CITY OF REDONDO BEACH

RFP#2122-008

Proposal for Maintenance, Repair and Technical Support
Services for Public Safety Radio Equipment

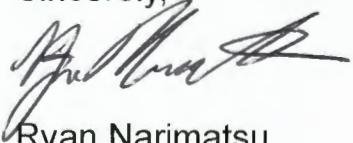# COMMLine inc.

January 2022

A. Cover Letter

City of Redondo Beach - Purchasing
415 Diamond St., Door 1
Redondo Beach, CA 90277
ATTN: RFP#2122-008

Re: Cover Letter for RFP#2122-008

Commline, Inc. would like to thank the City of Redondo Beach for the opportunity to present this proposal for the City's maintenance, repair, and technical support services for the public safety radio equipment. Enclosed is Commline, Inc's proposal for the City of Redondo Beach's *RFP#2122-008: Maintenance, Repair and Technical Support Services for Public Safety Radio Equipment*. With submission of this proposal, Commline, Inc. acknowledges all addenda pertaining to RFP#2122-008, and guarantees the validity of this proposal for 180 days after the RFP submittal deadline of Thursday, January 6, 2022. Commline, Inc. confirms its ability to provide all necessary materials, equipment, software, and services to meet the requirements of RFP#2122-008. As provided within submitted documentation, Commline, Inc. accepts the terms and conditions in the Project Services Agreement. Thank you for the opportunity and review of Commline, Inc. and it's proposal.

Sincerely,

Ryan Narimatsu
Business Analyst
P: (310) 390-8003 Ext. 116
F: (310) 390-4393
Ryan.narimatsu@commlineinc.com

COMMLine inc.

B. Vendor Profile – About Commline

Management Team
James Jun – President/CEO
Jeff Fukasawa – VP, Business Development
Tim Jun – VP, Operations
Victor Bowers – Director of Service
Rudy Cabral & Jason Castillo – Managers, Rentals
Joe Shin – Manager, Project Management

Services Provided
- New Product Sales
- System Consulting, Design & Implementation
- Field Service & Repairs
- Frequency Planning & Coordination
- Project Management
- Radio Rentals

Commline, Inc. has been in business for over 35 years, specializing in RF (radio frequency) communications equipment. We provide sales and services to public safety agencies, as well as private sector enterprises & entities.

Although RF technology is the basis for our business, trends in IP/digital technologies have converged with RF in the past 10 years. It is this very fact that sets Commline apart from many of its competitors. Understanding IP and networking is as critical to designing a proper communications system as running coax cable and implementing a proper antenna design. We have developed and continue to cultivate relationships with leading technology suppliers and manufacturers to help implement best-in-class communications systems. We work and train with the world's premiere communications and value-added technology providers, such as Tait, Harris, Motorola Solutions, Kenwood/EF Johnson, Icom, Panasonic, Avtec, Telex, Zetron, Cambium and many others.

Commline has designed, installed, and maintained systems for many entities throughout the South Bay – most notably: South Bay Regional Public Communications Authority (SBRPCA), City of Downey, and El Camino College. Commline was responsible for each entity's installation, integration, and management of critical infrastructure, consisting of multiple dispatch positions, RF subscribers, microwave links, and alerting systems,

Any RF vendor partner will have many challenges in providing the proper design and implementation of a radio system. Working with a partner who understands your current needs and future goals is critical to ensuring a successful system. It is important to understand that the partner's role is not only to interact with operational personnel but also to bridge and work with IT professionals. It is in this capacity that Commline can exceed performance expectations and achieve the highest probability for implementation success in the most timely and cost effective manner.

If you require additional information or references, please contact us.

MOTOROLA   **AVTEC**   **ZETRON.**   **tait** communications   **L3HARRIS** FAST. FORWARD.

COMMLine inc.

CITY AND MUNICIPAL REFERENCES OF SIMILAR SERVICES

South Bay Regional Public Communications Authority **2015 – Present**

Contact:	John Krok
Title:	Executive Director
Address:	4440 W. Broadway, Hawthorne, CA 90250
Contact Info:	(310) 973-1802, jkrok@rcc911.org
Commline's Role:	Sales/Technical Services support of radio system/infrastructure

(6) Site Astro P25 Trunk Radio System – 12 channel
(9) Site Conventional Analog System – 6 channel
(11) Site MPLS Microwave System
(17) Avtec Console Position – CSSI interface to Glendale
(3) WestNet Fire Station Alerting System/ RF Integration
24/7/365 Technical support for 911 Dispatch Center for Fire and Police Dept. for the cities of Hermosa Beach, Manhattan Beach, El Segundo, Hawthorne, Gardena, and Culver City.

City of Downey Fire Department **2018 – Present**

Contact:	Dan Hurlock
Title:	Battalion Chief, Fire Department
Address:	12222 Paramount Blvd., Downey, CA 90242
Contact Info:	(562) 904-7301, dhurlock@downeyca.org
Commline's Role:	Sales/technical support and consultation for RF infrastructure, Microwave and Subscribers. Interfaced with WestNet system, and US Digital.

Upgrade Radio Communications Network and Dispatch Center
Downey Fire Dispatch services (City of Downey, Compton, Santa Fe Springs)
(6) Site, (6) Channel UHF System
Dispatch (5) Position Fire (5) Position Police
Radio Programming, Encryption for 700+ Subscribers
Create microwave ring topology with fiber redundancy
Architect, construct, and engineer (2) 80ft SSV Towers
Create Temporary Dispatch Center location, with Microwave, while construction of new facility was taking place
24/7/365 support for Downey Fire Dispatch, City of Compton, and City of Santa Fe Springs.

El Camino College Police Department **2018 – Present**

Contact:	Josh Armstrong
Title:	Fleet Manager, Police Department
Address:	16007 Crenshaw Blvd., Torrance, CA 90506
Contact Info:	(310) 660-6777, jarmstrong@elcamino.edu
Commline's Role:	Sales/technical support of radio system/infrastructure

(3) Avtec Console Position and Dispatch Services
(2) Mini-SIP
Integration through PD, Campus, and Mutual Aid with SBRPCA
Radio Programming for 250+ subscribers

I. Project Team

THE COMMLINE TEAM RESPONSIBLE FOR SERVICES PROVIDED IN THIS PROPOSAL.

- Victor Bowers, Director of Service

- Eduardo Lara, Network Systems Engineering Manager

- Jean-Paul Rose, Network Systems Administrator

- Justin Pang, Network Systems Engineer

- Rafael Abarca, Installation Manager

- Season Ruiz, Service Coordinator

- Jeff Fukasawa, Vice President of Sales and Business Development

- Ryan Narimatsu, Project/Customer Service Manager

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Victor Bowers, Director of Service

Education:

University of Missouri
General Studies, 2003

Experience:
2015 – Current

***Commline, Inc.*, Director of Service**
- Oversee all matters of Service, Installation, and Rental procedure
- Service and maintenance of commercial and public safety equipment, including troubleshooting, repair, and installation of repeaters, antennas, combiners, end-user equipment, and dispatch consoles.
- Deploy and commission two-way radio systems; worked with multiple teams, vendors, and manufacturers to deliver and integrate together multiple pieces of infrastructure and equipment
- Deliver on-site and remote issue diagnostics, issue mitigation, long-term preventative care for routine and emergency situations
- Regional Single Point of Contact for all customer systems' support
- Develop procedures and processes to support system enhancements, maintenance, and operations of cell site equipment
- Proficient in system design from RF linking, line level adjustment, to system acceptance at the end-user level
- Worked internationally with multiple technologies across the globe while overcoming language and cultural barriers while delivering support and deployment services

Civic Groups:

Interoperability Network of the South Bay – Technical Committee
Interagency Communications Interoperability – Technical Committee

Certifications:

IPC-J-STD001 Certified IPC Soldered Electrical and Electronic Assemblies
Bird RF Systems – In-Building Coverage Solutions
Tait Communications – Global Technical Development

- Simulcast	- MPT1327
- P25 Phase 1 and 2	- Tier II & Tier III DMR
- P25 Trunking	- CAP Testing
- Factory Line Repair	- Field Commissioning
- RF Coverage Design	

Astro 25 IV&D GTR 8000 Repeater Site Workshop – AST4208
Astro 25 IV&D IP-Based Digital Simulcast Workshop – AST4217
Astro 25 IV&D Radio System Administrator Workshop – AST4102
Astro 25 IV&D System Overview – AST1038
Astro 25 Systems Applied Networking – NWT003
MOTOTRBO Systems Capacity Max Technical Professional – PCT2010
ACSM Certification – 2018/2019 – Avtec Certified System Maintainer – 2019
Scout Select Service – Scout Select Technician

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Eduardo Lara, Network Systems Engineering Manager

Education:

DeVry University
Electronics Engineering and Technology, 2014

Experience:
2014 – Current

Commline, Inc., **Network Systems Engineering Manager**
- Experienced and knowledgeable in multiple radio systems: analog, digital, MOTOTRBO, P25 conventional, P25 Trunk systems, dispatch consoles, and different two-way manufacture companies:

- Motorola	- Vertex
- Kenwood	- Tait
- Harris	- Avtec
- Telex	- TRBOVui
- TRBONet	- SmartPTT

- Manage programming installing, and maintaining of two-way radio systems for commercial and public safety.
- Administrated infrastructure design, antenna systems, subscriber units, control stations, base stations, repeaters, duplexers, combiners, filter systems, and other frequency infrastructure
- Advice, coordinate, and supervise system design
- Coordinate projects to determine deadlines and timelines for completion
- Organize various types of customer reports, plans, and system documentation
- Train and supervise junior and field service technicians

Certifications:

Telex Certification – Bosch Security & Communications Training Academy
Astro 25 Systems Applied Networking – NWT003
Astro 25 IV&D GTR 8000 Repeater Site Workshop – AST4208
Astro 25 IV&D IP-Based Digital Simulcast Workshop – AST4217
Astro 25 IV&D System Overview – AST1038
Astro 25 IV&D Radio System Administrator Workshop – AST4102
COBHAM BDA Certification
ACSM Certification – 2018/2019 – Avtec Certified System Maintainer – 2019
Scout Select Service – Scout Select Technician

Jean-Paul Rose, Network Systems Administrator

Education:

El Camino College
General Studies – Education and History, 2001

Experience:

2020 – Current

***Commline, Inc.,* Network Systems Administrator**
- Support and maintain ongoing internal and external company relationships
- Engineer and support development of large-scale communications systems
- Develop and streamline existing business procedures
- Support Service team engagements and project management
- Maintain and manage customer relationships for large-scale or dedicated client sites

2018 – 2020

***The Seventh Spark,* Technical Project Manager**
- Manage dedicated team software developers
- Oversee and develop growth product lines
- Document feedback and operational reports
- Manage product Q&A, as well as develop policies and process for product engagement and support
- Troubleshoot and provide consistent customer service and care

2017 – 2019

***Hypercannon,* Technical Project Manager/Operations Manager**
- Manage dedicated team software developers
- Oversee and develop growth product lines
- Document feedback and operational reports
- Manage business operations, which includes billing, payroll, and general operations
- Manage product Q&A, as well as develop policies and process for product engagement and support
- Project management for software-based engagements

2015 – 2018

***Panasonic Corporation of North,* Field Engineer**
- Customer support and field service, which includes installation, end-user training, and product guideline development
- Pre-sales support for dedicated sales team nationwide
- Troubleshoot and provide consistent customer service and care

I. Project Team Resumes

Justin Pang, Network Systems Engineer

Education:

University of Colorado, Colorado Springs
Physics, 2019

Experience:
2019 – Current

***Commline, Inc.*, Network Systems Engineer**
- Experienced and knowledgeable in multiple radio systems: analog, digital, MOTOTRBO, P25 conventional, P25 Trunk systems, dispatch consoles, and different two-way manufacture companies:
  - Motorola
  - Kenwood
  - Harris
  - Telex
  - TRBONet
  - Vertex
  - Tait
  - Avtec
  - TRBOVui
  - SmartPTT
- Assist in programming installing, and maintaining of two-way radio systems for commercial and public safety.
- 2.5 years of Land-Mobile Radio installs and service; installing vehicle-mounted radio units, full system builds for Public Safety Vehicles (lights & sirens), and various RF infrastructure for Commercial and Public Safety systems.
- Provided support to dispatch systems for numerous Commercial, Public Safety, and other Critical Infrastructure organizations

Certifications:

ACSM Certification – 2020/2021 – Avtec Certified System Maintainer – 2021
PCTEL SeeHawk Public Safety Testing Methods Course – 2021
OSHA 10-Hour Construction Safety Training – 2020
Southern California NERC-CIP Training – 2020
Harris Advanced Access Control (AAC) Training – 2020
L3 Harris-Tait Power Product Overview Training – 2020
Harris Mobile Radio Installation Overview Training – 2020

I. Project Team Resumes

Rafael Abarca, Installation Manager

Education:

Huntington Park High School
General Studies, 1991

Experience:

2017 – Current

***Commline, Inc.*, Installation Manager**
- Supervise and install radio equipment in public safety, commercial, and personal vehicles for Commline customers.
- Perform job walks; review and advise what equipment is needed and what labor needs to be completed
- Installation and fabrication of materials to install with agreement
- Troubleshoot power issues, radio issues, lighting equipment issues, and repairing in a timely manner

2012 – 2017

***Bespoke Coach,* Installer/Fabricator**
- Installation of audio equipment in Mercedes Sprinter Vans
- Fabricate interior panels
- Mount seat bases
- Frame and wire all equipment

2002 – 2012

***Al & Ed's Auto Sound,* Installer/Fabricator**
- Detail high-end vehicles
- Install car audio equipment
- Integrate factor OEM systems
- Fabricate custom enclosures and dash kits

Certifications:

MECP Certified 1996 – Mobile electronic Certified Professional
Upfitter Certification
Installer Institute Certified in Advanced Fabrications

I. Project Team Resumes

Season Ruiz, Service Coordinator

Education:

Rio Hondo College
General Studies, 2001

Experience:

2017 – Current

***Commline, Inc.,* Service Coordinator**
- Schedule Service Dept. and Installation Dept. jobs/service calls
- Invoice Service Dept. and Installation Dept. jobs/service calls
- Advise customers through email and phone of Commline labor procedure
- Quote service calls for customers
- Create service orders for Service and Installation Dept., including parts
- Schedule any automobile or equipment services needed

2011 – 2016

***Collection Technology Inc.,* Admin. Wage Garnishment Supervisor**
- Supervise administrative garnishment staff
- Track and maintain production
- Track and address concerns of attendance, compliance, & quality assurance
- Train staff on any new processes and procedures
- Manage accurate and punctual reporting to clients
- Respond to email inquiries from/to the collection staff and clients

2006 – 2010

***Bally Total Fitness,* Assistant Supervisor/Member Support**
- Generate and provide daily reports
- Interface with clients and provide customer service
- Assist with training of new employees at corporate office
- Work individually with representatives
- Complete financial reporting and collections

COMMLine inc.

Jeff Fukasawa, Vice President of Sales and Business Development

Education:

University of California, Santa Barbara
Business Economics and Asian American Studies, 2000

Experience:

2010 – Current

Commline, Inc., Vice President/Business Develop Director
- Started at company with 6 employees at 550k gross sales
- Currently at 40+ employees at 18mil gross sales
- Established Services, Installation, Rentals, and Networking Development
- Motorola MR (2010 – 2019)
- Motorola Pinnacle Winner (Presidents Club): 2011, 2013, 2016, 2018, 2019
- Leader in Southern California for Wireless RF/Network/Data Integration

2000 – 2010

Vision Communications, Vice President/Director of Sales
- Started at company with 4 employees
- Built company to 80+ employees
- Established and managed 4 locations
- Became well-respected wireless integrators in California

Ryan Narimatsu, Project/Customer Service Manager

Education:

University of California, Irvine
Psychology, 2015

El Camino College
General Studies – Social & Behav. Sci. w/ Honors, 2013

Experience:

2018 – Current

Commline, Inc., Business Analyst
- Support and maintain ongoing internal and external company relationships
- Engineer and support development of large-scale communications systems
- Research and implement business-related solutions
- Develop and streamline existing business procedures
- Assist and commission for all project-related duties

2016 – 2018

24Hr Homecare, Care Coordinator
- Manage constantly expanding company client list
- Oversee and develop growth of employed company caregivers
- Document feedback and operational reports
- Conduct interviews and company policy/job duty presentations
- Troubleshoot and provide consistent customer service and care

COMMLINE WILL TAILOR A SERVICE/RESOLUTION PLAN THAT MEETS THE CITY'S REQUIREMENTS.

Situation:	The City of Redondo Beach needs to initiate contract services to fulfill the City's radio communications needs.
Complications:	Redondo Beach's radio system in recent years has evolved and grown significantly. It has grown to support many local cities and related entities including PD, FD, public works, transportation and schools.
Challenges:	Redondo Beach is seeking to maintain a high quality of service (QoS) to all its member subscribers who have become a valuable revenue stream to the City. Maintaining a complex and evolving radio system requires high level expertise and consistent access to resources.
Proposal:	Commline proposes a 5-year service agreement – Commline has many of the skillsets required to help the City manage its communications assets.

MAINTENANCE SUPPORT

- Commline will provide support within 4 hours of a call or email. Non-critical calls generated on a Saturday, Sunday, and bank holidays will be serviced the following business day. Response matrix as follows:

Response Severity	Description	Phone Response Time	On-Site Time
Critical	7x24 response to catastrophic failures that detrimentally impede operations or jeopardize safety of personnel	1 hour	4 hours
Impactful	Mon-Fri, 8:00 a.m. - 4:00 p.m. response to failures that degrade business operations, but do not impact safety of personnel	2 hours (calls taken after 2:00 p.m. will be addressed by 8:00 a.m. next business day)	4 hours (for work performed during business hours; if not, will be addressed next business day)
Routine	Mon-Fri, 8:00 a.m. - 4:00 p.m. response to degraded communications that do not significantly impact business operations or safety of personnel	4 hours (calls taken after 2:00 p.m. will be addressed by 8:00 a.m. next business day)	Next Business Day

- Critical Infrastructure will be covered 24/7, including holidays. Repeater/receiver infrastructure troubleshooting of existing equipment will be provided by Commline, and labor for assessment will be covered by service contract. Replacement costs of equipment in need of replacement will be invoiced to the City, in a manner agreed upon by both parties at signing of the accepted contract.

- Commline will provide annual on-site preventative maintenance of existing repeater infrastructure.

MAINTENANCE SUPPORT (cont.)
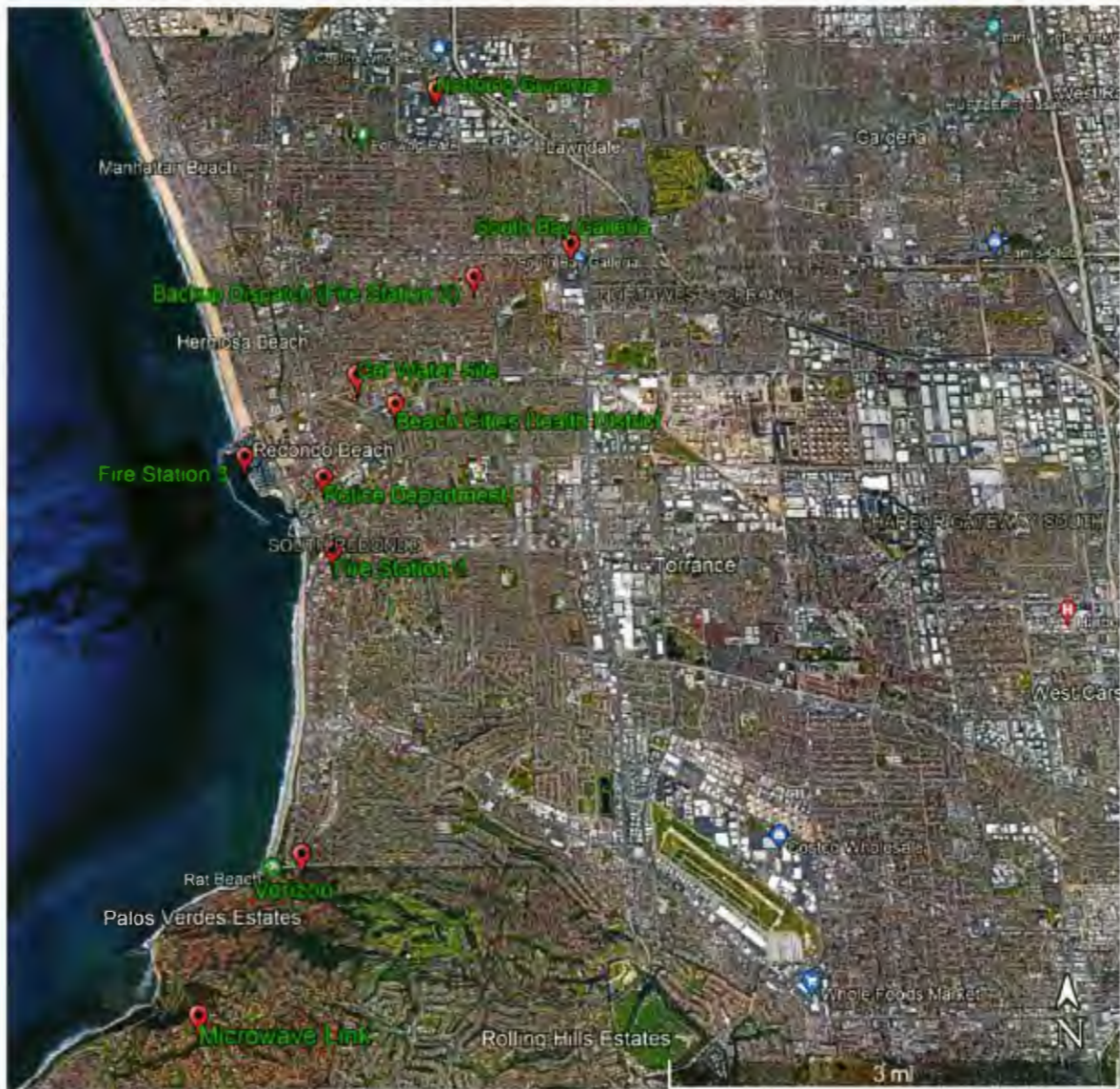
Map of Redondo Beach Infrastructure Locations

Critical Infrastructure Site Locations		
1	Cal Water Site	801 N. Prospect Ave., Redondo Beach, CA
2	Beach Cities Health District	514 N. Prospect Ave., Redondo Beach, CA
3	South Bay Galleria	1804 Hawthorne Blvd., Redondo Beach, CA
4	Northrop Grumman	1 Space Park Blvd., Redondo Beach, CA
5	Verizon	650 Palos Verdes Blvd., Redondo Beach, CA
6	Police Department	401 Diamond Street, Redondo Beach, CA
7	Backup Dispatch (Fire Station 2)	2400 Grant Ave., Redondo Beach, CA
8	Microwave Link	1700 1/2 Punta Place, Palos Verdes Estates, CA
9	Fire Station 1	401 S. Broadway, Redondo Beach, CA
10	Fire Station 3	280 Marina Way, Redondo Beach, CA

MAINTENANCE SUPPORT (cont.)

- General radio repairs will be defined as repairs of radios that include the following: intermittent or not transmit or receive; intermittent or no power; unresponsive equipment and programming of radios

- Radio repairs, will be picked up by a Commline representative/courier service or by UPS/FedEx at the direction of the respective Department within 48 hours of repair request. Radio repairs shall not take longer than two weeks. Notification shall be made if repair is to go beyond the two weeks with an explanation as to the necessity to extend the time frame. If a radio repair cost goes beyond the marked value of the radio, than it may be deemed beyond economic repair (BER), and the City shall be notified as such. Repaired radios shall have a 90-day warranty.

- Commline will attend technical meetings on behalf of the Redondo Beach Police Department upon invitation of the support Service Division Commander or Administrative Manager.

- Commline will provide consultation services for replacement, depreciation and budgeting of radio equipment.

Potential Technical/Service Issues	Onsite Resolution	Remote Resolution
Troubleshoot complete failure of radio system.	Onsite response is imperative as there are numerous reasons for failures. Onsite techs will have RF analyzers and spare parts to get system back online. Commline can provide 24/7 technical support.	Remote analysis is useful for initial diagnosis only.
Repair failing repeater.	Onsite response will be needed to physically remove failing hardware. Commline can provide loaner equipment while the failed hardware is sent in for repair.	Remote analysis is useful for initial diagnosis only.
Troubleshoot dispatch console.	Onsite response needed to check all connections, network and power lines.	Remote analysis is useful for initial diagnosis only.
Troubleshoot radio coverage issues.	Onsite response is needed to assess areas of poor coverage and to properly reset hardware to get back online if needed.	N/A
RF interference & noise.	Onsite response is needed to measure and identify source and type of interference.	N/A
Emergency/last minute rental/loaner equipment order.	Commline can provide same day service of rental/loaner equipment for special events.	N/A
Special events monitoring.	Special events may require onsite technical support to help manage the many vendors and RF traffic conditions created by 3rd party radio vendors entering the stadium's environment. This can have detrimental effects on a radio system.	Prior to events, Commline can provide vendor radio frequency management to minimize RF interference to the stadium's main radio system.

TECHNICAL SUPPORT

- Administratively manage Avtec consoles by monitoring system performance.
  - Manage for firmware and features
  - Provide annual software upgrades
  - Plan and design enhancements and features

- Assist with Interoperability Network of South Bay (INSB)
  - Monitor changes and perform diagnostics of radio frequency sites as related to the participation of the Redondo Beach Police Department within the INSB as a member City.
  - Monitor planned outages and ICI alert messages for the City as a participating City of the INSB
  - Provide code-plug updates for City's Radio Management program and provide code-plug updates as required by the Department twice per year, with automatic pushes through the Radio Management program, and will schedule (5) days per Department for non-Wi-Fi-enabled subscriber equipment.

- Provide technical interoperability for the City with Interoperability of South Bay Network members to provide network access for equipment that uses shared functionality. The INSB is a regional radio network that provides a voice radio system for the municipal jurisdictions serving the southwest portion of Los Angeles County. The shared equipment includes:
  - Trunking Gateway – version compatibility and coordinated upgrades
  - Cambium Microwave ring and network equipment
  - Radio Management Database
  - Aruba Wi-Fi Access Points
  - Interagency Communications Interoperability firewall compatibility

- Maintain technical interoperability with South Bay Regional Public Communications Authority (SBRPCA) for Redondo Beach network access for equipment that uses shared functionality.

- Prepare administrative updates for radio frequency licenses, including but not limited to changes in radio frequency, address, phone number, fax number, control point, email address, point of contact information and removing parties from the license. Provide for renewal of radio licenses prior to expiration.

- Provide for field testing of the radio frequencies, prepare Letters of Concurrence as necessary.

- Review all prior Coordination Notices (PCN) for other proposed microwave systems to prevent radio interference with the City of Redondo Beach.

III. Project Schedule and Timeline

CITY OF REDONDO BEACH RFP#2122-008 TIMELINE

	Task Name	Start	Finish	Q4			Q1		
				Oct	Nov	Dec	Jan	Feb	Mar
1	RFP Issued	12/06/21	12/06/21			◆			
2	Vendor Review of RFP	12/06/21	12/15/21			▬			
3	Deadline to Submit Written Questions	12/15/21	12/15/21			◆			
4	City Review of Submitted Questions	12/16/21	12/22/21			▬			
5	Addenda and Answers to Questions Distributed	12/22/21	12/22/21			◆			
6	Vendor to Submit Proposal	12/23/21	01/06/22			▬			
7	Proposal Due	01/06/22	01/06/22			◆			
8	City Review of Proposals	01/07/22	02/15/22				▬		
9	City Council Awards Contract	02/15/22	02/15/22					◆	
10	Input and Review of Agreement between City and Vendor	02/16/22	02/22/22					▬	
11	City and Vendor Sign Agreement	02/22/22	02/22/22					◆	
12	Vendor Services begin March 1, 2022	03/01/22	03/01/22						◆

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IV. Warranty and Maintenance Contract Options

Warranty

- 1-year limited parts and labor warranty on all infrastructure and console equipment & services provided.

- 1-year limited parts and labor warranty on all subscriber units.

- 1-year limited parts and labor warranty on optional subscriber unit accessories.

Maintenance Contract Options

- Services will last for duration of 5-year period, with additional option to renew on a yearly basis.

COMMLine inc.

COVERAGE TEST REPORT EXAMPLES*

Emergency Responder Radio System
Coverage Report Test Results

Date Prepared:	Dec 9, 2021
Test File:	Yaamava Lower
Test Location:	Yaamava Hotel
Technician:	Herman Pang
FCC#:	

Building: Yaamava Hotel
Result: Fail

Test Report Summary

Channel/ Ch Group	Freq (MHz)	Technology	Band	Result	Area Points passed (%)	Critical Points passed (%)
1	452.26250	DMR	Yamaha Hotel Control Channels	Fail	138/181 (76%)	0/0 (0%)
2	464.46250	DMR	Yamaha Hotel Control Channels	Fail	1/181 (0%)	0/0 (0%)
3	451.96250	DMR	Yamaha Hotel Control Channels	Fail	84/181 (46%)	0/0 (0%)
5	463.40000	DMR	Yamaha Hotel Control Channels	Fail	160/181 (88%)	0/0 (0%)
6	461.73750	DMR	Yamaha Hotel Control Channels	Fail	122/181 (67%)	0/0 (0%)

Test Details			
Number of Floors Tested:	6	Result Calculation:	By area per floor
Number of Areas Tested:	181	Area Pass Criteria:	95%
Number of Critical Points Tested:	0	Critical Points Pass Criteria:	99%
		Apply Adjacent Area Rule:	No

Threshold Settings

Measurement	DL Area Point	UL Area Point	DL Critical Point	UL Critical Point	Use for grading
DMR Power (RSSI)	-95.0 dBm	-95.0 dBm	-95.0 dBm	-95.0 dBm	Yes
DMR S/N (SINR)	20.0 dB	20.0 dB	22.0 dB	22.0 dB	Yes
DMR FBER	2.0 %	2.0 %	1.5 %	1.5 %	Yes
DAQ	3.0				Yes

Floors Result

Floor Plan	1 452.26250	2 464.46250	3 451.96250	5 463.40000	6 461.73750
L5 SMC HOTEL	Fail	Fail	Fail	Pass	Fail
L3 SMC HOTEL	Fail	Fail	Fail	Fail	Fail
L2 SMC HOTEL	Fail	Fail	Fail	Fail	Fail
L1 SMC HOTEL	Fail	Fail	Fail	Fail	Fail
L17 SMC HOTEL	Pass	Fail	Fail	Fail	Fail
L15 SMC HOTEL	Fail	Fail	Fail	Pass	Fail
L14 SMC HOTEL					
L11 SMC HOTEL					

*Sample. May not be indicative of final reports.

COMMLine inc.

COVERAGE TEST REPORT EXAMPLES* (cont.)

Floor: L5 SMC HOTEL
Channel: 1
Result: Fail

Freq (MHz)	Tech	Band	Ant Gain	Cable Loss	Color Code	Area Points passed (%)	Critical Points passed (%)
452.26250	DMR	Yamaha Hotel Control Channels	0.00	0.00		14/18 (77%)	0/0 (0%)

1 **LEVEL 5 FLOOR PLAN**

Busy Summary by Site

Date Range	7/1/2020 00:00 to 10/27/2021 00:00
Selected (System, Zone, Site) combinations	All
Min Busy Duration	0	seconds
Max Busy Duration	9999	seconds
Report Type	Summary

The Busiest Sites tab shows the sites with the most busies (up to 25 sites) during the period between [Start Date] and [End Date]
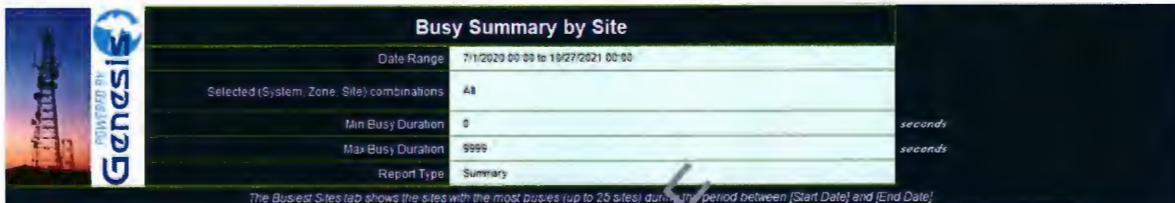
Sites with Most Busies

*Sample. May not be indicative of final reports.

COMMLine inc.
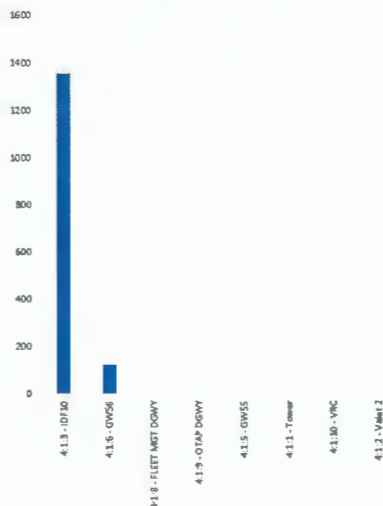
Technology

- System design and evaluation with RF coverage mapping and technical review.
- Factory-trained and certified technicians and engineers for many manufacturers, so we can provide a customized solution and support plan for our clients on a case by case basis.
- Experts in networked transport and IT technologies that are integral for modern RF Systems.
- Up-to-date and involved in the planning of P25 and ICI standards for Southern California.
- Work with the FCC, FCC Coordinators and other agencies and events on RF issues resolution for clean interoperability.
- Close relationships with vendors and contractors to integrate and troubleshoot all components of a system – electrical, contractors, microwave, BDA's.

Field Services

- 24/7 on-call field response services.
- Repair and maintenance of hardware.
- Service level agreements.
- 1-hour phone response and 4-hour on-site response for critical failures.
- Pick-up and return for repair depot equipment.
- Preventative maintenance schedule of infrastructure.
- Service engineer present for special events for monitoring RF, the radio system, and radio traffic.
- Radio/tower site management.
- Antenna and cabling.
- Firmware updates and programming of radio fleet and infrastructure.
- Management of hardware and software warranties and licenses.
- Vehicle up-fitting in our facility or customer's site.

Consultation & Planning Services

- Long-term fiscal /budget planning.
- Grant reimbursement (SHSGP, UASI).
- EHP/SEC assistance.
- Interagency coordination and communication.
- FCC licensing and management.
- RF coverage studies.

Other Support Capabilities

- Dedicated sales account representative and service engineer.
- Rental radios and systems.
- Calibrated test equipment.
- Expertise in Amateur radio.
- Body worn camera and in-car video systems.

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VIII. Cost Proposal

PRICING	CONTRACT LENGTH	SCOPE OF WORK
$5,500/month + 5% annual increase	5 years	• Commline labor resources will be deployed for communications related activities/projects – radio, console, MDC, antenna. These resources can include management personnel, sales resources, engineers and installers. Deployment of Commline resources must be for existing hardware/systems in place. • Radio subscriber, RF infrastructure hardware, MDCs, console hardware, antenna, vehicle lighting repairs will be invoiced separately. Only labor to assess, remove and re-install existing equipment will be included under monthly amount. • In the event of non-RF related activities/projects, Commline will secure quotes from authorized contractors. These include activities such as, HVAC, vegetation management, locksmith, general construction, tower climbing, electrical, plumbing, WestNet, roofing, structural engineering, access control. • Deployment, implementation of new/used equipment on new site/location, repairs of radios/MDCs/other hardware will be quoted/invoiced separately.

Fee Schedule		
Year	Monthly Cost	Annual Cost
Year 1	$ 5,500.00	$ 66,000.00
Year 2	$ 5,775.00	$ 69,300.00
Year 3	$ 6,063.75	$ 72,765.00
Year 4	$ 6,366.94	$ 76,403.25
Year 5	$ 6,685.28	$ 80,223.41

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Hardware List

Police Department	Building	Manufacturer	Year Purchase	Lifespan	Qty
Police Tactical Main Repeater	Cal Water / Prospect		2005	10	1
Police Detective Main Repeater	Cal Water / Prospect		2005	10	1
Municipal Services Main Repeater - 800Mhz	Cal Water / Prospect		2005	10	1
Police Primary Stand-by Repeater	Radio Room		2004	12	1
Police Primary Receiver (1 of 3)	Verizon		2004	12	1
Police Primary Receiver (2 of 3)	Northrop Grumman		2004	12	1
Police Primary Receiver (3 of 3)	South Bay Galleria		2004	12	1
Police Tactical Receiver (1 of 3)	Verizon		2004	12	1
Police Tactical Receiver (2 of 3)	Northrop Grumman		2004	12	1
Police Detective Receiver (1 of 3)	Verizon		2004	12	1
Police Detective Receiver (2 of 3)	Northrop Grumman		2004	12	1
Police Tactical Stand-by Repeater	PD Upstairs		2006	10	1
Police Primary Comparator	Radio Room		2006	10	1
Police Tactical Comparator	Radio Room		2006	10	1
Police Detective Comparator	Radio Room		2006	10	1
Police Primary Control Station	Radio Room		2006	10	1
Police Tactical Control Station	Radio Room		2006	10	1
XTL5000 Mobile Radios	PD	Motorola	2006	10	77
CDM1250 Mobile Radios - MSO	PD	Motorola	2006	10	2
XTS5000 Portable Radios	PD	Motorola	2007	10	115
XTS3000 Portable Radios	PD	Motorola	2007	10	35
Police Detective Standby Repeater	Radio Room		2008	10	1
Police Tactical Receiver (3 of 3)	South Bay Galleria		2008	10	1
Police Detective Receiver (3 of 3)	South Bay Galleria		2008	10	1
TXRX UHF Combiner	Cal Water / Prospect	Motorola	2005	15	1
Police Primary Main Repeater	BCHD		2012	10	1
UHF CLEMARS/NALEMARS Base Station	Dispatch Server Room	Motorola	2013	10	1
VHF CLEMARS/NALEMARS Base Station	Dispatch Server Room	Motorola	2013	10	1
XTL1500 Mobile Radios for MSO	PD	Motorola	2013	10	6
APX 8000 Portable Radios	PD	Motorola	2017	10	10
APX 8000 Portable Radios	PD	Motorola	2018	10	83
APX 900 Portable Radios	PD	Motorola	2018	10	27
APX 8500 Mobile Radios	PD	Motorola	2018	10	77
Chargers single-unit Impres2	PD	Motorola	2018	10	93
Charger Multi-Unit, Impres2 6dispatch	PD	Motorola	2018	10	4
Mobile Antenna	PD Vehicles	Motorola	2018	10	78
Portable Batteries	PD	Motorola	2018	10	93
Palm Microphone Mobile	PD	Motorola	2018	10	93
APX 8000 Portable Radios	PD	Motorola	2020	10	20
Chargers single-unit Impres2	PD	Motorola	2020	10	20
Portable Batteries	PD	Motorola	2020	10	20
Palm Microphone Mobile	PD	Motorola	2020	10	20

IX. Additional Information

Hardware List

Alternate PSAP	Building	Manufacturer	Year Purchase	Lifespan	Qty
Avtec Consolette for dispatch (1) I-PAD radio	FS2 / Alt PSAP	Avtec	2020	10	1
So. Bay Fire Base Station	FS2 / Alt PSAP	Motorola	2005	10	1
Fire Admin Control Station	FS2 / Alt PSAP	Motorola	2011	10	1
Police Primary Radio	FS2 / Alt PSAP	Motorola	2012	10	1
Police Tactical Radio	FS2 / Alt PSAP	Motorola	2012	10	1

Dispatch	Building	Manufacturer	Year Purchase	Lifespan	Qty
Avtec Dispatch (4)	Dispatch	Avtec	2020	10	4
Gold Elite Radio Server (Dispatch/glass room)	Dispatch Server Room	Motorola	2005	10	1
Gold Elite Dispatch - Back Room Equipment	Dispatch Server Room	Motorola	2005	10	1
Twelve channel selectable receiver (#1)	Dispatch	Motorola	2013	10	1
Twelve channel selectable receiver (#2)	Dispatch	Motorola	2013	10	1

Public Works	Building	Manufacturer	Year Purchase	Lifespan	Qty
Public Works Main Repeater	Cal Water / Prospect		2006	10	1
Public Works Standby Repeater	PW		2008	10	1
Pubic Works Receiver (1 of 3)	Verizon		2008	10	1
Pubic Works Receiver (2 of 3)	Northrop Grumman		2008	10	1
Pubic Works Receiver (3 of 3)	South Bay Galleria		2008	10	1
8 Channel Comparator	PW	Motorola	2008	10	1
APX 7000 Portable Radios	PW	Motorola	2020	7	20

IX. Additional Information

Hardware List

Fire Department	Building	Manufacturer	Year Purchase	Lifespan	Qty
Fire Primary Control Station	Radio Room		2005	10	
Fire Primary Base Station	Fire 1		2005	10	
Fire Admin Base Station	Fire 1		2005	10	
Fire Primary Base Station	Fire 2		2005	10	
Fire Admin Base Station	Fire 2		2005	10	
Controller / Decoder	Fire 1		2005	10	
Controller / Decoder	Fire 2		2005	10	
Fire Zetron Encoder (Pod 1)	Dispatch		2005	10	
Fire Zetron Encoder (Pod 4)	Dispatch		2005	10	
Fire Admin Main Repeater	Cal Water / Prospect		2008	8	
Fire Primary Main Repeater	Cal Water / Prospect		2006	10	
Fire Primary Standby Repeater	Radio Room		2006	10	
Fire Primary Comparator -Digitac 8 Channel	Radio Room		2006	10	
CDM1250 Fire Base Station	Fire 1/Back Room		2006	10	2
CDM1250 Fire Base Station	Fire 2/Back Room		2006	10	2
Fire Admin Standby Repeater	PD Attic		2008	10	
Fire Primary Receiver (1 of 3)	Verizon		2008	10	
Fire Primary Receiver (2 of 3)	Northop Grumman		2008	10	
Fire Primary Receiver (3 of 3)	South Bay Galleria		2008	10	
Fire Admin Receiver (1 of 3)	Verizon		2008	10	
Fire Admin Receiver (2 of 3)	Northop Grumman		2008	10	
Fire Admin Receiver (3 of 3)	South Bay Galleria		2008	10	
Fire Admin Comparator - Digitac 8 Chanel	Radio Room		2008	10	
Fire Admin Control Station	Radio Room		2013	10	
VHF Fire White/So. Bay Fire Tac Base Station	Radio Room	Motorola	2013	10	
APX 8000 ALL BAND Portable radio	FD	Motorola	2017	10	18
APX 8500 ALL BAND Mobile Radio	FD	Motorola	2017	10	12
APX 8000 ALL BAND Portable radio	FD	Motorola	2018	10	64
APX 8500 ALL BAND Mobile Radio	FD	Motorola	2018	10	32
Remote Speaker Microphone	FD	Motorola	2018	10	64
Desk Set Radios	FD	Motorola	2018	10	6
Bank Chargers	FD	Motorola	2018	10	6
Portable Chargers	FD	Motorola	2018	10	20
Hand Microphone Water Resist	FD	Motorola	2018	10	40
Mobile Antenna	FD	Motorola	2018	10	32
Power Cord Desk Set	FD	Motorola	2018	10	3
Head Set Jack	FD		2018	10	4
Zetron FD Paging System	FD	WestNet	2020	10	1

IX. Additional Information

Hardware List

FY19-20 Portable Radios by Unit (org code) - Police Department		
POLICE	Police Administration	5
POLICE	Police Internal Affairs	1
POLICE	Patrol Watches & Reserves	56
POLICE	Community Based Officers	5
POLICE	School Resource Officers	3
POLICE	Canine Unit	5
POLICE	Traffic	5
POLICE	Parking Enforcement + VIP	18
POLICE	General Investigations	15
POLICE	Special Investigations Unit	7
POLICE	Crime Analysis	1
POLICE	Crime Lab	1
POLICE	Records	5
POLICE	Administration Services	1
POLICE	Communications Unit	3
POLICE	Jail Unit	3
POLICE	Harbor Uplands Pier Patrol	5
POLICE	Harbor Uplands Investigation	1
PUBLIC WORKS	Pub Works portables	20
FIRE	Fire Department portables	126
(Estimated number of portable radios for Commline to service) Total:		286

IX. Additional Information

Avtec Scout System for P25 Agency Interoperability

AVTEC

Contact:
Julie Tullys
Email: media@avtecinc.com
Phone: (803) 358-3260

SBRPCA Deploys Avtec Scout System with P25 CSSI for Agency Interoperability

LEXINGTON, S.C. – July 31, 2018 – Avtec, Inc., the nation's leading independent provider of mission-critical, Voice over Internet Protocol (VoIP) dispatch console systems, has deployed a new 17-position ScoutÔ console system utilizing the P25 Console Subsystem Interface (CSSI) for the South Bay Regional Public Communications Authority in Hawthorne, California.

The project, completed with Avtec certified channel partner Commline Inc. in Gardena, California, provided SBRPCA with a migration strategy from their current conventional system to a regional Scout/Motorola Solutions AstroÒ P25 trunked system that provides dispatching for six cities and interoperability for multiple public safety and government agencies throughout Los Angeles County. SBRPCA is one of the first joint power of authority-owned regional dispatch centers in California.

"Whether the incident involves a single agency or mutual aid across multiple jurisdictions, the interoperability we will have across our region gives us more depth and responsiveness," remarked John Krok, administration manager of SBRPCA. "Our needs from agency to agency aren't the same. With Scout and the P25 CSSI, we have a dynamic system that is flexible and customizable. Any South Bay agency will be able to roll into an area outside of its immediate locality with confidence in the consistent reliability of our regional communications system."

Jeff Fukasawa, sales director of Commline, explained that Avtec's Scout system with the P25 CSSI integration was the right solution to support convergence of SBRPCA's differing analog and digital technologies. "South Bay's new system is a huge showcase for our region," he said. "The communication quality and consistency across the region ensures South Bay's first responders have the timely, reliable information they need when handling emergency situations in our communities."

"Avtec applauds SBRPCA for its success in achieving expanded interoperability within the South Bay region," said Avtec's director of North American channel sales, Steve Woodrow. "We continue to work closely with our channel partners and public safety clients to develop the broadest range of technology interfaces and interoperability options so they can rely on secure, reliable communications across multiple networks and between diverse agencies."

To learn more about Avtec's public safety dispatching solutions, visit www.avtecinc.com/publicsafety.

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Avtec Scout System for P25 Agency Interoperability

PHOTO CAPTION: Dispatchers at the recently upgraded SBRPCA dispatching center in Hawthorne, California. Photo courtesy of SBRPCA.

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About Avtec, Inc. Avtec Inc. provides pure Internet Protocol (IP) dispatch console solutions for the public safety, transportation, energy, business and industry, and government markets. For nearly four decades, customers have chosen Avtec's award-winning technology for their mission-critical dispatch centers. There are thousands of Scout Voice over Internet Protocol (VoIP) consoles installed worldwide. Visit www.avtecinc.com to learn more.

IX. Additional Information

Avtec – Letter of Authorization

AVTEC

Debra Kochheim
City of Redondo Beach
401 Diamond St
Redondo Beach, CA 90277

10 July, 2018

Ms. Kochheim,

Commline, Inc. is Avtec's primary sales and technical support partner (Avtec Channel Partner) for southern California, including the Los Angeles area. They are the sole Level 3 partner for the region as they have achieved the highest level of technical training and proficiency that Avtec offers.

Commline is authorized to sell Avtec solutions through the NASPO-ValuePoint and GSA contracts and is the only ACP in southern California with that distinction.

If you require further information, please contact me at your convenience.

Regards,

David Bremson

Regional Manager

Avtec, Inc

602-421-1741

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X. Exceptions

Exceptions

- New equipment or project expansions not included in current pricing.

- Pricing can be added via amendment once approved by both parties, as there may be a charge for additional equipment.

- Certain technical support and repairs will not be covered under this agreement, such as, radio problems caused by excessive physical abuse/accidents or misuse; force majeure; fire; liquid damage.

COMMLine inc.

- General Company Information -

Company Name	Commline, Inc.
Address	13700 Cimarron Ave, Gardena, CA 90249
Phone #	310-390-8003
Years In Business	40 Years (Since 1980)
Incorporation Date	May 1999
Website	www.commlineinc.com
Federal Tax ID	95-4788314
DUNS#	084341031
SIC#	5064, 5731
Key Contact	Ryan Narimatsu – Business Analyst 310-390-8003 x116 ryan.narimatsu@commlineinc.com