinkler heads in the immediate vicinity of the equipment be equipped with high temperature sensors and caged to prevent accidental water damage.

**If you require more detail specifications related to your system or have questions with regard to the above stated conditions, they may be obtained from engineers on the staff of AT&T. Please contact your Project Manager or Salesperson**

## AT&T Responsibilities

AT&T will coordinate ordering, shipping, and delivery of equipment and materials to the installation site.

AT&T will provide a Project Manager (PM) to manage the implementation of the proposed system. The PM will serve as the single point of responsibility for the following AT&T project related issues:

AT&T/contractor resource utilization/scheduling  
Customer relationship issues,  
Equipment and materials issues  
Training coordination  
Change orders  
Project-related correspondence  
Project acceptance documents  
Project handoff documents to maintenance.

The PM shall have the authority to remotely act on all AT&T aspects of the services described in this agreement

The PM will hold an initial meeting with the customer to review this scope of work. Pricing has been provided based on this Scope of Work as a complete package. Any changes to the project scope may result in additional cost.

The PM will provide a project plan as agreed upon with the customer.

The PM will meet periodically with the customer representative for project status.

Oversee database collection, programming, and documentation of the proposed system configuration as agreed to with the Customer. The Customer must provide the required information in a timely manner. Project Management compiles and reviews the Customer-provided data.

This pricing is based on the current Nortel engineering rules and practices. Should Nortel change or revise these practices, this price may no longer be valid and may require re-engineering at which time may or may not cause the customer price to change.

AT&T will jointly develop milestones and the detailed project schedule with the Customer.

AT&T will provide proposed system database and cable record documentation to customer.

AT&T will review billing, proposed system warranty, and repair procedure with customer.

AT&T Global Services will have satisfied its obligations to the customer under this Statement of Work when the tasks listed under AT&T Global Services Responsibilities and Installation and Testing are completed.

## Customer Responsibilities

### **Implementation**

*Customer will provide a single point of responsibility for all support issues within the scope of this project. (e.g., timely agency/department decisions and agreement to scheduling, change orders, project correspondence, training, acceptance and placing proposed system in service). Such person shall have the authority to act on all Customer aspects of the services. This individual shall be responsible for defining Customer requirements, ensuring site readiness and implementing any adds, changes or deletions in equipment and/or facilities for each site prior to installation.*

Delays caused by lack of completed site preparation, or failure to meet any responsibilities as specified below on the part of the Customer will be billed at AT&T's time and materials rates plus expenses. Any additional costs incurred by Customer as a result of delays shall be the sole responsibility of the Customer.

Service required by Customer to be performed outside of Normal Business Hours, if other than the Services covered in this Scope of Work, shall entail additional charges in accordance with AT&T's time and materials rates. After hours cutover and Test Plan execution may already be factored into and included in the implementation pricing.

AT&T reserves the right to charge Customer for the full amount or a portion of the installation in the event that Customer cancels or reschedules any installation without 10 days prior written notice.

The Customer agrees that AT&T Global Services and its authorized representatives shall have reasonable and free access to the equipment and all sites pertaining to the project. Any unreasonable delays, including but not limited to return visits required because of denial of reasonable and free access or failure of the Customer to complete agreed upon tasks required for completion of the job, will be billed additionally to the Customer.

**Customer will meet with the AT&T Project Manager to review initial scope of work. Changes could impact interval and price of the project.**

Customer to attend project status meetings at jointly agreed upon times. Missed dates may result in project delay or increased customer price.

Customer agrees to a jointly developed implementation schedule.

Customer agrees to jointly develop a common understanding for conduct of AT&T representatives with customer end users.

Customer will meet the agreed to dates on the implementation plan. Missed dates will result in project delays and possible price increases.

Customer to provide accurate, marked floor plans, existing database records and cable records as applicable by the dates specified in the implementation schedule. Information that is not delivered by the dates specified will delay the cutover and incur additional charges.

Customer to manage internal agency/departmental groups/decisions to meet jointly agreed to project plan dates.

The Customer must identify any departments that are considered critical, meaning that they can not be without telephone service for any amount of time. The customer will also designate any areas/departments that should be consider high priority. A high priority area or department (i.e. security, helpdesk...) is an area that could be targeted to receive service first.

Identify primary and backup Customer on-site contacts for all installation sites who shall be accountable to provide any special site access clearance, escort, safety training or information required. The site contact shall interface with other organizations as required.

Customer will manage other vendor(s) associated with this project, if not managed by AT&T. Failure to successfully manage other vendors may impact implementation dates and/or price. The customer also agrees to provide AT&T reasonable and timely access to those additional vendor(s) if required.

Customer to complete all requirements for proposed system connectivity to non-AT&T-provided services.

1. Raceways, boring and cutting, trenching, conduits, variances and rights of way required for installation
2. Network service (LEC and IXC)
3. Network demarcation
4. MDF demarcation (includes documentation)
5. Customer private network (e.g. LAN/WAN or privately provided facilities in a campus environment)

At the time the cutover date is established, the customer and the PM will agree to a freeze date for all changes to the data base information. Any changes made beyond that date will result in additional charges.

Customer to validate data base information prior to freeze date and programming.

Customer to provide timely acceptance of test results, system operation verification and documentation.

Customer to review project financial data and billing.

Customer to be accessible during cutover for issue resolution.

Customer agrees that any Customer provided equipment is in working order and that AT&T will not warranty this equipment.

### **Change Management**

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

- Customer's changes to the scope of work and/or specifications for the Services,
- Customer's changes to the Implementation Plan,
- Non-availability of resources which are beyond either party's control; and/or,
- Environmental or architectural impediments not previously identified

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

The party requesting the change will deliver a Job Change Order document. The Job Change Order will describe the nature of the change, the reason for the change, and the effect the change will have on the scope of work, which may include changes to the deliverables, and the schedule.

A Job Change Order may be initiated by either party for any material changes to the Scope of Work. The designated Project Manager will review the proposed change with his/her counterpart. The parties will evaluate the Job Change Order and negotiate in good faith the changes to the services and the additional charges, if required, to implement the Job Change Order. If both parties agree to implement the Job Change Order, the appropriate authorized representatives of the parties will sign Job Change Order, indicating the acceptance of the changes by the parties.

Upon execution of the Job Change Order, said Job Change Order will be incorporated into, and made a part of, this Scope of Work.

Whenever there is a conflict between the terms and conditions set forth in a fully executed Change Request and those set forth in the original Scope of Work, or previous fully executed Change Request, the terms and conditions of the most recent fully executed Change Request shall prevail.

### **Security**

AT&T recommends that the customer take a very close look at the security of their voice and data networks before implementation.

The most common security threats to networks today are theft of service (toll fraud, unauthorized use of network bandwidth), service disruption (denial of service attacks on network elements), and privacy attacks (bearer channel attacks, theft of information).

AT&T recommends that the customer have a person in charge of network security along with a network security plan.

For the implementation of this project, it is highly recommended that the customer change all default passwords and change passwords often. AT&T recommends establishing security levels and access privileges for the PBX (communications server), applications, and voice/data network based on administration needs.

AT&T can provide a bid for consultations and recommendations on configuration of firewalls and security plans for IP telephony implementations.

AT&T can provide a quote for a number of different security products and services to address specific security needs.

**Material Handling**

Customer to provide secure space for unpacking, staging and storing equipment and materials.

Customer to assume responsibility for equipment at delivery.

Customer to provide removal of old system and terminals.

**Facilities**

Customer to provide reasonable parking facilities during project.

Customer to provide reasonable access and security passes (requirements, e.g., background checks, drug testing, safety courses) to working areas.

Specific training and background checks required of AT&T personnel will be at the expense of the customer. This charge will include the expense of the training or background check and the time and material expenses of the AT&T personal.

In a restricted work areas where the AT&T employee must have a customer escort, the customer agrees to provide that escort without delay. These areas will be identified during the implementation scheduling meeting when the project dates are discussed. AT&T will work with the customer to schedule at time agreeable everyone for those area's to be accessed. However, additional charges may apply if delays are encountered with access to these restricted areas.

The Customer will provide reasonable access to the receiving facilities of their building. If a loading dock is not available in the building this must be noted at the implementation meeting. AT&T will work with the customer to insure safe delivery of the equipment.

Customer to provide furniture for equipment (as required), manuals, reference materials, training and help desk.

Customer to be responsible for compliance with local building codes, electrical codes, taxes, telecommunication and transmission costs associated with the proposed system.

Customer to provide training space, if applicable.

Customer to provide help desk space, if applicable.

Customer to provide disposal site for cleanup debris.

**Completion Criteria****Customer Responsibilities**

Customer shall ensure that the proper personnel are scheduled to review each completed Service or Deliverable upon notification of completion by AT&T.

Customer shall indicate its acceptance of the Service or Deliverable by signing the Completion Certificate within five (5) business days from presentation of the completed Service or Deliverable.

Services and Deliverables will be deemed accepted if Customer fails to respond within this five- (5) business day period.

If a Service or Deliverable is not complete for any reason, Customer shall provide written notification to AT&T and document that fact on the Completion Certificate.

AT&T shall have ten (10) days after the receipt of such notice to correct the error given it is within AT&T's scope to do so. Such time period to correct the error may be extended by mutual consent.

**Additional Customer Responsibilities:**

RESTRICTED - PROPRIETARY INFORMATION

This document contains Proprietary Information which is provided solely in connection with the specific opportunity identified herein. AT&T provides this proprietary information to the organization named, solely for its use in connection with this opportunity and it may not be disclosed to anyone outside the named parties without the prior written consent of AT&T.

SO AGREED by the Parties' respective authorized signatories:

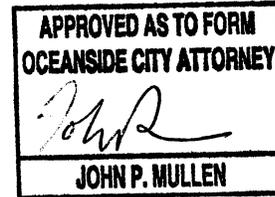
Customer Name:

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_



AT&T Global Services:

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Customer Initial

# Oceanside M1 Upgrade

6/2/2009

Oceanside PD  
Oceanside PD: M1 Opt 11 Cabinet

Equipment Code	Description	QTY	Customer Unit Price	Customer Total Price
<b>Main Equipment Section</b>				
NT8D02HAE	Card 16-port XDLC	1	1,598.85	\$ 1,598.85
NT8D14CB	Card 8 Port UXT	4	1,790.03	\$ 7,160.12
NTAK20ADE	Stratum 3 Clock Contr D/Board	1	433.67	\$ 433.67
NTE900BE	PBX 11C Cabinet SYS SW R5.5	1	1,056.51	\$ 1,056.51
NTE907CB	1 Prem Digitl Set License R5.5	32	80.50	\$ 2,576.00
NTE95006	SW Pkg 57-BARS-BASIC Alternate	1	0.00	\$ -
NTE980RA	All Sys 1-RAN Con License	16	192.18	\$ 3,074.88
NTSF6800	Tmdi Pkg (1.5MB Dti/Pri)	1	1,903.73	\$ 1,903.73
NTTK14ABE	PWR Cord 9.9ft 11CM 125VA	1	18.11	\$ 18.11
NTWB09AA	Option 11C Cab. Package (AC)	1	1,124.93	\$ 1,124.93
NTAG81AAE	Audio Cable (RoHS)	1	28.17	\$ 28.17
NTAG81CAE	Media Card Maint. Cable (3m)	1	53.33	\$ 53.33
NTAG86BD	MIRAN Option Medium	1	3,268.14	\$ 3,268.14
NTAG26ABE	Card 4-channel XMFR	1	2,243.83	\$ 2,243.83
<b>Ancillary Equipment Section</b>				
AA0132895	SEB Netpath 4 port, 10 SNMP segment with moden	1	1,638.00	\$ 1,638.00
AA0133502	Cable Required for SEB Netpath	1	87.75	\$ 87.75
AS7011	NORTEL NETWORKS DEC TERMINAL PACKAGE	1	774.77	\$ 774.77
A0728841	Citizen Printer for use with AS7011	1	361.23	\$ 361.23
AA0076939	64 MB PCMCIA Card for M1 use	1	59.67	\$ 59.67
AA0121715	NTRH9101 A0802245 NORTEL ETHERNET 802.3 10BASE T TRANSCEIVER MAU MIL-10P KIT	1	55.34	\$ 55.34
A0648379	NORTEL 25FT ETHERNET CABLE, CAT 5	2	14.09	\$ 28.18
AA0064760	850VA UPS pkg: 120V, 2hr run	1	1,568.15	\$ 1,568.15
Total Main Equipment Section				\$ 24,540.27
Total Ancillary Equipment Section				\$ 4,573.09
Total Equipment Before Discount				\$ 29,113.36
Equipment Price				\$ 29,113.36
Installation				\$ 12,347.32
Training				\$ 1,874.73
DE Engineering Services				\$ 568.88
Estimated Shipping & Handling				\$ 563.60
<b>Total System Price</b>				<b>\$ 44,467.90</b>
<i>Taxes, if applicable, to be invoiced on final bill.</i>				
Tax:				\$ 2,547.42
<b>Total System Price:</b>				<b>\$ 47,015.32</b>

# Oceanside M1 Upgrade

RESTRICTED - PROPRIETARY INFORMATION  
This document contains Proprietary Information which is provided solely in connection with the specific opportunity identified herein. AT&T provides this proprietary information to the organization named, solely for its use in connection with this opportunity and it may not be disclosed to anyone outside the disclosed to party without the prior written consent of AT&T.

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# Oceanside PD - Vesta M1 Upgrade

Category	Line Item	Item Description	Ports Per Card	Part Number	Unit Price	Install	Monthly Maint Years 2-5	New Qty	Reuse Qty	Total Equip	Total Install	Total Maint	Line Total
ADD-ONS	ATT-167	KVM Arbitrator, 4 Port PS/2 USB SwitchView MM2 KVM Switch W/ Audio	4	4SVPUA20-001	\$ 315.00	\$ 24.68	\$ 1.51	1	0	\$ 315.00	\$ 24.68	\$ 3.02	\$ 342.70
ADD-ONS	PEI-085	Plant Software to support 22 button add-on module	0	870810-01001	\$ 1,206.58	\$ 56.10	\$ 2.34	9	0	\$ 10,859.22	\$ 504.90	\$ 42.12	\$ 11,406.24
ADD-ONS	PEI-088	Plant Block assembly (DO NOT TRANSFER TO JCF)	0	99928-28001-	\$ 396.90	\$ 17.64	\$ 0.74	1	0	\$ 396.90	\$ 17.64	\$ 1.48	\$ 416.02
ADD-ONS	PEI-652	BLACK BOX TL160-R2 (used for Vesta M1 or PYXIS)	0	660001-00040	\$ 844.20	\$ 60.00	\$ 4.69	1	0	\$ 844.20	\$ 60.00	\$ 9.38	\$ 913.58
ADD-ONS	PEI-927	VM1 PHONE BNDL W/O HDST	0	04000-02216	\$ 632.40	\$ 36.95	\$ 1.54	9	0	\$ 5,691.60	\$ 332.55	\$ 27.72	\$ 6,051.87
ADD-ONS	PEI-928	22BTN ADDON MOD	0	04000-22203	\$ 228.65	\$ 13.35	\$ 0.56	9	0	\$ 2,057.85	\$ 120.15	\$ 10.08	\$ 2,188.08
ADD-ONS	PEI-931	VM1 PHONE BNDL W HDST	0	04000-02616	\$ 632.40	\$ 38.56	\$ 1.61	1	0	\$ 632.40	\$ 38.56	\$ 3.22	\$ 674.18
BACKROOM HARDWARE	ATT-004	Chatsworth Relay rack, 7"x23" BLACK W/ TOP BARS	0	46083-703	\$ 361.98	\$ 11.99	\$ 0.50	0	3	\$ -	\$ -	\$ 3.00	\$ 3.00
BACKROOM HARDWARE	ATT-011	Chatsworth Adjustable CPU tiedown 23" BLACK 26" DEEP	0	12087-723	\$ 126.41	\$ 5.99	\$ 0.25	1	1	\$ 126.41	\$ 5.99	\$ 1.00	\$ 133.40
BACKROOM HARDWARE	ATT-012	Chatsworth Monitor and keyboard tray 23" BLACK	0	12487-723	\$ 404.50	\$ 17.65	\$ 0.74	1	0	\$ 404.50	\$ 17.65	\$ 1.48	\$ 423.63
BACKROOM HARDWARE	ATT-013	19in RACKMOUNT POWER STRIP w/ 6 outlets	0	J06B2B	\$ 45.00	\$ 2.81	\$ 0.12	1	0	\$ 45.00	\$ 2.81	\$ 0.24	\$ 48.05
BACKROOM HARDWARE	ATT-051	Hendry Double sided CPU shelf BLACK 23"	0	40108-723	\$ 122.02	\$ 5.85	\$ 0.24	2	0	\$ 244.04	\$ 11.70	\$ 0.96	\$ 256.70
BACKROOM HARDWARE	ATT-081	RACK RELAY B-LINE-1 2 hole 23" adaptor BLACK : 1 RMU (1.710)	0	31410-700	\$ 17.72	\$ 0.67	\$ 0.03	4	0	\$ 70.88	\$ 2.68	\$ 0.24	\$ 73.80
BACKROOM HARDWARE	ATT-116	RACK RELAY CHATSWORTH-5 10 hole 23" adaptor BLACK	0	31450-700	\$ 54.00	\$ 1.89	\$ 0.08	2	0	\$ 108.00	\$ 3.78	\$ 0.32	\$ 112.10
BACKROOM HARDWARE	ATT-226	PK of 50 Mounting screws BLACK	0	40605-005	\$ 17.38	\$ 1.27	\$ 0.08	1	0	\$ 17.38	\$ 1.27	\$ 0.16	\$ 18.81
CABLES	ATT-031	BLUE Berk-Tek LAN cable, cat 5 plenum, 1000' roll	0	10032065	\$ 167.40	\$ 10.77	\$ 0.45	2	0	\$ 334.80	\$ 21.54	\$ 1.80	\$ 358.14
CABLES	ATT-058	Cable, 25MF 25 pair per foot, General Cable (DO NOT TRANSFER TO JCF)	0	1NP25P24GY-R GCC-PV	\$ 0.25	\$ 0.01	\$ -	650	0	\$ 162.50	\$ 6.50	\$ -	\$ 169.00

AT&T Representative: Jeff Cushman  
858-886-1140

# Oceanside PD - Vesta M1 Upgrade

Category	Line Item	Item Description	Ports Per Card	Part Number	Unit Price	Install	Monthly Maint Years 2-5	New Qty	Reuse Qty	Total Equip	Total Install	Total Maint	Line Total
CABLES	ATT-1031	Panduit 8" Cable Ties - Velcro Yellow, used for position cable management (ORDER IN INCRAMENTS OF 10 ONLY)	0	HLT21-X4	\$ 12.50	\$ -	\$ -	12	0	\$ 150.00	\$ -	\$ -	\$ 150.00
CABLES	ATT-163	6 foot PS/2 USB audio cable kit for SwitchView MM1/MM2 arbitrator	0	SVUSB-6	\$ 22.50	\$ 1.48	\$ 0.06	4	0	\$ 90.00	\$ 5.92	\$ 0.48	\$ 96.40
CABLES	PEI-009	Connect Air Serial cable (10') DB25/DB9	0	04000-01014-10	\$ 13.50	\$ 0.60	\$ 0.03	9	0	\$ 121.50	\$ 5.40	\$ 0.54	\$ 127.44
CABLES	PEI-1015	CBL SRL 10FT DB25M/DB25F	0	04000-01004-10	\$ 8.70	\$ -	\$ -	2	0	\$ 17.40	\$ -	\$ -	\$ 17.40
CABLES	PEI-554	CABLE SERIAL 15FT DB25M/DB9F	0	04000-01014-15	\$ 18.00	\$ 0.78	\$ 0.03	1	0	\$ 18.00	\$ 0.78	\$ 0.06	\$ 18.84
CABLES	PEI-562	CBL, SER 50FT DB25M/DB25F	0	04000-01004-50	\$ 43.20	\$ 1.86	\$ -	2	0	\$ 86.40	\$ 3.72	\$ -	\$ 90.12
M1	PEI-930	SNGL FTSTND 22BTN	0	04000-00309	\$ 23.00	\$ 0.93	\$ 0.04	9	0	\$ 207.00	\$ 8.37	\$ 0.72	\$ 216.09
Misc Server	PEI-983	DATA BROADCAST UNIT	0	04000-01584	\$ 440.00	\$ 30.97	\$ 1.90	1	0	\$ 440.00	\$ 30.97	\$ 3.80	\$ 474.77
PLANT SERVICES	PEI-284	Plant Vesta server configuration service	0	809800-70001	\$ 700.00	\$ -	\$ -	2	0	\$ 1,400.00	\$ -	\$ -	\$ 1,400.00
PLANT SERVICES	PEI-549	MERIDIAN IMPLEMENTATION (PEI REQUIRED ITEM)	0	819800-00101	\$ 117.00	\$ -	\$ -	95	0	\$ 11,115.00	\$ -	\$ -	\$ 11,115.00
PLANT SERVICES	PEI-632	FIELD ENG-SECONDARY	0	809800-17102	\$ 52.00	\$ -	\$ -	160	0	\$ 8,320.00	\$ -	\$ -	\$ 8,320.00
SERVERS	PEI-169	HP Server Base Tower ML370/G5 (RAID 1 - MIRROR - 2 hard drives come included in this server)	0	62030-E204801	\$ 6,533.10	\$ 298.68	\$ 12.45	2	0	\$ 13,066.20	\$ 597.36	\$ 49.80	\$ 13,713.36
SERVERS	PEI-821	KIT BACKUP SATA 160GB	0	04000-00064	\$ 289.00	\$ 25.90	\$ 1.69	2	0	\$ 578.00	\$ 51.80	\$ 6.76	\$ 636.56
SERVERS	PEI-976	MODEM PACKAGE 56K EXT (INCLUDES (2) 56K EXTERNAL MODEMS, MODEM CABLE AND SECURE FIREWALL SG300)	0	850830-03011	\$ 785.00	\$ 63.54	\$ 3.89	1	0	\$ 785.00	\$ 63.54	\$ 7.78	\$ 856.32
SOFTWARE	PEI-188	Plant VESTA, CAD interface module (includes a 2-PORT BLACKBOX splitter & a SERIAL CABLE 10FT DB25M/DB25F)	0	870809-00101	\$ 3,225.00	\$ 31.05	\$ 1.29	2	0	\$ 6,450.00	\$ 62.10	\$ 5.16	\$ 6,517.26

# Oceanside PD - Vesta M1 Upgrade

Category	Line Item	Item Description	Ports Per Card	Part Number	Unit Price	Install	Monthly Maint Years 2-5	New Qty	Raise Qty	Total Equip	Total Install	Total Maint	Line Total	
SOFTWARE	PEI-189	Plant VESTA, ALI interface module	0	870809-00201	\$ 3,225.00	\$ 30.00	\$ -	2	0	\$ 6,450.00	\$ 60.00	\$ -	\$ 6,510.00	
SOFTWARE	PEI-190	Plant VESTA time synch module	0	870809-00301	\$ 3,225.00	\$ 150.00	\$ -	1	0	\$ 3,225.00	\$ 150.00	\$ -	\$ 3,375.00	
SOFTWARE	PEI-199	Plant VESTA M1 LIC/DOC/SW 2.2	0	870899-00202.2	\$ 9,675.00	\$ -	\$ -	1	0	\$ 9,675.00	\$ -	\$ -	\$ 9,675.00	
SOFTWARE	PEI-202	Plant VESTA M1 2.2 license	0	870899-00602	\$ 9,675.00	\$ -	\$ -	8	0	\$ 77,400.00	\$ -	\$ -	\$ 77,400.00	
SOFTWARE	PEI-315	Server, Windows 2003 + 5 CAL	0	04000-00355	\$ 1,157.56	\$ 62.10	\$ -	2	0	\$ 2,315.12	\$ 124.20	\$ -	\$ 2,439.32	
SOFTWARE	PEI-320	CDR Server Module	0	870810-01101	\$ 1,444.80	\$ 65.40	\$ -	2	0	\$ 2,889.60	\$ 130.80	\$ -	\$ 3,020.40	
SOFTWARE	PEI-321	CDR Monitor License	0	870810-01102	\$ 120.40	\$ -	\$ -	9	0	\$ 1,083.60	\$ -	\$ -	\$ 1,083.60	
SOFTWARE	PEI-525	CPR system preparation Workstation	0	870890-07501	\$ 200.00	\$ 0.06	\$ -	1	0	\$ 200.00	\$ 0.06	\$ -	\$ 200.06	
SOFTWARE SUPPORT	FICT-429	SPT VESTA M1 THRU YR1 PEI	0	809800-80037	\$ 1,564.92	\$ -	\$ -	9	0	\$ 14,084.28	\$ -	\$ -	\$ 14,084.28	
SOFTWARE SUPPORT	FICT-481	SPT VM1 22BTN THRU Y1 PEI	0	809800-80196	\$ 208.66	\$ -	\$ -	9	0	\$ 1,877.94	\$ -	\$ -	\$ 1,877.94	
Miscellaneous (Cables, plugs, connectors, screws, bracing, punchdown blocks, etc. at 1% of the equipment total):											\$ 1,843.56			\$ 1,843.56
Equipment Total:											\$ 186,199.28	\$ 2,467.42	\$ 181.32	\$ 188,848.02

# Oceanside PD - Vesta M1 Upgrade

Category	Line Item	Item Description	Ports Per Card	Part Number	Unit Price	Install	Monthly Maint Years 2-5	New Qty	Reuse Qty	Total Equip	Total Install	Total Maint	Line Total
Nortel M1	FICT-9000	Annual Maintenance										\$ 3,427.08	
LABOR	ATT-1001	Field Engineer, hourly	0	SBC-1001		\$ 180.00	\$ -	20	0	\$ -	\$ 3,600.00	\$ -	\$ 3,600.00
LABOR	ATT-1001	Technician Labor, Hourly	0			\$ 182.25	\$ -	10	0	\$ -	\$ 1,822.50	\$ -	\$ 1,822.50
LABOR	ATT-1002	Emergency Communications Manager, hourly	0	SBC-1002		\$ 202.50	\$ -	25	0	\$ -	\$ 5,062.50	\$ -	\$ 5,062.50
LABOR	ATT-1003	Project Manager, hourly	0	SBC-1003		\$ 222.75	\$ -	10	0	\$ -	\$ 2,227.50	\$ -	\$ 2,227.50
LABOR	ATT-1005	Technical Manager, hourly	0	SBC-1005		\$ 253.12	\$ -	15	0	\$ -	\$ 3,796.80	\$ -	\$ 3,796.80
								<b>Labor Total:</b>		<b>\$ -</b>	<b>\$ 16,509.30</b>	<b>\$ -</b>	<b>\$ 16,509.30</b>
										<b>Discount:</b>	<b>\$ 47,500.00</b>		
										<b>Grand Total:</b>	<b>\$ 138,699.28</b>	<b>\$ 3,608.40</b>	<b>\$ 161,284.40</b>
										<b>Tax:</b>	<b>\$ 10,313.12</b>		
										<b>Equip Total</b>	<b>\$ 149,012.40</b>	<b>\$ 18,976.72</b>	<b>\$ 171,597.52</b>
										<b>Install Total</b>	<b>\$ 18,976.72</b>	<b>\$ 3,608.40</b>	<b>\$ 171,597.52</b>
										<b>Maint Total</b>	<b>\$ 3,608.40</b>	<b>\$ -</b>	<b>\$ 171,597.52</b>
										<b>Training Total</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 171,597.52</b>
										<b>Grand Total</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 171,597.52</b>

M1 Maintenance does not cover the following: Headsets, portable/wireless telephones, answering machines, UPS systems, power conditioners and power supplies (including batteries and chargers), consumables and software which is at a revision level not supported by the software licensor.

Oceanside PD - VESTA M1 Upgrade Summary

	Equipment	Installation and engineering	Training	Maintenance	Sales Tax	Shipping	Total
Nortel M1 11C	\$ 29,113.36	\$ 12,916.20	\$ 1,874.73	\$ 3,427.08	\$ 2,547.42	\$ 563.60	\$ 50,442.40
VESTA M1	\$ 138,699.28	\$ 18,976.72	\$ -	\$ 181.32	\$ 10,313.12		\$ 168,170.44
<b>Total:</b>	<b>\$ 167,812.64</b>	<b>\$ 31,892.92</b>	<b>\$ 1,874.73</b>	<b>\$ 3,608.40</b>	<b>\$ 12,860.54</b>	<b>\$ 563.60</b>	<b>\$ 218,612.84</b>

Current system controller expiration is 8/4/2010

Additional Vesta Maintenance beginning 06/04/2010: \$ 90.66 Monthly  
 New Nortel M1 Maintenance beginning 06/04/2010: \$ 285.59 Monthly  
**Total: \$ 376.25 Monthly**

Note:

- \* The quote assumes an installation date of 06/04/2009. This maintenance quote may be adjusted based on the final installation date.
- \* This quote includes one year warranty support from 06/04/2009 through 06/03/2010 (a total of 12 months) for new components
- \* New additional maintenance begins 06/03/2010 to expire concurrent with existing system 08/04/2010 ( a total of 2 months)
- \* Please note the monthly maintenance for the current Vesta Standard system is \$1033.90 per month and will increase by the new amounts above.

M1 Maintenance does not cover the following: Headsets, portable/wireless telephones, answering machines, UPS systems, power conditioners and power supplies (including batteries and chargers), consumables and software which is at a revision level not supported by the software licensor.