



ServiceWorks

**Service Protection Plan (SPP)
Service Advantage (SA)**

RFP NO P16-05

Richard Moore

City of Carson

701 East Carson Street

Carson, CA 90745

Date 8/15/2016

Created by:

Tweed Centers

CITY OF CARSON
701 EAST CARSON STREET
CARSON, CALIFORNIA 90745

REQUEST FOR PROPOSAL RFP NO. P16-05

NOTICE IS HEREBY GIVEN THAT THE Purchasing Manager of the City of Carson will receive formal proposals for:

**AVAYA PHONE (IP OFFICE) MAINTENANCE AND SUPPORT,
AS DESCRIBED BY REQUEST FOR PROPOSAL RFP NO. P16-05**

EACH PROPOSAL MUST BE SUBMITTED IN TRIPLICATE WITH ONE (1) ORIGINAL AND TWO (2) COPIES, AND WITH ONE (1) CLEARLY MARKED AS "ORIGINAL" ON THE FORMS AVAILABLE ON THE CITY OF CARSON'S WEBSITE UNDER BIDDING/PROPOSAL OPPORTUNITIES, PURCHASING DEPARTMENT BIDS/RFPs, AND ENCLOSED IN A SEALED ENVELOPE IDENTIFIED AS REQUEST FOR PROPOSAL RFP NO. P16-05 AND ADDRESSED TO THE CITY CLERK AS STATED BELOW. FAILURE TO PROPERLY IDENTIFY THE PROPOSAL ON THE ENVELOPE MAY RESULT IN DISQUALIFICATION OF THE PROPOSAL.

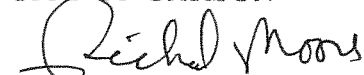
Each proposal must be submitted in triplicate, with one (1) original and two (2) copies and with one (1) clearly marked as "Original", to the office of the City Clerk at 701 E. Carson Street, Carson, California 90745, before 2:30 p.m. on the 15th day of August 2016, and will be opened at that time in the office of the City Clerk, City of Carson and, thereafter, will be submitted to the Purchasing Manager/City Council for award of a purchase contract or rejection of the proposals as the Purchasing Manager/City Council may deem wise in her/its discretion.

PROPOSALS RECEIVED AT 2:30 P.M. OR AFTER 2:30 P.M. WILL BE CONSIDERED LATE. It is the policy of the City of Carson to reject any proposal that is received late. Such proposal may be returned unopened.

If you have any questions regarding this request for proposal, please call Robert Eggleston, Information Technology Manager, at (310) 952-1734.

DATED THIS 4th DAY OF AUGUST 2016

CITY OF CARSON



**RICHARD MOORE
INTERIM PURCHASING MANAGER**

RE:TO:MC:td

PROPOSAL INSTRUCTIONS AND CONDITIONS

1. **Reservations**: The City reserves the right to reject any and all proposals received, to take all proposals under advisement for not to exceed ninety (90) days after date of opening thereof, to waive any informality on any proposal and to be the sole judge of the relative merits of material mentioned in the respective proposals received.
2. **Proposal Form**: The proposal must be made on the forms provided for that purpose, enclosed in a sealed envelope and marked **Request for Proposal RFP No. P16-05** and **Proposal Opening Date of August 15, 2016, before 2:30 p.m.**, and addressed to the office of the City Clerk, 701 E. Carson Street, Carson, California 90745. **No telegraphic or telephonic proposal will be considered.**

Blank spaces in the proposal must be properly filled in, using ink, indelible pencil, or typewriter and the phraseology of the proposal must not be changed. Any unauthorized conditions, limitations or proviso attached to a proposal will be liable to render it informal and may cause its rejection. Alteration by erasure or interlineation must be explained or noted in the proposal over the signature of the proposer. Proposers are invited to be present at the opening of the proposals. Proposals shall be subject to acceptance by the City for a period of ninety (90) days unless a lesser period is prescribed in the proposal by the proposers.

Three (3) of the completed proposal forms shall be submitted to the City before the date and time specified in the Request for Proposals.

3. **The Contract**: The proposer to whom the award is made will be issued a Purchase Order by the City or enter into a written contract with the City of Carson. In case of default by the vendor, the City reserves the right to procure the services from other sources and to hold the vendor responsible for any excess cost incurred by the City thereby.
4. **Payments**: Progress payments and/or complete payment on the contract price will be made in approximately thirty (30) days from date of completion and acceptance of the work performed by demands on the City Treasury of the City of Carson approved as required by Municipal Code and General Law Provisions.
5. **Taxes**: Municipalities are EXEMPT from Federal Excise and Transportation taxes. Prices quoted are to EXCLUDE Federal Taxes. Exemption certificates will be furnished on request. Unless otherwise indicated, prices quoted will be considered to INCLUDE SALES or USE TAX which is payable by the City.
6. **Errors and Omissions**: The vendor shall not be allowed to take advantage of any errors and/or omissions in these specifications or in the vendor's specifications submitted with his proposal. Full instructions will always be given when such errors or omission are discovered.
7. **Default**:
 - a. If the vendor fails in any manner fully to perform and carry out each and all of the terms, covenants, and conditions of the contract, he shall be in default and notice in writing shall be given him of such default by the Purchasing Manager of the City. If the vendor fails to cure such default within such time as may be required by such notice, the City, acting by and through the Purchasing Manager, may at its option terminate and cancel the contract, and at the expense of the vendor and his or its surety, complete the contract or cause the same to be completed. The performance bond and the money payable thereon shall be forfeited thereby and to remain the property of the City of Carson.

- b. In the event of such termination, all monies due the vendor under the terms of the contract shall be retained by the City, but such retention shall not release the vendor or his surety from liability for his default. In such event, however, the vendor and his surety will be credited with the amount of money so retained toward any amount by which the cost of completion of the contract, as above provided, exceeds the original contract price.
 - c. Such termination shall not affect or terminate any of the rights of the City as against the vendor or his surety then existing, or which may thereafter accrue because of such default and the foregoing provision shall be in addition to all other rights and remedies available to the City under the law.
 - d. The waiver or a breach of any term, covenant or condition hereof shall not operate as a waiver of any subsequent breach of the same or any other term, covenant, or condition hereof.
8. **Infringement on patent rights, copyrights or trademarks:** The contractor must save, keep, hold harmless and fully indemnify the City of Carson and its officers and employees, and agents from all damages, or claims for damages, costs or expenses, in law or equity that at any time arises or be set up for any infringement of patent rights, copyrights or trademark on any person or persons in consequence of the use by the City of Carson, or by any of its officers, employees, or agents, of articles to be supplied under this proposal, and of which the contractor is not the patentee or assignee or has not the lawful right to sell same.
 9. **Safety Requirements:** The equipment you would supply to the City of Carson must comply with all requirements and standards as specified by the Occupational Safety and Health Act. All guards and protectors as well as appropriate markings will be in place before delivery. Items not meeting any OSHA specifications will be refused. Suppliers may be required at his expense to provide training to City employees in the operation of this item, and its maintenance at the convenience of the City.
 10. **Business License:** The successful vendor shall possess or obtain a City of Carson Business License within five (5) business days after receipt of the Notice of Acceptance of his proposal.
 11. The vendor will not be held liable for failure or delay in fulfillment if hindered or prevented by fire, strikes, or Acts of God.
 12. **Permits:** All permits fees and licenses necessary for the completion of the work shall be paid for by the Contractor and subcontractors.
 13. **PROPOSALS ARE TO BE SUBMITTED TO THE CITY OF CARSON IN TRIPLICATE (ONE ORIGINAL AND TWO COPIES).**
 14. The preceding instructions and conditions and the attached are applicable to this proposal and the PROPOSER ACKNOWLEDGES ACCEPTANCE THEREOF BY SIGNING AND FILING SAID PROPOSAL.

TERMS AND CONDITIONS

1.0 PROPOSAL SIGNATURE

If the proposal is made by an individual, it shall be signed and full name of proposer with complete address shall be given; if made by a firm, it shall be signed with the co-partnership name by a member of the firm who shall sign name, and the name and address of each member shall be given; and, if it is made by a corporation, the name of the corporation shall be provided and signed by its duly authorized officer or officers attested by the corporate seal, and the names and titles of all officers of the corporation shall be given.

2.0 INTERPRETATION OF PROPOSAL DOCUMENTS

Should a party responding to this document find discrepancies in, or omissions from the specifications, or should such a party be in doubt as to their meaning, the party responding shall notify the Purchasing Manager in writing immediately. Should it be found necessary, a written addendum will be sent to all proposers. Addenda issued during the proposal period shall form a part of the contract and shall be included with the proposal.

The City of Carson reserves the right to make such changes in the Notice of Inviting Proposal as it may deem appropriate. Any and all changes in the Request for Proposal shall be made by a written addendum, which shall be issued by the City to all prospective proposers who have been issued or obtained a copy of the Request for Proposal. No oral changes will be permitted. Addenda issued during the proposal process shall become a part of the original proposal.

3.0 NON-DISCRIMINATION

The successful selected proposer shall be required to certify that its firm shall not discriminate against any subcontractor, supplier, employee or applicant for employment because of race, religion, color, ancestry, age, sexual orientation, sex or national origin. The proposer shall be required to take affirmative action to ensure that applicants are employed and employees are treated fairly during employment without regard to their race, religion, color ancestry, age, sexual orientation, sex or national origin.

4.0 COMPLIANCE WITH LAWS

The proposer shall comply with all applicable laws, ordinances, and codes of the State of California and local governments, and all regulations and rules relating to affirmative action.

5.0 AWARD OF CONTRACT

No contract exists on the part of the City until the City Council has made the award and purchase order has been executed. The City reserves the right to reject any or all proposals, to waive any informality in the proposal and to make awards as the interest of the City may require. The award, if made, will take place by the City within approximately ninety (90) calendar days after the scheduled proposal opening date. The City reserves the right to accept all or any part of a proposal.

6.0 INSURANCE AND BONDING REQUIREMENTS

Contractor shall at all times during the term of this Agreement carry, maintain, and keep in full force and effect, with an insurance company admitted to do business in California and approved by the City Attorney (1) a policy or policies of comprehensive general liability insurance on an occurrence basis with minimum limits of \$1,000,000 combined single limit coverage and \$2,000,000 general aggregate in the performance of services under this Agreement: (2) excess general liability insurance with a minimum limits of \$5,000,000 with a \$10,000 deductible (3) automotive liability insurance, with minimum combined single limits coverage of \$1,000,000, (4) worker's compensation and employer's liability insurance with a minimum limit of \$1,000,000 or the amount required by law, whichever is greater and 5) Professional Liability with a minimum limit of \$1,000,000 per claim. The Contractor's insurer shall agree to waive all rights of subrogation against the City, its officers, employees, agents and volunteers. City its officers, employees, attorneys, agents and volunteers shall be named as additional insured on the policy as to comprehensive general liability coverage.

All insurance policies shall provide that the insurance coverage shall not be non-renewed, canceled, reduced, or otherwise modified (except through the addition of additional insured to the policy) by the insurance carrier without the insurance carrier giving City thirty (30) day's prior written notice thereof. Contractor agrees that it will not cancel, reduce or otherwise modify said insurance coverage.

Contractor agrees that if it does not keep the aforesaid insurance in full force and effect, and such insurance is available at a reasonable cost, City may take out the necessary insurance and pay the premium thereon, and the repayment thereof shall be deemed an obligation of Contractor and the cost of such insurance may be deducted, at the option of City, from payments due Contractor.

At all times, during the term of this Agreement, Contractor shall maintain on file with the City Clerk endorsements of the insurance carrier or carriers on City's standard endorsement forms showing that the aforesaid policies are in effect as provided above. Copies of City's standard endorsement forms are attached. Contractor shall file such endorsements with the Risk Management prior to execution of this Agreement.

Contractor agrees to indemnify, hold harmless and defend City, its officials, officers, and employees, from any and all liability or financial loss, including legal expenses and costs of expert witnesses and consultants, resulting from any suits, claims, losses or actions brought by any person or persons, by reason of injury and arising directly or indirectly from the activities and operations of Contractor, including its officers, agents, employees, subcontractors or any person employed by Contractor, in the performance of this Agreement, by executing City's standard Indemnification and Hold Harmless Agreement and Waiver of Subrogation and Contribution attached. Contractor agrees that Contractor's covenant under this section shall survive the termination of this Agreement.

7.0 DATE AND LIQUIDATED DAMAGES

The completion of the project shall not exceed ten (10) consecutive calendar days from the date specified by the Contract. If the Contractor fails to complete the work as specified, he shall be in default and will be subject to the conditions outlined in Item 7, Proposal Instructions and Conditions (pages 2 - 3). No extensions shall be granted unless the failure or delay is due to provisions contained under Item 11, Proposal Instructions and Conditions (page 3). Should the Contractor fail to complete the project by the date specified by the Contract, the City will deduct and retain out of the monies which may be due the Contractor as liquidated damages, but not as a penalty, the sum of \$100.00 per day for each and every day or portion of a day that the completion of the project goes beyond ten (10) consecutive calendar days after the date stipulated for its delivery. The said sum of \$100.00 per day in view of the difficulty of estimating such damage is hereby agreed upon, fixed and determined by the parties hereto as the liquidated damages that the City will suffer by reason of such default and not by way of penalty.

8.0 LIST OF SUBCONTRACTORS

If a proposer contemplates subcontracting any part of the work covered by these specifications, the proposers' proposal shall include a description of the work to be done under each subcontract and the name, address, and telephone number of each proposed subcontractor. No subcontractor shall be substituted or added after submission of the proposal without prior written approval of the City.

9.0 ASSIGNMENT OF CONTRACT PROHIBITED

The Contractor shall not assign or otherwise attempt to dispose of this contract or of any of the moneys due or to become due thereunder, unless authorized by the prior written consent of the City of Carson. No right shall be asserted against the City, in law or equity, by reason of any assignment or disposition unless so authorized.

If the Contractor, without such prior written consent, purports to assign or dispose of the contract or of any interest therein, the City, at its option, may terminate the contract, and the City will be relieved and discharged from any and all liability and obligations to the Contractor and to any assignee or transferee thereof.

10.0 MATERIALS AND WORK

All materials and work shall comply with these specifications. All materials and equipment furnished shall be new and unused, but this requirement shall not preclude the use of recycled materials in the manufacturing processes. All work shall be done by qualified workers in a thorough manner. Materials or quality of work not definitely specified, but incidental to and necessary for the work, shall conform to the best commercial practice for the type of work in question.

11.0 COORDINATION

All work shall be coordinated with Robert Eggleston, Information Technology Manager, at (310) 952-1734.

12.0 CONTRACT DOCUMENTS

The contract documents shall be submitted after award and include all insurance documents and indemnification and hold harmless agreements.

CITY OF CARSON
REQUEST FOR PROPOSAL RFP NO. P16-05
AVAYA PHONE (IP OFFICE) MAINTENANCE AND SUPPORT

I. GENERAL

The City of Carson is seeking request for proposals from qualified service vendors to provide maintenance, repair and hardware support on two (2) Avaya IP Office (IP500) and its peripheral.

The City of Carson will not accept any proposal submitted by FAX.

A proposal may be withdrawn prior to the opening of proposals without prejudice upon written request to the Purchasing Manager. No proposals may be withdrawn for a period of ninety (90) days once proposals have been opened by the City Clerk.

II. REQUIREMENTS:

Each proposer shall:

- Be an Authorized Avaya Gold Business Partner - preferred
- Have experience and certification in both the Heritage Avaya Blue and Red
- Support a minimum of three (3) Government Accounts
- Local Orange County/LA County Warehouses

Support Requirements:

- Quarterly system backups
- 7 X 24 Support
- Two (2) hours on-site emergency response time
- Include labor for one (1) software release per year

Manufacture Remote Technical Support and Upgrades Coverage (Avaya)

- Remote software and hardware support 24 X 7
- Upgrades
- Web Services
 - Avaya E-Notifications
 - Avaya Support Forums
 - Case Status Alerts
 - Diagnostics
 - Knowledge Base
 - My Reports

The equipment is as follows:

City of Carson; City Hall location - IP Office

Product Part #	Description	Quantity
700476005	Avaya IPO IP500 V2 Control Unit	1
700213440	IPO-IP400 ISDN RJ45/RJ45 3M Red	2
AVA-273793	AVAYA SBC Server, Portwell CAD-0208	1
405362641	PWR CORD 9X10 IN USA	2
700504031	AVAYA IPO VCM 32 V2	1
700289770	IPO PWR Lead EARTHED US Grounded 3 Prong	1
700479710	Avaya IPO IP500 V2 System SD Card MU-Law	1
700506052	IPO R9 SE INSTL DVD	1
700429202	IPO 500 Rack MNTG Kit	1
302788	R210 II XL SRVR IPO SE EXP	1
700417462	AVAYA IPO 500 TRNK PRI UNI DUAL	1

City of Carson; Corporate Yard location- IP Office

Product Part #	Description	Quantity
185446	AVAYA COMMUNICATIONS SOLUTION	1
182448	IPO SE MODEL	1
273921	8IPO R9+ IP500 T1 ADD 2CH PLDS LIC	5
700213440	IPO ISDN RJ45/RJ45 3M RED	
700289770	PWR CORD NA 18AWG 10 Amp AC	1
700383326	96XX RPLCMNT LINE CORD	31
700417439	IPO IP500 TRNK PRI UNVRSL SNGL	1
700429202	IPO IP500 RACK MNTG KIT	1
700476005	IPO IP500 V2 CNTRL UNIT	1
700479710	IPO IP500 V2 SYS SD CARD MUL	1
700504032	IPO MC VCM 64 V2	1
700504556	IPO IP500v2 COMBO CARD ATMV2	2
700510914	9504 TELSET FOR IPO ICON 4 PK	1
AL4518001- E6	4500 SSC CABLE 46CM (1FT 5IN)	1
AL4800E88- E6	ERS 4850GTS-PWR+ NA PC	2
339145	IP Office R9+ ASSIP AVAYA IP ENDPOINT 1 PLDS	41

III. ADDITIONAL EQUIPMENT

- IP Office R9.1 500v2 Expansion Gateway
- 9608 IP Phones
- 9504 Digital Phones
- E129 IP Phones
- B179 SIP Conference Phones
- Avaya ERS 4850GTS-PWR+ NA PC
- Phybridge 48-port PoLRE Switches

IV. SCOPE OF WORK

Maintenance and Support of the above equipment:

- Avaya Express Support On-site Next Business Day 24X7
- Locations Include:
 - City Hall – 701 E. Carson St., Carson 90745
 - Corporate Yard – 2400 E. Dominguez St., Carson 90810
 - Community Center – 801 E. Carson St., Carson 90745
- Ad Hoc Projects & Services: The qualified service vendors will perform specified ad hoc projects not covered by the service agreement as requested in writing by the Contract Officer, for an aggregate annual not-to-exceed 10 hours.

V. SUBMITTAL INFORMATION

As a part of this request for proposal, prospective proposers shall submit to the City of Carson a letter of proposal. The letter of proposal must at a minimum, include a detailed fee structure, production services proposed, post production services proposed, equipment and personnel; a list of at least three references, and insurance provisions as identified in this request for proposal. Actual insurance certificates are only required of the successful proposer.

All proposals shall include the following executed documents to be submitted with each proposal:

- Letter of proposal signed by an authorized company representative.
- Affidavit of Non-Collusion
- Certificate of Non-Discrimination By Contractor
- Designation of Subcontractors (if applicable)

**CITY OF CARSON
REQUEST FOR PROPOSAL RFP NO. P16-05**

AFFIDAVIT OF NON-COLLUSION

The undersigned, as proposer declares that this proposal is made without collusion with any other person, firm or corporation and that the only person or parties interested as principals are named herein. Having carefully examined the Request for Proposal, the Specifications and the Terms and Conditions, we do hereby propose and agree, in the event of acceptance hereof, to enter into the required agreement with the City of Carson.

Dated this 11 day of AUGUST 2016. I certify
(or declare) under penalty of perjury that the
foregoing is true and correct.

Roai Networks, LLC
COMPANY NAME


SIGNATURE

JEFF HIEBERT
NAME (PRINTED)

CEO
TITLE

Jhiebert@roainetworks.com
EMAIL ADDRESS

REQUEST FOR PROPOSAL RFP NO. P16-05
CERTIFICATE OF NON-DISCRIMINATION BY CONTRACTORS

As suppliers of goods or services to the Owner, the firm listed below certifies that it does not discriminate in its employment with regard to race, color, religion, ancestry, age, sexual orientation, sex, or national origin; that it is in compliance with all applicable federal, state, and local directives, and executive orders regarding non-discrimination in employment; and that it agrees to pursue positively and aggressively the principle of equal opportunity in employment.

We agree specifically:

1. To establish or observe employment policies which affirmatively promote opportunities for minority persons at all job levels.
2. To communicate this policy to all persons concerned, including all company employees, outside recruiting services, especially those serving minority communities, and to the minority communities at large.
3. To take affirmative steps to hire minority employees within the company.

FIRM ROI Networks, LLC

TITLE OF PERSON SIGNING CEO

SIGNATURE [Signature]

DATE 8/11/2016

Please include any additional information available regarding equal opportunity employment programs now in effect within your company:

N/A



ROINETW-01

JERA

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

8/12/2016

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER The James B. Oswald Company 1100 Superior Avenue East Suite 1500 Cleveland, OH 44114		(216) 367-8787		CONTACT NAME: PHONE (A/C, No, Ext): 2163678787 FAX (A/C, No): E-MAIL: ADDRESS:	
INSURED ROI Networks LLC 27101 Puerta Real, Suite 100 Mission Viejo, CA 92691-				INSURER(S) AFFORDING COVERAGE INSURER A : Valley Forge Insurance Co. 20508 INSURER B : Continental Casualty Company 20443 INSURER C : Beazley Insurance Company 37540 INSURER D : INSURER E : INSURER F :	

COVERAGES

CERTIFICATE NUMBER:

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC OTHER:	Y	Y	B6011720526	9/18/2015	9/18/2016	EACH OCCURRENCE \$ 2,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 500,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ Excluded GENERAL AGGREGATE \$ 4,000,000 PRODUCTS - COMP/OP AGG \$ 4,000,000
A	<input type="checkbox"/> AUTOMOBILE LIABILITY ANY AUTO ALL OWNED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS	N	N	B6011720526	9/18/2015	9/18/2016	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$ 10,000	N	N	6018217679	9/18/2015	9/18/2016	EACH OCCURRENCE \$ 1,000,000 AGGREGATE \$ 1,000,000
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A				PER STATUTE OTH-ER E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
C	Technology Errors & Omissions	N	N	W16B9E140101	9/18/2016	9/18/2017	\$1,000,000 Each Claim \$1,000,000 Aggregate
C	Technology Errors & Omissions	N	N	W16B9E140101	9/18/2015	9/18/2016	10,000 Retention 09/18/14 Retro Date

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

City of Carson, its officers, employees, attorneys, agents and volunteers are included as Additional Insured for General Liability when required of the Named Insured by written contract. Waiver of subrogation applies when required by written contract. Coverage is primary and non-contributory when required by written contract. Policy has a 30 day notice of cancellation; 10 days for non-payment of premium. Policy includes separation of insureds.

CERTIFICATE HOLDER

CANCELLATION

Risk Management
City of Carson
PO Box 6234
Carson, CA 90749-

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

REQUEST FOR PROPOSAL RFP NO. P16-05

DESIGNATION OF SUBCONTRACTORS

In compliance with the "Subletting and Subcontracting Fair Practices Act" being Sections 4100-4113 of the Government Code of the State of California, and any amendments thereto, each proposer shall set forth below the name and location of the place of business of each subcontractor who will perform work or labor or render service to the prime contractor in or about the construction of the work or improvement in an amount in excess of one-half (1/2) of one percent (1%) of the prime contractor's total bid, and shall further set forth the portion of the work which will be done by each subcontractor. Only one subcontractor for each such portion shall be listed.

If the contractor fails to specify a subcontractor for any portion of the work to be performed under the contract, he shall be deemed to have agreed to perform such portion himself, and he shall not be permitted to subcontract that portion of the work except under the conditions hereinafter set forth.

Subletting or subcontracting of any portion of the work to which subcontractor was designated in the original bid shall only be permitted in cases of public emergency or necessity, and then only after a finding reduced to writing as a public record of the legislative body of the Owner.

[illegible]

RFP NO. P16-05

Date: 8/15/2016

Richard Moore

City of Carson
701 East Carson Street
Carson, CA 90745

Richard:

ROI Networks, LLC. is a privately held company headquartered in Mission Viejo, California

HQ Location – 27101 Puerta Real, Suite 100, Mission Viejo, CA. 92691

Primary Contact – Tweed Centers, Account Development Manager 949-248-5060,

Mobil 760-801-3105, tccenters@roinetworks.com

ROI Networks is one of the fastest growing Avaya Platinum Business Partners in the U.S.

ROI Networks is a recognized leader in the emerging field of Unified Communications, Contact Center, Collaboration and Data Center Infrastructure. Through years of experience and utilization of best-practices, we have been able to leverage our experience with real-time communications including voice, contact center, messaging, mobility and conferencing into the converged network infrastructure and critical business applications. This market leadership allows us to successfully engage our customer's and ensure the success of their Unified Communications and Data Center strategies.

IPOSS pricing for the City of Carson. 3 IP500's + 2 Servers (1 for their applications and 1 for their SBC)

1		Comprehensive Support Model	2S	0.00
2	36	IPO RTS 24x7 Onsite APR 4HR – 500V2 3 Year	1S	\$12,555.00
3	36	IPO RTS 24x7 Onsite APR 4HR -120G7 3 Year	1S	\$12,722.40
4		Service Works 3 Year		<u>\$ 4,329.72</u>
TOTAL				\$29,607.12 3 Years

Or \$822.42 Per Month

- ✕ Managed Services Including:
- ✕ Unlimited "Remote" Moves, Adds and Changes on covered components 8x5 weekdays
- ✕ Advanced Proactive Monitoring with 24x7 Coverage
- ✕ Full Feature Dashboards at the company and customer locations
- ✕ Response is 2 hour on major alarms, 12 hours on minor alarms.
- ✕ One Core System Upgrade with Labor Included on 3 year agreements
- ✕ Discounted Labor Rates Apply

Tweed Centers
Tweed Centers
ROI Networks, LLC

RFP NO. P16-05

Date: 8/15/2016

Richard Moore
City of Carson
701 East Carson Street
Carson, CA 90745

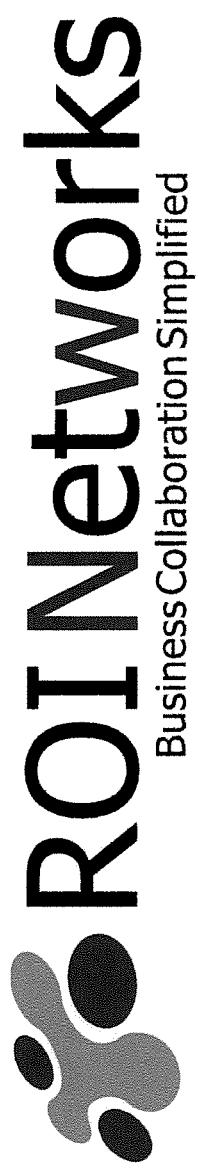
ROI NETWORKS REFERNCES

City of Brea
Avaya Maintenance
Cliff Flaughner
Director of Telecom
714-671-4490
cliff@ci.brea.ca.us

City of Irwindale
Avaya Maintenance
Theresa Olivares
Housing Coordinator
626-430-2200
theresao@ci.irwindale.ca.us

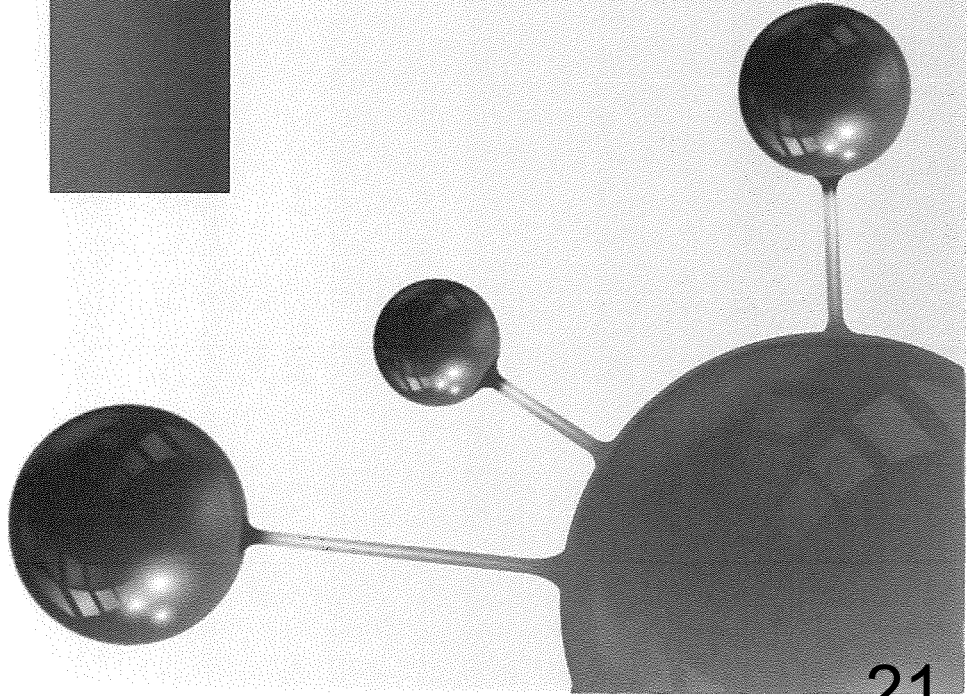
City of El Monte
Avaya Maintenance
Awh Tran
626-580-2116
atran@elmontepd.org

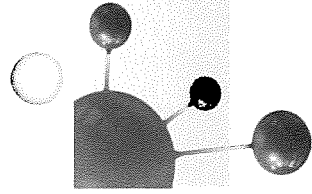
Tweed Centers
ROI Networks, LLC



Corporate Presentation

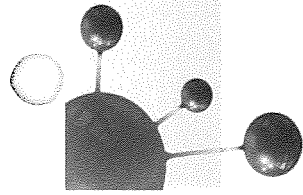
Jeff Hiebert – CEO – ROI Networks





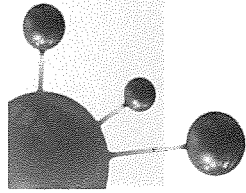
Agenda

- ROI Networks History
- Target Customer Profiles
- Strategic Partners
- Known Business Challenges
- Practice Areas
- Solutions Overview
- Value Proposition
- Lifecycle Support Model
- Our Customers
- Summary



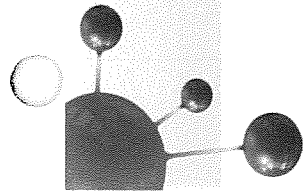
ROI Networks History

- Founded in December 2002
- Private company headquartered in San Juan Capistrano, California
- Systems Integrator specializing Real Time Communications, Data Center Infrastructure and Carrier Services
- Provide products and services that enable our customers to optimize enterprise communications
- Certified sales, design, implementation and support associates in all aspects of voice, data and video networking
- Focused on providing high performance, reliable, scalable and future-proof “Solutions” to our customers



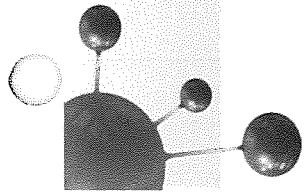
Target Customer Profiles

- Mid to Large customers with >100 employees and multiple locations
- Recognize strategic importance of enterprise communication and collaboration as key business enablers
- Evolving data networks to support private, public and hybrid cloud architectures
- Virtualization of servers, storage, desktops and network infrastructure
- Optimization of carrier services to support global connectivity and integration



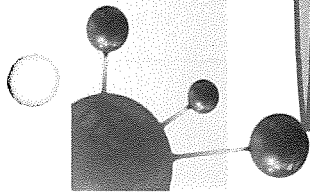
Strategic Partners

- Arrow OEM (Dell, HP and IBM Servers)
- Audio Codes (SIP Gateways)
- Avaya (Voice, Data, Contact Center, Collaboration)
- EMC (Storage)
- Fujitsu (Server and Storage)
- Intelisys (Carrier Services)
- Oracle (Session Border Controllers)
- Windstream (Carrier Services)
- VMWare (Virtualization and VDI)



Known Business Challenges

- Cost and complexity involved in supporting today's "Converged" networks
- Supporting an increasingly distributed and mobile workforce
- Corporate BYOD challenges (IOS, Android, Windows)
- Providing a "Best-in-Class" customer experience
- Unlocking the value of "Business Applications" in a way that best supports the business
- Optimizing and Improving strategic application investments to streamline and improve business processes
- Do more with less



ROI Networks – Practice Areas

Avaya, VMware, EMC
Juniper, Ruckus
Intelisys, Windstream

Avaya, Oracle
Audio Codes
Radvision

ROI Networks
Avaya, Nectar, Oracle,
Palo Alto Networks

ROI Networks
ServiceWorks
CloudWorks

Network Infrastructure

- Network
- Servers
- Storage
- C-POD
- V-Pack
- Virtualization
- Wireless
- Structured Cabling
- Carrier Services

UC&C Contact Center

- VOIP
- Contact Center
- Video
- Mobility
- Collaboration (Audio, Video & Web)
- IM & Presence
- Application Integration

Cloud/SaaS

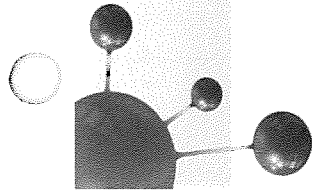
- UCaaS
- CCaaS
- IaaS
- Hosted
- Managed
- Public, Private & Hybrid Cloud
- VaaS
- WaaS

Services

- Project Mgmt
- Planning
- Design
- Implementation
- Maintenance
- Proactive Monitoring
- Managed Services
- CO-Location

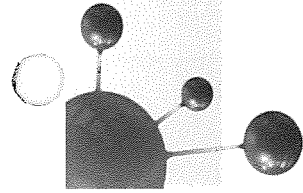
ROI Networks – Network Operations Center – Proactive Monitoring 7x24x365

ROI Networks • (949) 248-5000 • <http://www.roinetworks.com>



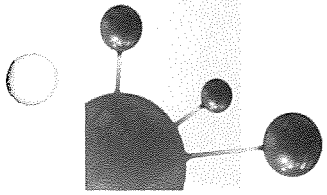
Solutions Overview – Network Infrastructure

- Network – Switching, Routing, Security
- Compute – Rack Mount and Blade Servers
- Storage – Shared and Virtualized Storage
- Virtualization – Servers, Desktop, Network & Storage
- WAN Optimization – Improved Data Center Connectivity and Performance
- Data Center – Design and Location
- Structured Cabling – Fiber, Copper and Connectivity
- Carrier Services – MPLS, Internet, Trunking & Wireless



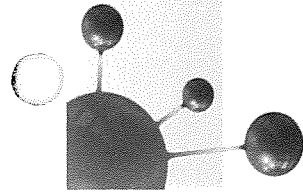
Solutions Overview – Unified Communications

- Unified Communication – Appliance, Virtualized, Cloud
- VoIP/IP Telephony – All-In-One, Enterprise-Wide
- Contact Centers – Voice, Multi-Channel, Workforce Optimization, Business Intelligence
- Unified Messaging – Standalone, Shared Storage
- Mobility – Securely Extend Enterprise UC to Mobile Devices
- Conferencing and Collaboration – Voice, Web, Video
- Self Service – IVR, Natural Language, Callback Messaging
- SIP and Presence – Unified & Federated Presence



Solutions Overview - Services

- Implementation – PMP Methodologies
- Maintenance – Software and Break/Fix options
- Proactive Monitoring – Proactive Support/SLA Enforcement
- Project Management – PMP Certified
- Managed Services– Offload Tactical Network Support
- Outsourced/Seasonal Coverage – Vacations and Holidays
- Public, Private & Hybrid Cloud – Migrate CAPEX to OPEX
- Co-Location – Purpose Built and Monitored 7x24x365



Value Proposition

ROI Networks has deep competency and experience with “Real Time Communication” (Unified Communications, Voice and Video). Traditionally, these solutions were deployed as overlay networks or on manufacturer provided hardware.

Today’s solutions are now deployed within a customer or hosted data center (Cloud). They now share existing Network, Compute and Storage infrastructures. ROI understands these trends and works with our clients to leverage existing infrastructure, or deliver next-generation shared infrastructures capable of supporting Voice, Video and data communications.

ROI Networks Lifecycle Support Model

Manage

- ServiceWorks Managed Service Offers
- Security Monitoring/Mgmt.
- Converged Network Monitoring/Mgmt.
- Staff Augmentation
- Optimization Offers

Maintain

- Flexible Coverage Options
- Support for Software and Hardware
- Value-added, Enhanced Support Services
- Service Level Objectives

Implement

- Packages, standard and custom implementation
- Integration with your business and Applications

Design

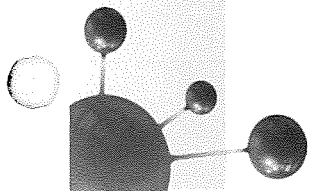
- Solution Creation
- Customer Validation
- Define Business & Technical Requirements

Plan

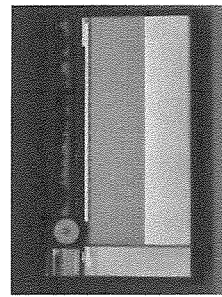
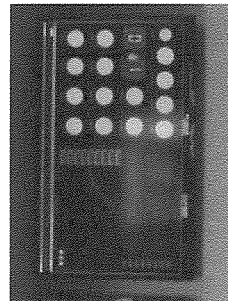
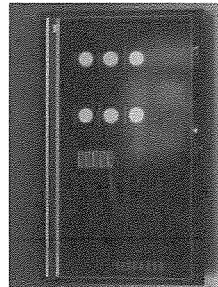
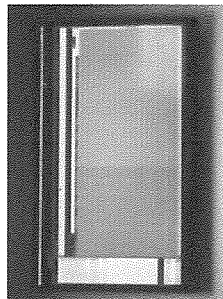
- Discovery
- Needs Assessment
- Scoping

Setting You Up For Success

Maximize Uptime in "Day 2"



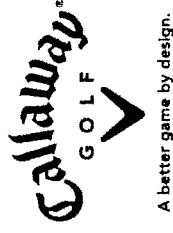
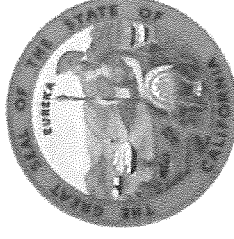
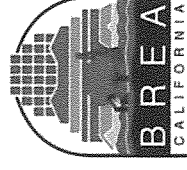
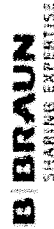
ROI Network Operations Center



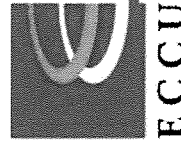
Our Customers

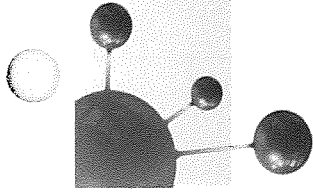


CONEXANT



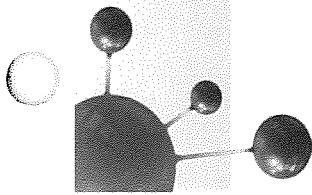
A better game by design.



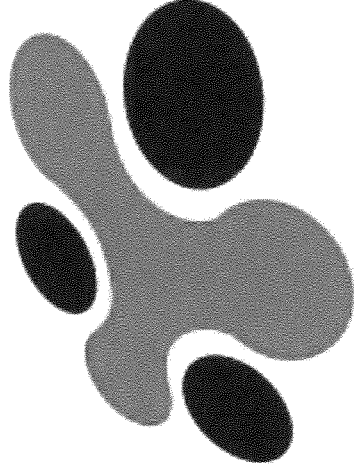


Summary

- Systems Integrator specializing Real Time Communications Data Center Infrastructure and Carrier Services
- Practice Areas around Network Infrastructure, Unified Communications and Services
- Solutions supporting the entire lifecycle of technology including Planning, Design, Implementation, Maintenance and Management of Unified Communications and Collaboration Solutions
- Your Strategic Partner and Trusted Advisor



Thank You



ROI Networks
Business Collaboration Simplified