

**AGREEMENT FOR PROJECT SERVICES
BETWEEN THE CITY OF REDONDO BEACH
AND VOX NETWORK SOLUTIONS, INC.**

THIS AGREEMENT FOR PROJECT SERVICES (this "Agreement") is made between the City of Redondo Beach, a Chartered Municipal Corporation ("City") and Vox Network Solutions, Inc., a Delaware corporation ("Contractor" or "Consultant").

The parties hereby agree as follows:

- A. Description of Project or Scope of Services. The project description or scope of services to be provided by Contractor, and any corresponding responsibilities of City or services required to be performed by City are set forth in Exhibit "A".
- B. Term and Time of Completion. Contractor shall commence and complete the project or services described in Exhibit "A" in accordance with the schedule set forth in Exhibit "B".
- C. Compensation. City agrees to pay Contractor for work performed in accordance with Exhibit "C".

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GENERAL PROVISIONS

- 1. Independent Contractor. Contractor acknowledges, represents and warrants that Contractor is not a regular or temporary employee, officer, agent, joint venturer or partner of the City, but rather an independent contractor. This Agreement shall not be construed as a contract of employment. Contractor shall have no rights to any benefits which accrue to City employees unless otherwise expressly provided in this Agreement. Due to the independent contractor relationship created by this Agreement, the City shall not withhold state or federal income taxes, the reporting of which shall be Contractor's sole responsibility.
- 2. Brokers. Contractor acknowledges, represents and warrants that Contractor has not hired, retained or agreed to pay any entity or person any fee, commission, percentage, gift, or any other consideration, contingent upon or resulting from the award or making of this Agreement.
- 3. City Property. All plans, drawings, reports, calculations, data, specifications, videos, graphics or other materials prepared for or obtained pursuant to this Agreement shall upon request be delivered to the City within a reasonable time, and the rights thereto shall be deemed assigned to the City. If applicable, Contractor shall prepare check prints upon request. Said plans, drawings, reports, calculations, data, specifications, videos, graphics or other materials

shall be specific for the project herein and shall not be used by the City for any other project without Contractor's consent. Notwithstanding the foregoing, Contractor shall not be obligated to assign any proprietary software or data developed by or at the direction of Contractor for Contractor's own use; provided, however, that Contractor shall, pursuant to Paragraph 14 below, indemnify, defend and hold the City harmless from and against any discovery or Public Records Act request seeking the disclosure of any such proprietary software or data.

4. Inspection. If the services set forth in Exhibit "A" shall be performed on City or other public property, the City shall have the right to inspect such work without notice. If such services shall not be performed on City or other public property, the City shall have the right to inspect such work upon reasonable notice. Inspections by the City shall not relieve or minimize the responsibility of Contractor to conduct any inspections Contractor has agreed to perform pursuant to the terms of this Agreement. Contractor shall be solely liable for said inspections performed by Contractor. Contractor shall certify in writing to the City as to the completeness and accuracy of each inspection required to be conducted by Contractor hereunder.
5. Services. The project or services set forth in Exhibit "A" shall be performed to the full satisfaction and approval of the City. In the event that the project or services set forth in Exhibit "A" are itemized by price in Exhibit "C", the City in its sole discretion may, upon notice to Contractor, delete certain items or services set forth in Exhibit "A", in which case there shall be a corresponding reduction in the amount of compensation paid to Contractor. City shall furnish Contractor, to the extent available, with any City standards, details, specifications and regulations applicable to the Project and necessary for the performance of Contractor's services hereunder. Notwithstanding the foregoing, any and all additional data necessary for design shall be the responsibility of Contractor.
6. Records. Contractor, including any of its subcontractors, shall maintain full and complete documents and records, including accounting records, employee time sheets, work papers, and correspondence pertaining to the project or services set forth in Exhibit "A". Contractor, including any of its subcontractors, shall make such documents and records available for City review or audit upon request and reasonable notice, and shall keep such documents and records, for at least four (4) years after Contractor's completion of performance of this Agreement. Copies of all pertinent reports and correspondence shall be furnished to the City for its files.
7. Changes and Extra Work. All changes and/or extra work under this Agreement shall be provided for by a subsequent written amendment executed by City and Contractor.

8. Additional Assistance. If this Agreement requires Contractor to prepare plans and specifications, Contractor shall provide assistance as necessary to resolve any questions regarding such plans and specifications that may arise during the period of advertising for bids, and Contractor shall issue any necessary addenda to the plans and specifications as requested. In the event Contractor is of the opinion that City's requests for addenda and assistance is outside the scope of normal services, the parties shall proceed in accordance with the changes and extra work provisions of this Agreement.
9. Professional Ability. Contractor acknowledges, represents and warrants that Contractor is skilled and able to competently provide the services hereunder, and possesses all professional licenses, certifications, and approvals necessary to engage in its occupation. City has relied upon the professional ability and training of Contractor as a material inducement to enter into this Agreement. Contractor shall perform in accordance with generally accepted professional practices and standards of Contractor's profession.
10. Business License. Contractor shall obtain a Redondo Beach Business License before performing any services required under this Agreement. The failure to so obtain such license shall be a material breach of this Agreement and grounds for immediate termination by City; provided, however, that City may waive the business license requirement in writing under unusual circumstances without necessitating any modification of this Agreement to reflect such waiver.
11. Termination Without Default. Notwithstanding any provision herein to the contrary, the City may, in its sole and absolute discretion and without cause, terminate this Agreement at any time prior to completion by Contractor of the project or services hereunder, immediately upon written notice to Contractor. In the event of any such termination, Contractor shall be compensated for: (1) all authorized work satisfactorily performed prior to the effective date of termination; and (2) necessary materials or services of others ordered by Contractor for this Agreement prior to Contractor's receipt of notice of termination, irrespective of whether such materials or services of others have actually been delivered, and further provided that Contractor is not able to cancel such orders. Compensation for Contractor in such event shall be determined by the City in accordance with the percentage of the project or services completed by Contractor; and all of Contractor's finished or unfinished work product through the time of the City's last payment shall be transferred and assigned to the City. In conjunction with any termination of this Agreement, the City may, at its own expense, make copies or extract information from any notes, sketches, computations, drawings, and specifications or other data, whether complete or not.
12. Termination in the Event of Default. Should Contractor fail to perform any of its obligations hereunder, within the time and in the manner provided or otherwise violate any of the terms of this Agreement, the City may immediately terminate

this Agreement by giving written notice of such termination, stating the reasons for such termination. Contractor shall be compensated as provided immediately above, provided, however, there shall be deducted from such amount the amount of damages, if any, sustained by the City by virtue of Contractor's breach of this Agreement.

13. Conflict of Interest. Contractor acknowledges, represents and warrants that Contractor shall avoid all conflicts of interest (as defined under any federal, state or local statute, rule or regulation, or at common law) with respect to this Agreement. Contractor further acknowledges, represents and warrants that Contractor has no business relationship or arrangement of any kind with any City official or employee with respect to this Agreement. Contractor acknowledges that in the event that Contractor shall be found by any judicial or administrative body to have any conflict of interest (as defined above) with respect to this Agreement, all consideration received under this Agreement shall be forfeited and returned to City forthwith. This provision shall survive the termination of this Agreement for one (1) year.
14. Indemnity. To the maximum extent permitted by law, Contractor hereby agrees, at its sole cost and expense, to defend protect, indemnify, and hold harmless the City, its elected and appointed officials, officers, employees, volunteers, attorneys, and agents (collectively "Indemnitees") from and against any and all claims, including, without limitation, claims for bodily injury, death or damage to property, demands, charges, obligations, damages, causes of action, proceedings, suits, losses, stop payment notices, judgments, fines, liens, penalties, liabilities, costs and expenses of every kind and nature whatsoever, in any manner arising out of, incident to, related to, in connection with or arising from any act, failure to act, error or omission of Contractor's performance or work hereunder (including any of its officers, agents, employees, Subcontractors) or its failure to comply with any of its obligations contained in the Agreement, or its failure to comply with any current or prospective law, except for such loss or damage which was caused by the sole negligence or willful misconduct of the City. Contractor's obligation to indemnify shall not be restricted to insurance proceeds, if any, received by Contractor or Indemnitees. This indemnification obligation shall survive this Agreement and shall not be limited by any term of any insurance policy required under this Agreement.
 - a. Nonwaiver of Rights. Indemnitees do not and shall not waive any rights that they may possess against Contractor because the acceptance by City, or the deposit with City, of any insurance policy or certificate required pursuant to this Agreement.
 - b. Waiver of Right of Subrogation. Contractor, on behalf of itself and all parties claiming under or through it, hereby waives all rights of subrogation and contribution against the Indemnitees.

15. Insurance. Contractor shall comply with the requirements set forth in Exhibit "D." Insurance requirements that are waived by the City's Risk Manager do not require amendments or revisions to this Agreement.
16. Non-Liability of Officials and Employees of the City. No official or employee of the City shall be personally liable for any default or liability under this Agreement.
17. Compliance with Laws. Contractor shall comply with all federal, state and local laws, statutes, ordinances, rules and regulations, and the orders and decrees of any courts or administrative bodies or tribunals, with respect to this Agreement, including without limitation all environmental laws, employment laws, and non-discrimination laws.
18. Limitations upon Subcontracting and Assignment. Contractor acknowledges that the services which Contractor shall provide under this Agreement are unique, personal services which, except as otherwise provided herein, Contractor shall not assign or sublet to any other party without the prior written approval of City, which approval may be withheld in the City's sole and absolute discretion. In the event that the City, in writing, approves any assignment or subletting of this Agreement or the retention of subcontractors by Contractor, Contractor shall provide to the City upon request copies of each and every subcontract prior to the execution thereof by Contractor and subcontractor. Any attempt by Contractor to assign any or all of its rights under this Agreement without first obtaining the City's prior written consent shall constitute a material default under this Agreement.

The sale, assignment, transfer or other disposition, on a cumulative basis, of twenty-five percent (25%) or more of the ownership interest in Contractor or twenty-five percent (25%) or more the voting control of Contractor (whether Contractor is a corporation, limited liability company, partnership, joint venture or otherwise) shall constitute an assignment for purposes of this Agreement. Further, the involvement of Contractor or its assets in any transaction or series of transactions (by way of merger, sale, acquisition, financing, transfer, leveraged buyout or otherwise), whether or not a formal assignment or hypothecation of this Agreement or Contractor's assets occurs, which reduces Contractor's assets or net worth by twenty-five percent (25%) or more shall also constitute an assignment for purposes of this Agreement.

19. Subcontractors. Contractor shall provide properly skilled professional and technical personnel to perform any approved subcontracting duties. Contractor shall not engage the services of any person or persons now employed by the City without the prior written approval of City, which approval may be withheld in the City's sole and absolute discretion.
20. Integration. This Agreement constitutes the entire agreement between the parties concerning the subject matter hereof and supersedes any previous oral or

written agreement; provided, however, that correspondence or documents exchanged between Contractor and City may be used to assist in the interpretation of the exhibits to this Agreement.

21. Amendment. This Agreement may be amended or modified only by a subsequent written amendment executed by both parties.
22. Conflicting Provisions. In the event of a conflict between the terms and conditions of this Agreement and those of any exhibit or attachment hereto, this Agreement proper shall prevail. In the event of a conflict between the terms and conditions of any two or more exhibits or attachments hereto, those prepared by the City shall prevail over those prepared by Contractor.
23. Non-Exclusivity. Notwithstanding any provision herein to the contrary, the services provided by Contractor hereunder shall be non-exclusive, and City reserves the right to employ other contractors in connection with the project.
24. Exhibits. All exhibits hereto are made a part hereof and incorporated herein by reference; provided, however, that any language in Exhibit "A" which does not pertain to the project description, proposal, or scope of services (as applicable) to be provided by Contractor, or any corresponding responsibilities of City, shall be deemed extraneous to, and not a part of, this Agreement.
25. Time of Essence. Time is of the essence of this Agreement.
26. Confidentiality. To the extent permissible under law, Contractor shall keep confidential its obligations hereunder and the information acquired during the performance of the project or services hereunder.
27. Third Parties. Nothing herein shall be interpreted as creating any rights or benefits in any third parties. For purposes hereof, transferees or assignees as permitted under this Agreement shall not be considered "third parties."
28. Governing Law and Venue. This Agreement shall be construed in accordance with the laws of the State of California without regard to principles of conflicts of law. Venue for any litigation or other action arising hereunder shall reside exclusively in the Superior Court of the County of Los Angeles, Southwest Judicial District.
29. Attorneys' Fees. In the event either party to this Agreement brings any action to enforce or interpret this Agreement, the prevailing party in such action shall be entitled to reasonable attorneys' fees (including expert witness fees) and costs. This provision shall survive the termination of this Agreement.
30. Claims. Any claim by Contractor against City hereunder shall be subject to Government Code §§ 800 *et seq.* The claims presentation provisions of said Act

are hereby modified such that the presentation of all claims hereunder to the City shall be waived if not made within six (6) months after accrual of the cause of action.

31. Interpretation. Contractor acknowledges that it has had ample opportunity to seek legal advice with respect to the negotiation of this Agreement. This Agreement shall be interpreted as if drafted by both parties.
32. Warranty. In the event that any product shall be provided to the City as part of this Agreement, Contractor warrants as follows: Contractor possesses good title to the product and the right to transfer the product to City; the product shall be delivered to the City free from any security interest or other lien; the product meets all specifications contained herein; the product shall be free from material defects in materials and workmanship under normal use for a period of one (1) year from the date of delivery; and the product shall be fit for its intended purpose(s). Notwithstanding the foregoing, consumable and maintenance items (such as light bulbs and batteries) shall be warranted for a period of thirty (30) days from the date of delivery. All repairs during the warranty period shall be promptly performed by Contractor, at Contractor's expense, including shipping. Contractor shall not be liable under this warranty for an amount greater than the amount set forth in Exhibit "C" hereto.
33. Severance. Any provision of this Agreement that is found invalid or unenforceable shall be deemed severed and all remaining provisions of this Agreement shall remain enforceable to the fullest extent permitted by law.
34. Authority. City warrants and represents that upon City Council approval, the Mayor of the City of Redondo Beach is duly authorized to enter into and execute this Agreement on behalf of City. The party signing on behalf of Contractor warrants and represents that he or she is duly authorized to enter into and execute this Agreement on behalf of Contractor, and shall be personally liable to City if he or she is not duly authorized to enter into and execute this Agreement on behalf of Contractor.
35. Waiver. The waiver by the City of any breach of any term or provision of this Agreement shall not be construed as a waiver of any subsequent breach.

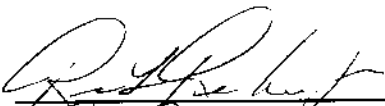
SIGNATURES FOLLOW ON NEXT PAGE

IN WITNESS WHEREOF, the parties have executed this Agreement in Redondo Beach, California, as of this 17th day of August, 2021.

CITY OF REDONDO BEACH,
a chartered municipal corporation

VOX NETWORK SOLUTIONS, INC.,
a Delaware corporation



William C. Brand, Mayor

By: 
Name: Ross Reinert
Title: VP, OPERATIONS
8/11/2021

ATTEST:


Eleanor Manzano, City Clerk

APPROVED:


Diane Strickfaden, Risk Manager

APPROVED AS TO FORM:


Michael W. Webb, City Attorney

EXHIBIT "A"

PROJECT DESCRIPTION AND/OR SCOPE OF SERVICES

I. PROJECT DESCRIPTION

Contractor shall replace City's aging networking infrastructure, which consists of a citywide Local Area Network (LAN) Ethernet switching infrastructure, and Wireless Local Area Network (WLAN) infrastructure with new networking hardware and software from Cisco Meraki (collectively "Project"). The following statement of work ("SOW") defines the duties between Contractor/Vox and City/Customer.

II. CONTRACTOR'S DUTIES

Contractor shall provide Project Management, onsite and remote Network Engineering, and installation services to deploy the solution described herein.

A. Project Plan. At the onset of the Project, Contractor shall provide a detailed Project plan governing the Project, and include the following components plan.

1. Timelines for the planning, staging, installation, testing and cutover phases of the Project.
2. Detailed review of the phased migration plan to mutually define the grouping and order of switches, sites and departments that will be migrated into production on the new network after the completion of installation, VOX testing and User Acceptance Testing ("UAT"). These components will be documented into the Project plan upon mutual agreement.
3. Provide special attention to locations supporting First Responder actions and the unique testing and downtime requirements for these sites.
4. In accordance with the Request for Proposal ("RFP") attached hereto as Attachment A, and in addition to any terms described herein, Contractor shall include the following deliverables.
 - a. Consultation, best practice recommendations, and switch configuration scripts for the models and software revision levels proposed.
 - b. Sample configurations, and once approved by the City, that will be customized and deployed into each device scoped for deployment under this Project.

B. Information Discovery and Detailed Design. Provide technical workshop with key customer engineering resources as follows.

1. Gather and review existing network architecture details, including current network topology and IP, subnet, and VLAN breakdown.
2. Identify all in scope and out of scope devices.
3. Review provided documentation for each location and discuss any

observed possible deployment issues.

4. Design detailed CWDM connectivity requirements and create related drawing for each location.
5. Determine and design any additional IP subnets / VLANs that are recommended or required by City or Contractor, and create plan for safely implementing these as part of the Meraki deployment.
6. Gain access to current infrastructure.
7. Review in detail the configuration of current network infrastructure.
8. Identify needed routing changes for each of the migration phases.
9. Work with the City to create a phased migration plan for each of the sites.
10. Create acceptance test plan.

C. High Level Implementation Overview. Provide the following services.

1. Gain access to new hardware.
2. Register devices and install latest software.
3. Configure new hardware to accommodate new design.
4. Identify any configuration items on other devices out of scope for the Project.
5. Conduct wireless site survey and validate placement of Access Points ("AP's").
6. Rack, Stack, Wire, and Fire all new equipment and verify interconnectivity of the new WLAN/LAN infrastructure.
7. Cross connect new infrastructure to existing infrastructure.
8. Begin phased migration of each of the sites making appropriate changes on out of scope devices to facilitate routing for migrated sites.
9. Provide support post migration for each site after completion of installation at that site.
10. Once 80% of the sites have been migrated, migrate external WAN connectivity over to the new core.

D. WLAN Survey ("Heat Map")

1. Ensure engineer performs a Survey covering both the 2.4GHz and 5GHz frequencies with a replacement AP model (AP on a stick), for all in-scope areas to specifications and requirements provided by VOX Network Solutions engineering. Measure the 2.4GHz and 5GHz frequencies to identify the signal propagation and validate replacement of the existing APs in the same locations with the proposed APs based upon building characteristics. Compile Heat Maps, Signal to Noise Charts, and other data using industry standard survey software and tools.
2. Perform an onsite Interference Analysis including measurement of internal and external interference sources present at the time of the analysis. Identify overall levels of interference and specific interference sources which may adversely impact wireless network performance.
3. Ensure the survey determines the optimal locations for deployment of Wireless Access points as well as identifying dead-spots or areas of interference. Base the scope of this survey on the documentation and

physical details provided as part of the RFP response.

- E. Implementation Detailed Statement of Work Project Overview. Switch Implementation and Migration Services for Meraki Core Switches, Access Switches, and Access Points as detailed in the Network Switch Deployment Details set forth below.
- F. Approach and Deliverables. Organize the Services for this Project into the following workstreams. The table below for each workstream describe the tasks and associated Deliverables for each workstream. The technical workstream is comprised of architecture, technical design, development/configuration, and infrastructure activities. The technical workstream for this SOW consists of the following obligations and Deliverables.

Task Description	Deliverables and Contractor Obligations	Deliverable Assumptions and City Obligations
Project initiation	Conduct kickoff meeting <ul style="list-style-type: none"> Initial Project kickoff meeting to get contacts on both sides Access provisioning for engineers 	<ul style="list-style-type: none"> Identify Project City Information Technology ("IT") staff Ensure Project City IT staff will be available throughout the Project to provide background, contact and scoping information To be performed via conference call Customer will be responsible for reviewing and if applicable, approving Change Requests and providing escalation contacts regarding design or equipment. However, Contractor acknowledges that Customer is subject to City Council approval. Provide remote access to VOX implemented Meraki products once deployed on premises as required by VOX for the Project if needed due to Cloud Connectivity issues
Cisco Meraki Implementation and Migration Services	Discovery <ul style="list-style-type: none"> Identify all devices in scope Review customer provided architecture and configuration detail of current network for integration reference Review current configurations as required for integration Work with Customer to understand future needs and current issues Implementation <ul style="list-style-type: none"> Gain access to new hardware Register devices and install latest software Configure new hardware to accommodate new design Identify any configuration items on other devices out of scope for the Project and notify Customer Run any redundant cables and test before migration Configure 10 Service Set Identifier (SSIDs) with splash page login Migrate one switch at a time and test connectivity in each building. Migrate cores and test connectivity Migrate datacenter switches and test connectivity to entire campus 	<ul style="list-style-type: none"> Scope includes the above defined quantity of Meraki Core Switches, Access switches and Access points Provide VPN and Remote access to Engineer as needed to VOX implemented Meraki products once deployed on premises if needed due to Cloud Connectivity issues Provide design services remotely with physical onsite installation support included for rack and stack install and cutover support Configuration of any devices outside the "Devices In-Scope" are to be considered out of scope and will require a Change Order as described in Exhibit "C". VOX should have access to the environment to configure the devices. No support of remote screenshared or remote collaboration platforms is included Provide dedicated point of contact in the event any actions are needed onsite <p>Customer is responsible for the following:</p> <ul style="list-style-type: none"> Providing required access, support and credentials along with knowledge of current setup with network diagrams and topology information Ensuring that all the relevant IT staff and subject matter experts (IT Director or designee) are available to notify events, answer questions and make decisions

	<ul style="list-style-type: none"> • Harden network devices for stability, performance, and security • Lock down management access to new hardware • Document any changes to final state diagram during implementation • Project delivery document and Project closure • FIPS 140-2 compliant configuration will be implemented as part of this SOW 	<p>during the Project</p> <ul style="list-style-type: none"> • Providing access to existing policy and procedure documentation • Providing facility access, IP addresses, domain names, admin privileges, etc. included in Project scope • Providing reasonable access to necessary environments at the start of the engagement • Ensuring system availability when Project starts so Project can begin in a timely manner
Close out summary/knowledge transfer	Upon Project completion and acceptance, conduct Project review and knowledge transfer to transfer support back to the Customer	<ul style="list-style-type: none"> • Knowledge transfer is not classroom format but rather a review of Project deliverables with Customer resources with appropriate experience • WebEx or other mutually approved remote screen sharing platform will be scheduled following the delivery of Project deliverables at a mutually agreeable time • Close out and knowledge transfer will be done remotely

G. Network Switch deployment details. Support the preparation, configuration, and deployment of the network hardware per the specifications defined in the RFP as follows.

1. Ship all hardware to Contractor to perform a complete inventory based on the Bill of Materials.
2. Physical preparation
 - a. Insert redundant power supplies.
 - b. Insert network modules.
 - c. Attach rack mounting brackets.
 - d. Affix printed label with hostname and management IP address to right side of switches (viewed from front), just past the vent openings.
 - e. Initial configuration – leave all factory defaults in place EXCEPT for the following.
 - i. Add IP address for VLAN1 interface.
 - ii. Add IP default gateway.
 - iii. Change hostname.
 - iv. Configure ALL fix uplink ports and ALL module uplink ports as 802.1q trunks.
 - v. Configure VTP domain name, password, version and mode.
 - vi. Set local username/password, global secret, and line login mode and passwords for console and terminal access.
 - vii. Enable web server (non-secure).
 - viii. Configure VLANs as specified by the City.
 - f. Perform software upgrades: Versions shall be the latest supported version after discussion with the City at time of task.

- g. Test equipment
 - i. Burn in all equipment for a minimum of three days.
 - ii. Test interoperability to the maximum extent possible.
 - iii. Test programming and functionality to the maximum extent possible.
 - h. Repackage switches and affix 2 hostname labels to outside of each box on the Top of box and Front side of box.
 - i. Ship all equipment to the City's main office location (one site only).
 - j. Provide on-site support as needed during cutover (during or after hours based on site profile defined during Project planning).
- H. Wireless LAN deployment details. Support the preparation, configuration, and deployment of the Wi-Fi hardware in accordance with the specifications defined in the RFP as follows.
1. Ship hardware to Contractor to perform a complete inventory based on the Bill of Materials.
 2. Provide Meraki Cloud configuration of System Administration and AAA portals, and other configuration services needed for deployment within the scope of the Project.
 3. Physical preparation of Wireless Access Points: Confirm physical connectivity to the network, and Meraki Cloud, of a sample number of WAPs.
 4. Perform software upgrades. City will communicate the Versions at time of task.
 5. Full configuration
 - a. City will provide IP addresses at time of task.
 - b. Configure CAPWAP (RFC 5415 Control and Provisioning of Wireless Access Points) or similar and provide DHCP settings requirements to the City.
 - c. Configure application visibility.
 6. Configure up to 10 wireless networks (SSIDs) SSIDs for the following.
 - a. New advanced corporate data 802.1x certificate-based, the City will provide Microsoft Windows Server AD services
 - b. Basic corporate data WPA2 Personal
 - c. New hidden IT/IS administrative network 802.1x based
 - d. New basic VoIP WPA Personal (voice QoS)
 - e. Staff 802.1x and/or captive portal
 - f. Library Patron captive portal
 - g. New public/guest network with captive T&C web portal
 7. Test equipment
 - a. Burn in all equipment for a minimum of three days.
 - b. Test interoperability to the maximum extent possible.
 - c. Test programming and functionality to the maximum extent possible.
 8. Repackage controllers and affix 2 hostname labels to outside of each box on the Top of box and Front side of box.
 9. Ship all equipment to the Information Technology department at City Hall.
 10. Provide on-site City support during go-live during Project/cutover planning.
 11. Install the wireless access points in the ceiling of all City buildings that will

have wireless coverage.

- a. The City is responsible for providing POE and network cabling to all designated AP locations.
 - b. Access to locations for installation and quote assumes a lift or other mechanical device requirements will not be required for placement beyond a standard ladder.
12. Prepare the system to run a heat map of WLAN coverage, including uploading City provided Floor Plans, and then provide recommendations for Best Practice configuration modifications based on the results of the Heat Map.

I. SIT and UAT Solution Testing

1. SIT and UAT – one to two weeks prior to UAT testing, Contractor shall complete Unit Testing (UT) of individual solution components, as well as System Integration Testing (SIT) between various parts of the Contractor's provided solution and the City provided network. Ensure SIT follows Contractor/Manufacturer/Service Provider best practices and be at least as comprehensive as the UAT test plan to ensure that UAT testing will be successful. Test all installed equipment to manufacturer and VOX supplied test plans and correct all defects prior to UAT.
2. UAT – Contractor shall supply a recommended test plan, which Communications Strategies and the City edit into a final User Acceptance Test (UAT) plan that confirms the operation and resilience of all applications to the requirements specified in the RFP.
3. VOX shall provide appropriate staff availability during the UAT period to support customer UAT activities and remediations, if any, to be defined and fulfilled per detailed Project planning. UAT system testing shall be conducted at least two weeks prior to going live with the initial phase of the Solution.

J. Phased Migration

1. All equipment to be fully installed and tested to VOX and City specifications prior to cutover into production of the first phase.
2. The grouping and order of phasing shall be defined during the Initiation and Planning phases of the Project as stated above.
3. With a fully installed and "pre-production" network, movement of users, devices and sites onto the new Meraki network shall follow a detailed task provided with the Project plan including but not limited to the following.
 - a. Onsite and patching requirements.
 - b. Priority devices and locations requiring special attention for migration.
 - c. Test plan and site-specific requirements for each phase to be mutually reviewed.
 - d. Planning, documentation of and updating routing on the new Meraki network (performed by VOX) in concert with routing updates on the legacy network (performed by the City) to ensure connectivity and routing for each location migrating within a

phase.

4. Track rolling lessons with improvements noted and implemented as the teams move from phase to phase.

K. Cutover Coverage

1. Pre-stage, label, organized all equipment in such a manner as to minimize any outages or service disruptions. Service disruptions that affect a very small and limited area (such as WAP deployments once the WLAN is fully configured) shall be performed during business hours. Major disruptions shall be conducted after business hours on weekdays. The identification and qualification of sites and phases as minor or major shall be a detailed deliverable for phased migration planning.
2. For all scheduled defined cutovers in the final approved Project plan, Contractor shall provide onsite network engineer, and remote Project Management to support the defined cutover tasks and testing, with post cut support for a mutually agreed upon and appropriate duration to resolve all punch items requiring onsite support.
3. After reasonable punch list items are resolved, move additional issues to an exception list and track with an action plan, responsible person, and deadline for completion. Provide daily updates on the remaining exception list items.

L. System Acceptance. System acceptance shall be defined when the following metrics are completed.

1. All equipment delivered and installed. All core Solution applications and functionality deployed. Certain advanced features and applications may be deployed later upon the City preference at the end of the Project, in which case they should be installed and tested before System Acceptance.
2. All Knowledge Transfer and training completed.
3. All installation issues resolved to the City's satisfaction.
4. Documentation representing the system "As Built" is delivered and reviewed with the City. System Administrator and Help Desk training provided that will allow the City to manage the Solution.
5. The City may agree to system acceptance with a mutually acceptable exception list.

M. Deliverable Guidelines. Contractor shall list deliverables in the Deliverable section of each workstream. Deliver one (1) electronic copy of the Deliverable to the Customer Project Manager.

N. SOW Assumptions. The Scope of Services and fees for this SOW are based upon the following assumptions ("Assumptions").

1. Contractor shall provide non service-affecting services described herein during normal business hours, 9:00 AM to 5:00 PM, in the time zone

where the services are performed. Service affecting cutover tasks shall be supported outside of normal business hours.

2. The pricing described in Exhibit "C" is based upon a contiguous series of Project activities. In the event there is a material delay in the scheduled work caused by City, Contractor may invoice for additional service charges. However, not additional charges shall be effective without City's written approval. A material delay is defined as a delay lasting longer than one week.
3. All Project documentation will be delivered electronically.

O. Project Management Tasks. Contractor shall ensure its Project Manager shall serve as the primary point of contact for all issues related to the Project and perform the following tasks.

1. Review and understand the Statement of Work (SOW) as well as the goals of the customer.
2. Make preliminary contact with the customer and review Project expectations and next steps.
3. Create a detailed Project plan. The Project plan shall define Project tasks, responsibilities, and Project timelines. Update the Project plan as part of ongoing Project status meetings.
4. Plan, schedule, and conduct a remote Project kickoff call with the customer and VOX Project teams. The kickoff call shall include the following agenda items as applicable:
 - a. Introduce team members and review customer and VOX roles and responsibilities.
 - b. Review the Project objectives with the customer and the VOX Project team.
 - c. Review and update the Project contact list.
 - d. Review the technical requirements for the solutions and equipment being implemented.
 - e. Review the Contractor's change management process.
 - f. Conduct an initial discussion of required data collection forms.
 - g. Review and update the initial Project plan and confirm Project task responsibilities.
 - h. Conduct an initial discussion of training (if applicable).
5. Place the equipment order and provide order status and delivery information to the customer.
 - a. Schedule and manage Contractor's Project resources.
 - b. Hold remote status calls with the customer and Contractor's Project teams.
 - c. Coordinate Project logistics between the City and Contractor.
 - d. Perform Project Control activities to include the following components.
 - i. Managing the Project plan.
 - ii. Managing Project risk.
 - iii. Holding status meetings.

- iv. Reporting Project status to the Project teams.
- v. Managing Project change orders.
- vi. Validating the collected information and requirements from the customer.
- vii. Managing the installation and configuration to include hardware, software, and services.
- e. Remotely plan and manage the Project implementation.
- f. Remotely plan and manage the Project cutover activities. Contractor shall ensure its Project Manager shall remotely manage the cutover activities and ensure that any issues that may arise are identified, documented, and addressed.
- g. Provide status updates for first day of business support activities (if applicable).
- h. Understand and comply with City change management policies.
- i. Coordinate the handoff to Contractor's support (if applicable).
- j. Schedule and conduct a Project closure meeting with customer and Contractor's Project teams.

P. VOX Deliverables - Project Management. Provide the following deliverables.

- 1. Provide the customer with the appropriate technical requirements and data collection forms and once completed, review the collection forms for accuracy.
- 2. Provide the relevant Project planning documentation to include the following components.
 - a. Project contact list
 - b. Kickoff meeting agenda and minutes
 - c. Detailed and mutually agreed upon Project plan
 - d. Status meeting agenda and minutes
 - e. Training plan and schedule (if applicable)
 - f. Solution and/or equipment test plans (if applicable)
- 3. Provide the customer an equipment delivery schedule for any VOX provided equipment.
- 4. Report any Project changes which may impact the Project schedule.
- 5. Provide the customer with a handoff package to include the following components.
 - a. Project description and summary
 - b. "As-Built" diagrams (if applicable)
 - c. Warranty and support information
 - d. Post-install punch list (if applicable)

Q. RFP. Contractor shall perform any services described in the attached RFP (Attachment A); provided, however, that any language in the RFP, which does not pertain to the Project description, proposal, or scope of services (as applicable) to be provided by Contractor, shall be deemed extraneous to, and not a part of, this Agreement. In the event of any conflict between Exhibit "A", Exhibit "C", and Attachment A, the terms of Exhibit "A" and Exhibit "C" shall

prevail.

- R. **Freeze Dates.** Contractor and City shall jointly develop freeze dates and if mutually agreed upon, incorporate into the Project plan. If freeze dates are developed, agreed upon, and documented in the Project plan, Contractor shall provide written notification to the City confirming entry into the freeze period.

III. **CITY DUTIES**

City will perform the following duties.

A. **Customer Responsibilities.**

1. Identify key City IT staff as part of the Project kick off documentation, coordinate with necessary City IT staff on the City side who need to be involved in the decision making process, shall schedule meetings with such City IT staff, and shall inform Contractor and the City Project Manager of Customer Decisions.
2. City will complete the following duties.
 - a. Designate the Customer Project Sponsor.
 - b. Be responsible for all Customer Decisions communicated by Customer Project Sponsor.
 - c. Ensure that its staff is available to provide such assistance as VOX requires completing the Services.
 - d. Ensure that its staff has the appropriate skills and experience.
 - e. Coordinate, schedule and secure all participants for meetings/workshops as required, ensuring that key City IT staff attend the meetings.
 - f. Provide all information and materials reasonably requested by VOX, within mutually defined reasonable timeframe.
 - g. Ensure that all information disclosed to VOX is true, accurate, and not misleading in any material respect. VOX is not liable for any loss, damage or deficiencies in the Services arising from inaccurate, incomplete, or otherwise defective information disclosed by Customer.

B. **Customer Responsibilities, Exclusions and Assumptions - WLAN Survey**

1. Provide a copy of the most recent facility drawings indicating all in-scope areas.
2. Provide a copy of the most recent facility drawings clear of any markups.
3. Provide specifications and requirements for active wireless survey.
 - a. Frequencies to scan and desired channels.
 - b. WLAN/SSID to measure and survey.
4. Appropriate personnel should be notified prior to arrival onsite
5. Provide contact information to VOX engineer to work with while onsite
6. Required to sign off within five (5) business days from the Project completion date to report any work not performed under the scope of work; any reporting after this period will be billed under a separate agreement
7. VOX's proposed 802.11 Wireless survey service does not include cabling, electrical or other validation.

8. The onsite Wireless survey is to collect passive wireless data by VOX Network Solutions engineers.

C. Customer Responsibilities - Project Management. The following are the customer responsibilities for Standard Project Management.

1. Manage the collection of customer data using VOX provided data collection forms.
2. Coordinate and ensure compliance with VOX provided technical requirements.
3. Provide information and guidance on customer Change Management policies.
4. Assist the VOX Project Manager as necessary with scheduling and coordination of customer resources.
5. Provide any VOX requested documentation or information necessary to adhere to the Project schedule.
6. Coordinate and provide any necessary access to customer systems.
7. Attend all mutually agreed upon required Project meetings (if applicable).
8. Coordinate all customer provided vendors, subcontractors, and LEC/Carrier interactions.

ATTACHMENT A

RFP

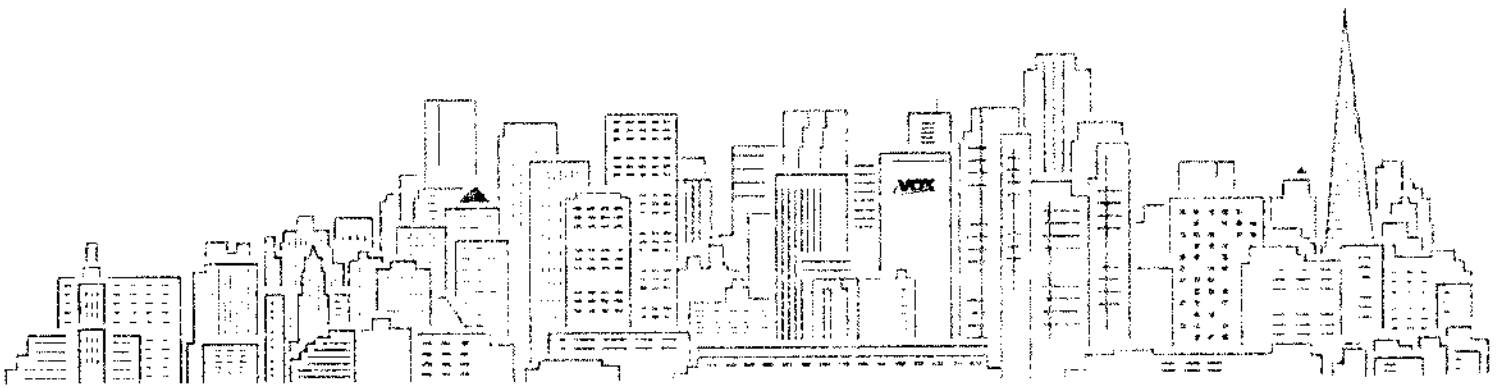
See attached.



We help you prosper

PROPOSAL
City of Redondo Beach
LAN/WLAN RFP 2021-005

VERSION	QUOTE #	DATE PREPARED	PREPARED FOR	PREPARED BY
8	32162-01	07/10/2021	Erica DeLeon City of Redondo Beach IT Services	Albert Chavira RFP, (800) 100- 1000 / @voxns.com



EXECUTIVE SUMMARY

The City of Redondo Beach is preparing for City of the Future initiatives by bringing all critical wired and wireless networking infrastructure up to date and on supported software releases, to increase redundancy and resiliency, increase bandwidth and throughput, increase security, and provide city services with a reliable data communication infrastructure into the future. Additionally, the City is seeking an overall network that is easy to manage and administer, reliable and secure, and partner with a Vendor that is knowledgeable about the needs of local governments.

VOX Network Solutions is pleased to respond to The City of Redondo Beach's RFP with the following comprehensive solution by Cisco Meraki for Wired and Wireless LAN. VOX is confident that the proposed Meraki solution will enable the City to best achieve their stated objectives of replacing its existing, aging Wired and Wireless LAN with modern infrastructure on supported software. Meraki will afford The City the desired increased capacity, redundancy, resiliency, bandwidth, throughput, and security described in the RFP. All of this while enabling the City of the Future initiatives with tightly integrated IoT devices and applications.

We also understand that the new LAN/WLAN infrastructure must be easy to control and manage. Meraki's cloud-based management provides unified visibility and control of the entire network via a single, cloud-based dashboard: controlling wireless, switching, and security appliances, without the cost and complexity of wireless controllers or overlay management systems.

- **Simple, integrated Dashboard:** Administrators can remotely make changes, configurations, and troubleshoot issues across multiple devices.
- **Unified configuration:** Switch Templates allow the definition of a single source configuration template to which all switches can be bound.
- **Rapid provisioning:** With Meraki zero-touch provisioning, templates can be created and then switches bound to them without the need to un-box or configure a single switch. Create a store switch template, apply it to all store switches and deploy them directly, making switches truly plug-and-play.
- **Revision Management:** No matter where switches are installed, templates enable switch configurations to be managed in bulk, reducing repetitive, per-switch changes. Change a port, add a QoS rule or push a new software update to all devices at once.

TECHNICAL SOLUTIONS SUMMARY

Description of Proposed Solution

VOX is proposing a Meraki WLAN/LAN switching solution. This solution is conveniently managed completely from the Meraki Cloud Dashboard.

VOX has included the following Meraki hardware to meet the needs in this proposal:

Core Aggregation Layer

The Cisco Meraki MS400 Series brings powerful cloud-managed switching to the aggregation layer. This range of 1 and 10Gbps fiber aggregation switches adopts the benefits of the cloud: simplified management, reduced complexity, network wide visibility and control, and lower cost for campus deployments.

- 4 Meraki MS425-32 with 32x 10Gbps interfaces and 2x40Gbps uplink interfaces.
 - 2 MS425-32 in a stacked configuration will be placed in the City Hall Computer Room.
 - 2 MS425-32 in a stacked configuration will be placed in the EOC Computer Room.

Access Layer

The Meraki MS390 addresses the most demanding enterprise applications by combining the simplicity of the Meraki dashboard with

TECHNICAL SOLUTIONS SUMMARY

powerful switching hardware. To satisfy high-bandwidth applications and the deployment of high-speed 802.11ax/wifi-6 access points, the MS390 provides multigigabit ports, 480G stacking, and modular 10/40G uplinks. The MS390 delivers resiliency with fast stack convergence and Stack Power. The MS390 provides Adaptive Policy using an over-the-wire tag which segments traffic into security groups to deliver scalable security. The MS390 is integrated under the Meraki dashboard to provide a simply powerful solution to the most demanding wired access applications. Adaptive Policy provides simple & scalable security policies to segment traffic using Security Groups. Security Groups are created in the dashboard using natural language such as "IoT device" & "Guest." The security policy intent (e.g., Permit or Deny) is then simply provisioned between Security Groups which results in the segmentation of each group's traffic. By making security policy management intuitive and scalable relative to legacy IP-address based Access Control Lists, Adaptive Policy empowers operators to confidently secure their network traffic independent of future network changes.

- 29 Meraki MS390-48UX2 this is a 48 port multigigabit access switch with 4x10Gbps Uplinks
- 15 Meraki MS390-24UX this is a 48 port multigigabit access switch with 4x10Gbps Uplinks
 - Any sites that require multiple access switches will be in a stacked switch configuration.

Wireless LAN

The Cisco Meraki MR44 is a cloud-managed 2x2:2 + 4x4:4 802.11ax access point that raises the bar for wireless performance and efficiency. Designed for next-generation deployments in offices, schools, hospitals, shops, and hotels, the MR44 offers high throughput, enterprise-grade security, and simple management. The MR44 provides a maximum of 3 Gbps* aggregate frame rate with concurrent 2.4 GHz and 5 GHz radios. A dedicated third radio provides real-time WIDS/WIPS with automated RF optimization, and a fourth integrated radio delivers Bluetooth scanning and beaconing. With the combination of cloud management, high performance hardware, multiple radios, and advanced software features, the MR44 makes an outstanding platform for the most demanding of uses—including high-density deployments and bandwidth or performance-intensive applications like voice and high-definition video.

The Cisco Meraki MR46 is a cloud-managed 4x4:4 802.11ax access point that raises the bar for wireless performance and efficiency. Designed for next-generation deployments in offices, schools, hospitals, shops, and hotels, the MR46 offers high throughput, enterprise-grade security, and simple management. The MR46 provides a maximum of 3.5 Gbps* aggregate frame rate with concurrent 2.4 GHz and 5 GHz radios. A dedicated third radio provides real-time WIDS/WIPS, with automated RF optimization. A fourth integrated radio delivers Bluetooth scanning and beaconing. With the combination of cloud management, high-performance hardware, multiple radios, and advanced software features, the MR46 makes an outstanding platform for the most demanding of uses—including high-density deployments and bandwidth or performance-intensive applications like voice and high-definition video.

The Cisco Meraki MR86 is a cloud-managed 4x4:4 802.11ax access point that raises the bar for wireless performance and efficiency. Designed for next-generation deployments in offices, schools, hospitals, shops, and hotels, the MR86 offers high throughput, enterprise-grade security, and simple management. The MR86 provides a maximum of 3.5 Gbps* aggregate frame rate with concurrent 2.4 GHz and 5 GHz radios. A dedicated third radio provides real-time WIDS/WIPS with automated RF optimization, and a fourth integrated radio delivers Bluetooth scanning and beaconing. With the combination of cloud management, high performance hardware, multiple radios, and advanced software features, the MR86 makes an outstanding platform for the most demanding of uses—including high-density deployments and bandwidth or performance-intensive applications like voice and high-definition video.

- 81 MR44 Access points for all city locations.
- 2 MR46 High Density Access points for locations that require High Density coverage.
- 4 MR 86 Outdoor Access points for the locations requiring outdoor coverage.
- 8 Meraki Dual-band Omni Antennas
- 2 - 13dbi Patch antenna for use at the Seaside Lagoon Outdoor Area

Optical Multiplexer/Demultiplexer

TECHNICAL SOLUTIONS SUMMARY

Based on free-space technology, the passive 8 channels CWDM MUX DEMUX allows you to multiplex/demultiplex eight separate channels into one pair of fiber. It's protocol and rate transparent supporting different applications such as 1G/10G/25G Ethernet, SDH/SONET and 8/4/2/1G Fiber Channel across the same fiber link. The monitor port allows you to attach a power meter or an optical spectrum analyzer to assist you in monitoring and troubleshooting the network. The expansion port is used to add more channels to the network, which provides the flexibility to increase capacity of existing fiber infrastructure.

Optical Multiplexer/Demultiplexer Mounting Bracket

High-performance FMU Series Chassis Unloaded

- Support 2 Slots Plug-in Mux/OADM for Future Extension
- 1U Rack Mount Design, Easy Installation and Maintenance
- SPCC Material, Extra Strength and Corrosion-resistant
- Flexible Mounting Bracket to Adjust the Mounting Depth
- FMU 2-Slot 1U 19" Rack Chassis

PROFESSIONAL SERVICES SOW

Project Specific Scope of Work

VOX Professional Services to provide Project Management, onsite and remote Network Engineering, and installation services to deploy the above defined solution.

VOX understands the City's intent is to deploy the solution over a 1-2 month period. At the onset of the project, detailed project planning will initiate to define the project plan governing the project, and will include:

- Timelines for the planning, staging, installation, testing and cutover phases of the project
- Detailed review of the phased migration plan to mutually define the grouping and order of switches, sites and departments that will be migrated into production on the new network after completion of installation, VOX testing and UAT. These will be documented into the project plan upon mutual agreement.
 - Special attention will be given to locations supporting First Responder actions and the unique testing and downtime requirements for these sites.
- Per the specifications of the RFP and in addition to the detail below, VOX will include the following deliverables:
 - Consultation, best practice recommendations, and switch configuration scripts for the models and software revision levels proposed.
 - Sample configurations, and once approved by the City, that will be customized and deployed into each device scoped for deployment under this project

Information Discovery and Detailed Design

Technical workshop with key customer engineering resources

- Gather and review existing network architecture details, including current network topology and IP, subnet, and VLAN breakdown.
- Identify all in scope and out of scope devices.
- Review provided documentation for each location and discuss any observed possible deployment issues.
- Design detailed CWDM connectivity requirements and create related drawing for each location.
- Determine and design any additional IP subnets / VLANs that are recommended or required and create plan for safely implementing these as part of the Meraki deployment.

PROFESSIONAL SERVICES SOW

- Gain access to current infrastructure
- Review in detail the configuration of current network infrastructure.
- Identify needed routing changes for each of the migration phases.
- Work with the City to create a phased migration plan for each of the sites.
- Create acceptance test plan.

High Level Implementation Overview

- Gain access to new hardware
- Register devices and install latest software
- Configure new hardware to accommodate new design
- Identify any configuration items on other devices out of scope for the project.
- Conduct wireless site survey and validate placement of AP's
- Rack, Stack, Wire, and Fire all new equipment and verify interconnectivity of the new WLAN/LAN infrastructure
- Cross connect new infrastructure to existing infrastructure.
- Begin phased migration of each of the sites making appropriate changes on out of scope devices to facilitate routing for migrated sites.
- Provide 1st day of business support post migration for each site.
- Once 80% of the sites have been migrated, we will then migrate external WAN connectivity over to the new core.

WLAN Survey ("Heat Map")

Engineer will perform a Survey covering both the 2.4GHz and 5GHz frequencies with a replacement AP model (AP on a stick), for all in-scope areas to specifications and requirements provided by VOX Network Solutions engineering. The 2.4GHz and 5GHz frequencies will be measured to identify the signal propagation and validate replacement of the existing APs in the same locations with the proposed APs based upon building characteristics. Heat Maps, Signal to Noise Charts, and other data will be compiled using industry standard survey software and tools.

- Perform an onsite Interference Analysis including measurement of internal and external interference sources present at the time of the analysis. Identify overall levels of interference and specific interference sources which may adversely impact wireless network performance

The intent and deliverable of this survey will be to jointly determine the optimal locations for deployment of Wireless Access points as well as identifying dead-spots or areas of interference. The scope of this survey is based on the documentation and physical details provided as part of the RFP response. Any modifications or deviations from the documentation provided is subject to review and, if applicable, change order to accommodate.

Implementation Detailed Statement of Work

Project Overview:

- The project includes:
- Switch Implementation and Migration Services for Meraki Core Switches, Access Switches, and Access Points as detailed in the Solution Summary above

Approach and Deliverables:

- The Services for this project are organized into the following workstreams. The sections below for each workstream describe the tasks and associated Deliverables for each workstream.

Technical Workstream:

PROFESSIONAL SERVICES SOW

- The technical workstream is comprised of architecture, technical design, development/configuration, and infrastructure activities. VOX's provision of the Deliverables and performance of VOX obligations are contingent on both Assumptions being accurate and complete, and Customer fulfilling the Customer obligations. The technical workstream for this SOW consists of the following obligations and Deliverables:

Task Description	Deliverables and VOX Obligations	Deliverable Assumptions and Customer Obligations
Project initiation	Conduct kickoff meeting <ul style="list-style-type: none"> Initial project kickoff meeting to get contacts on both sides Access provisioning for engineers 	<ul style="list-style-type: none"> Customer will identify project stakeholders Customer project stakeholders shall be available throughout the project to provide background, contact and scoping information To be performed via conference call Customer project stakeholder shall be responsible for approving Change Requests and provide escalation contacts as needed Customer shall be responsible for remote access to VOX implemented Meraki products once deployed on premises as required by VOX for the project if needed due to Cloud Connectivity issues
Cisco Meraki Implementation and Migration Services	Discovery <ul style="list-style-type: none"> Identify all devices in scope Review customer provided architecture and configuration detail of current network for integration reference Review current configurations as required for integration Work with Customer to understand future needs and current issues Implementation <ul style="list-style-type: none"> Gain access to new hardware Register devices and install latest software Configure new hardware to accommodate new design Identify any configuration items on other devices out of scope for the project and notify Customer Run any redundant cables and test before migration Configure 10 Service Set Identifier (SSIDs) with splash page login Migrate one switch at a time and test connectivity in each building. Migrate cores and test connectivity Migrate datacenter switches and test connectivity to entire campus 	<ul style="list-style-type: none"> Scope includes the above defined quantity of Meraki Core Switches, Access switches and Access points Customer will provide VPN and Remote access to Engineer as needed to VOX implemented Meraki products once deployed on premises if needed due to Cloud Connectivity issues Design services will be provided remotely with physical onsite installation support included for rack and stack install and cutover support Configuration of any devices outside the "Devices In-Scope" are to be considered out of scope and will require a Change Request VOX should have access to the environment to configure the devices. No support of remote screenshared or remote collaboration platforms is included Customer will provide dedicated point of contact in the event any actions are needed onsite <p>Customer is responsible for the following:</p> <ul style="list-style-type: none"> Providing required access, support and credentials along with knowledge of current setup with network diagrams and topology information Ensuring that all the relevant IT staff, SMEs and Business stakeholder are available to notify events, answer questions and make decisions

PROFESSIONAL SERVICES SOW

	<ul style="list-style-type: none"> • Harden network devices for stability, performance, and security • Lock down management access to new hardware • Document any changes to final state diagram during implementation • Project delivery document and project closure • FIPS 140-2 compliant configuration will be implemented as part of this SOW 	<ul style="list-style-type: none"> • during the project and there is management commitment • Providing access to existing policy and procedure documentation • Providing facility access, IP addresses, domain names, admin privileges, etc. included in project scope • Providing access to necessary environments at the start of the engagement • Ensuring system availability when project starts so project can begin in a timely manner
Close out summary/knowledge transfer	Upon project completion and acceptance, project review and knowledge transfer will serve to transfer support back to the Customer	<ul style="list-style-type: none"> • Knowledge transfer is not classroom format but rather a review of project deliverables with Customer resources with appropriate experience • Webex or other mutually approved remote screen sharing platform will be scheduled following the delivery of project deliverables at a mutually agreeable time • Close out and knowledge transfer will be done remotely

Network Switch deployment details:

VOX will support the preparation, configuration, and deployment of the network hardware per the specifications defined in the RFP as follows:

- All hardware will be shipped to VOX to perform a complete inventory based on the Bill of Materials.
- Physical preparation:
 - Insert redundant power supplies
 - Insert network modules
 - Attach rack mounting brackets
 - Affix printed label with hostname and management IP address to right side of switches (viewed from front), just past the vent openings
- Initial configuration – leave all factory defaults in place EXCEPT for the following:
 - Add IP address for VLAN1 interface
 - Add IP default gateway
 - Change hostname
 - Configure ALL fix uplink ports and ALL module uplink ports as 802.1q trunks
 - Configure VTP domain name, password, version and mode
 - Set local username/password, global secret, and line login mode and passwords for console and terminal access
 - Enable web server (non-secure)
 - Configure VLANs as specified by the City
- Perform software upgrades:
 - Versions will be the latest supported version after discussion with the City at time of task
- Test equipment:

PROFESSIONAL SERVICES SOW

- Burn in all equipment for a minimum of 3 days
 - Test interoperability to the maximum extent possible
 - Test programming and functionality to the maximum extent possible
- Repackage switches and affix 2 hostname labels to outside of each box on the Top of box and Front side of box
- Ship all equipment to the City's main office location (one site only)
- Provide on-site support as needed during cutover (during or after hours based on site profile defined during project planning)

Wireless LAN deployment details:

VOX will support the preparation, configuration, and deployment of the Wi-Fi hardware per the specifications defined in the RFP as follows:

- All hardware will be shipped to VOX to perform a complete inventory based on the Bill of Materials.
- Meraki Cloud configuration of System Administration and AAA portals, and other provided services within the scope of the project:
- Physical preparation of Wireless Access Points: Confirm physical connectivity to the network, and Meraki Cloud, of a sample number of WAPs.
- Perform software upgrades:
 - Versions will be specified by the City at time of task
- Full configuration:
 - IP addresses provided by the City at time of task
 - Configure CAPWAP (RFC 5415 Control and Provisioning of Wireless Access Points) or similar and provide DHCP settings requirements to The City
 - Configure application visibility
- Configure up to 10 wireless networks (SSIDs) SSIDs for
 - New advanced corporate data 802.1x certificate-based, the City will provide Microsoft Windows Server AD services
 - Basic corporate data WPA2 Personal
 - New hidden IT/IS administrative network 802.1x based
 - New basic VoIP WPA Personal (voice QoS)
 - Staff 802.1x and/or captive portal
 - Library Patron captive portal
 - New public/guest network with captive T&C web portal
- Test equipment
 - Burn in all equipment for a minimum of 3 days
 - Test interoperability to the maximum extent possible
 - Test programming and functionality to the maximum extent possible
- Repackage controllers and affix 2 hostname labels to outside of each box on the Top of box and Front side of box
- Ship all equipment to The City's main office location (one site only)
- Provide on-site The City support as needed during go-live to be specified during project/cutover planning
- Install the wireless access points in the ceiling of all City buildings that will have wireless coverage.
 - The City is responsible for providing POE and network cabling to all designated AP locations
 - Access to locations for installation and quote assumes a lift or other mechanical device requirements will not be required for placement beyond a standard ladder.
- Prepare the system to run a heat map of WLAN coverage, including uploading City provided Floor Plans, and then provide recommendations for Best Practice configuration modifications based on the results of the Heat Map.

SIT and UAT Solution Testing:

PROFESSIONAL SERVICES SOW

- SIT and UAT – 1 to 2 weeks prior to UAT testing, VOX will complete Unit Testing (UT) of individual solution components, as well as System Integration Testing (SIT) between various parts of the VOX provided solution and the City provided network. SIT should follow VOX/Manufacturer/Service Provider best practices but be at least as comprehensive as the UAT test plan to ensure that UAT testing will be successful. VOX will test all installed equipment to manufacturer and VOX supplied test plans and correct all defects prior to UAT.
- UAT – VOX will supply a recommended test plan, which Communications Strategies and the City will edit into a final User Acceptance Test (UAT) plan that confirms the operation and resilience of all applications to the requirements specified in the RFP.
- VOX shall provide appropriate staff availability during the UAT period to support customer UAT activities and remediations, if any, to be defined and fulfilled per detailed project planning. UAT system testing should be conducted at least 1-2 weeks prior to going live with the initial phase of the Solution.

Phased Migration:

- All equipment to be fully installed and tested to VOX and City specifications prior to cutover into production of the first phase
- The grouping and order of phasing will be defined during the initiation and Planning phases of the project as stated above
- With a fully installed and “pre-production” network, movement of users, devices and sites onto the new Meraki network will follow a detailed task provided with the project plan including but not limited to:
 - Onsite and patching requirements
 - Priority devices and locations requiring special attention for migration
 - Test plan and site-specific requirements for each phase to be mutually reviewed
 - Planning, documentation of and updating routing on the new Meraki network (performed by VOX) in concert with routing updates on the legacy network (performed by the City) to ensure connectivity and routing for each location migrating within a phase.
- Rolling lessons will be tracked with improvements noted and implemented as the teams move from phase to phase

Cutover Coverage:

- All equipment will be pre-staged labelled and organized in such a manner as to minimize any outages or service disruptions. Service disruptions that affect a very small and limited area (such as WAP deployments once the WLAN is fully configured) will be performed during business hours. Major disruptions will be conducted after business hours on weekdays. The identification and qualification of sites and phases as minor or major will be a detailed deliverable for phased migration planning.
- For all scheduled defined cutovers in the final approved project plan, VOX will provide onsite network engineer, and remote Project Management to support the defined cutover tasks and testing, with post cut support for a mutually agreed upon and appropriate duration to resolve all punch items requiring onsite support.
- After reasonable punch list items are resolved, additional issues will be moved to an exception list and will be tracked by VOX with an action plan, responsible person, and deadline for completion. VOX will provide daily updates on the remaining exception list items

System Acceptance:

- All equipment delivered and installed. All core Solution applications and functionality deployed. Certain advanced features and applications may be deployed later upon the City preference at the end of the project, in which case they should be installed and tested before System Acceptance.
- All Knowledge Transfer and training completed.
- All installation issues resolved to the City's satisfaction.
- Documentation representing the system “As Built” is delivered and reviewed with the City. System Administrator and Help Desk training provided that will allow the City to manage the Solution.
- The City may agree to system acceptance with a mutually acceptable exception list

Deliverable Guidelines:

PROFESSIONAL SERVICES SOW

- Deliverables are listed in the Deliverable section of each workstream.
- VOX will deliver one (1) electronic copy of the Deliverable to the Customer Project Manager.

SOW Assumptions:

- The Scope of Services and fees for this SOW are based upon the following assumptions ("Assumptions"):
- VOX shall provide non service-affecting Services under this SOW (except holidays) either: (a) during normal business hours, 9:00 AM to 5:00 PM, in the time zone where the Services are performed, Service affecting cutover tasks will be supported outside of normal business hours.
- Services pricing is based upon a contiguous series of project activities. If there is a break or delay in the scheduled work, which are caused by Customer, then VOX may invoice for additional service charges. A material delay is defined as a delay lasting longer than one business day.
- All project documentation will be delivered electronically.

• Customer Responsibilities:

- Customer acknowledges that delays in performance of its responsibilities may result in additional cost and/or delay of the completion of the project.
- The Customer Project Sponsor shall identify key Customer stakeholders as part of the project kick off documentation, coordinate with necessary stakeholders on the Customer side who need to be involved in the decision making process, shall schedule meetings with such stakeholders, and shall inform VOX and the Customer Project Manager of Customer Decisions.
- Customer shall:
 - Designate the Customer Project Sponsor.
 - Be responsible for all Customer Decisions communicated by Customer Project Sponsor.
 - Ensure that its staff is available to provide such assistance as VOX requires completing the Services.
 - Ensure that its staff has the appropriate skills and experience.
 - Coordinate, schedule and secure all participants for meetings/workshops as required, ensuring that key stakeholders attend the meetings.
 - Provide all information and materials reasonably requested by VOX, within mutually defined reasonable timeframe
 - Ensure that all information disclosed to VOX is true, accurate, and not misleading in any material respect. VOX is not liable for any loss, damage or deficiencies in the Services arising from inaccurate, incomplete, or otherwise defective information disclosed by Customer.

Customer Responsibilities, Exclusions and Assumptions - WLAN Survey

- Provide a copy of the most recent facility drawings indicating all in-scope areas
- Provide a copy of the most recent facility drawings clear of any markups
- Provide specifications and requirements for active wireless survey
 - Frequencies to scan and desired channels
 - WLAN/SSID to measure and survey
- Appropriate personnel should be notified prior to arrival onsite
- Provide contact information to VOX engineer to work with while onsite
- Required to sign off within five (5) business days from the project completion date to report any work not performed under the scope of work; any reporting after this period will be billed under a separate agreement
- VOX's proposed 802.11 Wireless survey service does not include cabling, electrical or other validation.
- The onsite Wireless survey is to collect passive wireless data by VOX Network Solutions engineers
- The survey conducted is in an unlicensed spectrum and the client must acknowledge that the environment may be subject to change

PROFESSIONAL SERVICES SOW

due to external RF contribution by a third party that may influence performance in the facility

- VOX is not responsible for any changes in external RF energy that may present after the survey which may be contributed by a third party or neighboring properties to any of the facilities

Project Management

Project Management Tasks

The VOX Project Manager will serve as the primary point of contact for all issues related to the project. The VOX Project Manager will perform the following tasks as part of the project:

- Review and understand the Statement of Work (SOW) as well as the goals of the customer
- Make preliminary contact with the customer and review project expectations and next steps
- Create a detailed project plan. The project plan will define project tasks, responsibilities, and project timelines. The project plan will be updated as necessary as part of ongoing project status meetings.
- Plan, schedule, and conduct a remote project kickoff call with the customer and VOX project teams. The kickoff call will include the following agenda items as applicable:
 - Introduce team members and review customer and VOX roles and responsibilities
 - Review the project objectives with the customer and the VOX project team
 - Review and update the project contact list
 - Review the technical requirements for the solutions and equipment being implemented
 - Review the VOX change management process
 - Conduct an initial discussion of required data collection forms
 - Review and update the initial project plan and confirm project task responsibilities
 - Conduct an initial discussion of training (if applicable)
- Place the equipment order and provide order status and delivery information to the customer
- Schedule and manage VOX project resources
- Hold remote status calls with the customer and VOX project teams
- Coordinate project logistics between the customer and VOX
- Perform Project Control activities to include:
 - Managing the project plan
 - Managing project risk
 - Holding status meetings
 - Reporting project status to the project teams
 - Managing project change orders
 - Validating the collected information and requirements from the customer
 - Managing the installation and configuration to include hardware, software, and services
- Remotely plan and manage the project implementation
- Remotely plan and manage the project cutover activities. The VOX Project Manager will remotely manage the cutover activities and ensure that any issues that may arise are identified, documented, and addressed.
- Provide status updates for first day of business support activities (if applicable)
- Understand and comply with customer provided change management policies

PROFESSIONAL SERVICES SOW

- Coordinate the handoff to VOX support (if applicable)
- Schedule and conduct a project closure meeting with customer and VOX project teams

VOX Deliverables - Project Management

In addition to the project tasks performed above, the following are the VOX deliverables associated with Standard Project Management services:

- Provide the customer with the appropriate technical requirements and data collection forms and once completed, review the collection forms for accuracy
- Provide the relevant project planning documentation to include:
 - Project contact list
 - Kickoff meeting agenda and minutes
 - Detailed and mutually agreed upon project plan
 - Status meeting agenda and minutes
 - Training plan and schedule (if applicable)
 - Solution and/or equipment test plans (if applicable)
- Provide the customer an equipment delivery schedule for any VOX provided equipment
- Report any project changes which may impact the project schedule
- Provide the customer with a handoff package to include:
 - Project description and summary
 - "As-Built" diagrams (if applicable)
 - Warranty and support information
 - Post-install punch list (if applicable)

Customer Responsibilities - Project Management

The following are the customer responsibilities for Standard Project Management:

- Manage the collection of customer data using VOX provided data collection forms
- Coordinate and ensure compliance with VOX provided technical requirements
- Provide information and guidance on customer Change Management policies
- Assist the VOX PM as necessary with scheduling and coordination of customer resources
- Provide any VOX requested documentation or information necessary to adhere to the project schedule
- Coordinate and provide any necessary access to customer systems
- Attend all mutually agreed upon required project meetings (if applicable)
- Coordinate all customer provided vendors, subcontractors, and LEC/Carrier interactions

Site Not Ready

If operational functionality cannot be established because Customer's responsibilities were not met or non VOX vendors have not met their responsibilities (unless under an Agency Agreement), Customer may incur additional charges.

Additional Equipment, Change, Vendor, and Other Agreements

PROFESSIONAL SERVICES SOW

A duly authorized representative of Customer, upon acceptance thereof by VOX of a Job Change Order (JCO) may add additional equipment and or services to the contracted Bill of Materials and services SOW at the charges applicable upon execution. Such modification will state the location and the additional items of equipment and or services. In the event the Customer requests changes in the installation specifications, VOX reserves the right to adjust the contract price to correspond with the additions or modifications to or deletions from the amount of work to be performed. All such requests shall be made in writing by Customer to VOX, and VOX shall be entitled to amend the Schedule hereto to reflect these changes.

Out of scope services will be invoiced hourly at prevailing VOX T&M rates under the following schedule:

- Monday through Friday 8am to 5pm local time: Standard Hourly Rate
- Monday through Friday 5pm to 8am local time and Saturdays: Overtime (1.5 x hourly rate)
- Sunday work commencing after 6am local time and all work conducted on a holiday: Premium Time (2 x hourly rate)

Our standard Network Engineer rate of \$289/hour would apply under T&M billing, however transactional rack/stack/patching and basic config is billed at our \$184/hr rate.

Cancellation and Delays

Cancellation:

An order once placed with and accepted by VOX can be cancelled only with the consent of VOX and upon terms, which will indemnify VOX against all loss, incurred as a result thereof. Cancellation fees of up to 25% of the selling price may apply to equipment purchases that are ordered but cancelled prior to installation.

Professional Services cancellation fees will be incurred once resources have been engaged on the project and result in billing of the greater amount of 25% of the Professional Services sales price, or the billable rate of the hours incurred to the point of cancellation.

In the event that Customer is in Default under this agreement, VOX may cancel or terminate any or all service(s) provided.

Delays:

Project timelines will be established and agreed upon by customer and VOX at the beginning of the project cycle. Prolonged delays to the schedule may result in additional charges being applied. These charges may include, but are not limited to, a project restart fee of 10% of the professional services costs of the original project.

Freeze Dates:

Freeze dates are jointly developed and agreed to by the customer and the VOX project team and incorporated into the project plan. Where freeze dates are applicable and documented in the project plan, the PM will provide written notification to the customer confirming entry into the freeze period. If changes are made by the customer after the freeze date, VOX will provide additional charges via a Job Change Order (JCO).

PROPOSAL



CONSULTING CONTACT CENTER COLLABORATION NETWORK SECURITY MANAGED SERVICES

LAN/WLAN RFP 2021-005



Prepared by:
VOX Network Solutions
Albert Otazua
(650) 989-1093
aotazua@voxns.com

Prepared for:
City of Redondo Beach
415 Diamond Street
Redondo Beach, CA 90277
Chris Benson
(310) 318-0658 x1
chris.benson@redondo.org

Quote Information:
Quote #: 032248
Version: 8
Delivery Date: 07/02/2021
Expiration Date: 08/31/2021

Core Switches

Description	Price	Qty	Ext. Price
MS425-32-HW Cisco Meraki Cloud Managed Ethernet Aggregation Switch MS425-32 - Switch - managed - 24 x 10 Gigabit SFP+ + 2 x 40 Gigabit QSFP+ (uplink) - front to back airflow - rack-mountable	\$5,952.13	4	\$23,808.52
MA-PWR-250WAC Cisco Meraki - Power adapter - 250 Watt - for Cloud Managed MS320-24, MS320-48, MS350-24, MS350-48	\$152.09	4	\$608.36
MA-CBL-40G-50CM Meraki 40GbE QSFP Cable, 0.5 Meter - 1.64 ft QSFP Network Cable for Network Device - QSFP Network - 40 Gbit/s	\$29.75	4	\$119.00
78163 8 Channels 1470-1610nm, with Monitor and Expansion Port, LC/UPC, Dual Fiber, Low Insertion Loss CWDM Mux Demux, FMU Plug-in Module	\$457.65	10	\$4,576.50
30408 FMU 2-Slot 1U 19" Rack Chassis Unloaded, holds up to 2 Units FMU Plug-in Module	\$64.71	6	\$388.26
69207 Blank Plate for FMU 2-slot 1U 19" Rack Chassis	\$4.00	2	\$8.00
QSFP-40GE-LR4 Cisco 40GBASE-LR4 QSFP+ Module for SMF - For Data Networking, Optical Network - 1 x LC Duplex 40GBase-LR4 Network40	\$363.53	5	\$1,817.65
CWDM-SFP10G-10M Cisco CWDM-SFP10G-1490-10 Compatible 10G 1490nm CWDM SFP+ 10km DOM LC SMF Transceiver Module	\$140.00	8	\$1,120.00
CWDM-SFP10G-10M Cisco CWDM-SFP10G-1530-10 Compatible 10G 1530nm CWDM SFP+ 10km DOM LC SMF Transceiver Module	\$140.00	10	\$1,400.00
CWDM-SFP10G-10M Cisco CWDM-SFP10G-1570-10 Compatible 10G 1570nm CWDM SFP+ 10km DOM LC SMF Transceiver Module	\$140.00	6	\$840.00

Core Switches

Description		Price	Qty	Ext. Price
CWDM-SFP10G-10M	Cisco CWDM-SFP10G-1610-10 Compatible 10G 1610nm CWDM SFP+ 10km DOM LC SMF Transceiver Module	\$140.00	4	\$560.00
SFP-10GSR-85	Cisco Meraki SFP-10GB-SR Compatible, 10GBASE-SR SFP+ 850nm 300m DOM LC MMF Transceiver Module	\$22.35	6	\$134.10
SFP-10GLR-31	Cisco Meraki SFP-10GB-LR Compatible, 10GBASE-LR SFP+ 1310nm 10km DOM LC SMF Transceiver Module	\$30.59	16	\$489.44

Subtotal: **\$35,869.83**

Access Layer Switches

Description		Price	Qty	Ext. Price
MS390-48UX2-HW	Cisco Meraki Cloud Managed MS390-48UX2 - Switch - L3 - managed - 48 x 100/1000/2.5G/5GBase-T (UPOE) - rack-mountable - UPOE (645 W)	\$3,304.15	29	\$95,820.35
MA-MOD-4X10G	Cisco Meraki Uplink Module - Expansion module - Gigabit Ethernet / 10Gb Ethernet x 4 - for Cloud Managed MS390-24, MS390-48	\$343.63	40	\$13,745.20
MA-PWR-715WAC	Cisco Meraki - Power supply - hot-plug (plug-in module) - AC 100-240 V - 715 Watt - for Cloud Managed MS390-24, MS390-48	\$342.26	44	\$15,059.44
MA-PWR-CORD-US	Cisco Meraki - Power cable - IEC 60320 C13 to NEMA 5-15 (M) - United States - for Cisco Meraki MR30, MR33, MR74, MR84; Cloud Managed MS120, MS210, MS225, MS250	\$6.29	48	\$301.92
MA-CBL-120G-50CM	Cisco Meraki - Stacking cable - 1.6 ft - for P/N: MS390-24UX-HW, MS390-48P-HW, MS390-48U-HW, MS390-48UX2-HW, MS390-48UX-HW	\$33.06	23	\$760.38
MS390-24UX-HW	Cisco Meraki Cloud Managed MS390-24UX - Switch - L3 - managed - 24 x 100/1000/2.5G/5G/10GBase-T (UPOE) - rack-mountable - UPOE (560 W)	\$3,435.53	15	\$51,532.95
MA-CBL-SPWR-30CM	Meraki Standard Power Cord - For Switch - 11.81" Cord Length	\$29.08	23	\$668.84
78163	8 Channels 1470-1610nm, with Monitor and Expansion Port, LC/UPC, Dual Fiber, Low Insertion Loss CWDM Mux Demux, FMU Plug-in Module	\$447.13	30	\$13,413.90
30408	FMU 2-Slot 1U 19" Rack Chassis Unloaded, holds up to 2 Units FMU Plug-In Module	\$63.22	15	\$948.30

PROPOSAL



CONSULTING CONTACT CENTER COLLABORATION NETWORK SECURITY MANAGED SERVICES

Access Layer Switches

Description		Price	Qty	Ext. Price
CWDM-SFP10G-10M	CWDM-SFP10G-1490-10 Compatible 10G 1490nm CWDM SFP+ 10km DOM LC SMF Transceiver Module	\$136.78	9	\$1,231.02
CWDM-SFP10G-10M	CWDM-SFP10G-1530-10 Compatible 10G 1530nm CWDM SFP+ 10km DOM LC SMF Transceiver Module	\$136.78	11	\$1,504.58
CWDM-SFP10G-10M	CWDM-SFP10G-1570-10 Compatible 10G 1570nm CWDM SFP+ 10km DOM LC SMF Transceiver Module	\$136.78	7	\$957.46
CWDM-SFP10G-10M	CWDM-SFP10G-1610-10 Compatible 10G 1610nm CWDM SFP+ 10km DOM LC SMF Transceiver Module	\$136.78	5	\$683.90
SFP-10GSR-85	SFP-10GB-SR Compatible, 10GBASE-SR SFP+ 850nm 300m DOM LC MMF Transceiver Module	\$21.84	9	\$196.56
SFP-10GLR-31	SFP-10GB-LR Compatible, 10GBASE-LR SFP+ 1310nm 10km DOM LC SMF Transceiver Module	\$29.89	17	\$508.13

Subtotal: **\$197,332.93**

WLAN Replacement

Description		Price	Qty	Ext. Price
MR44-HW	Cisco Meraki MR44 - Wireless access point - 802.11ac Wave 2 - Wi-Fi 6 - 2.4 GHz, 5 GHz - DC power	\$310.86	81	\$25,179.66
MR46-HW	Cisco Meraki MR46 - Wireless access point - 802.11ac Wave 2 - Wi-Fi 6 - 2.4 GHz, 5 GHz - DC power	\$392.04	2	\$784.08
MR86-HW	Cisco Meraki MR86 - Wireless access point - 802.11ac Wave 2 - Wi-Fi 6 - 2.4 GHz, 5 GHz	\$608.46	4	\$2,433.84
MA-ANT-20	Meraki Dual-Band Omni Antenna (4/7 dBi Gain) Set - Antenna - 4 dBi, 7 dBi - omni-directional (pack of 2) - for Cisco Meraki MR62, MR66, MR72 Cloud-Managed 802.11ac Outdoor AP	\$53.85	4	\$215.40
AIR-ANT2513P4M-N=	Cisco Aironet Four-Port Dual-Band Polarization-Diverse Antenna - Range - UHF, SHF - 2.4 GHz to 2.5 GHz, 5.15 GHz to 5.925 GHz - 13 dBi - Wireless Data Network, OutdoorWall/Ceiling/Pole/Mast - Directional	\$446.20	2	\$892.40
AIR-CAB005LL-R-N=	Cisco RP-TNC/N-Type Antenna Cable - 5 ft N-Type/RP-TNC Antenna Cable for Antenna - RP-TNC Antenna - N-Type Antenna	\$36.25	8	\$290.00

Subtotal: **\$29,795.38**

PROPOSAL



CONSULTING CONTACT CENTER COLLABORATION NETWORK SECURITY MANAGED SERVICES

Training

Description	Price	Qty	Ext. Price
TRN-CLC-000 Cisco Learning Credits - pre-purchasing training funds unit (pack of 10)	\$578.70	20	\$11,574.00
Subtotal:			\$11,574.00

Estimated Sales TAX

Description	Price	Qty	Ext. Price
Sales Tax - CA Redondo Beach: 9.50%	\$29,393.92	1	\$29,393.92
Subtotal:			\$29,393.92

PROFESSIONAL SERVICES

Description	Price	Qty	Ext. Price
VX-VPS-GP19541A Core Switches Professional Services	\$18,955.00	1	\$18,955.00
VX-VPS-GP19541B Access Layer Switches Professional Services	\$10,040.00	1	\$10,040.00
VX-VPS-GP19541C WLAN Replacement Professional Services	\$12,910.00	1	\$12,910.00
VX-VPS-GP19541D Pre-Installation Heat Map survey of the City Professional Services	\$59,192.00	1	\$59,192.00
VX-VPS-GP19541E On-site Labor and Physical Installation Professional Services	\$22,647.75	1	\$22,647.75
VX-VPS-GP19541F Vendor Inventory and Programming of all Switches Professional Services	\$19,928.00	1	\$19,928.00
Subtotal:			\$143,672.75

PREPAID RECURRING: 5 YEAR TERM

Description	Recurring	Qty	Ext. Recurring
Core Switches Subscription			

PROPOSAL



CONSULTING CONTACT CENTER COLLABORATION NETWORK SECURITY MANAGED SERVICES

PREPAID RECURRING: 5 YEAR TERM

Description	Recurring	Qty	Ext. Recurring
LIC-MS425-32-5YR Cisco Meraki Enterprise - Subscription license (5 years) + 5 Years Enterprise Support - 1 switch - for P/N: MS425-32-HW	\$1,088.15	4	\$4,352.60
Access Layer Subscription - 5 Year Prepaid Term			
LIC-MS390-48E-5Y Cisco Meraki Enterprise - Subscription license (5 years) + 5 Years Enterprise Support - 1 switch - hosted	\$845.55	29	\$24,520.95
LIC-MS390-24E-5Y Cisco Meraki Enterprise - Subscription license (5 years) + 5 Years Enterprise Support - 1 switch - hosted	\$472.56	15	\$7,088.40
WLAN Subscription			
LIC-ENT-5YR Cisco Meraki Enterprise Cloud Controller - Subscription license (5 years) - 1 access point - hosted	\$126.22	85	\$10,728.70
Subtotal:			\$46,690.65

SUMMARY

Description	Recurring	One-Time
Core Switches	\$0.00	\$35,869.83
Access Layer Switches	\$0.00	\$197,332.93
WLAN Replacement	\$0.00	\$29,795.38
Training	\$0.00	\$11,574.00
Estimated Sales TAX	\$0.00	\$29,393.92
PROFESSIONAL SERVICES	\$0.00	\$143,672.75
PREPAID RECURRING: 5 YEAR TERM	\$46,690.65	\$0.00
Subtotal:	\$46,690.65	\$447,638.81
Shipping:		\$2,057.57
Total:	\$46,690.65	\$449,696.38
Project Total:		\$496,387.03

PROPOSAL



CONSULTING

CONTACT CENTER

COLLABORATION

NETWORK

SECURITY

MANAGED SERVICES

VOX Network Solutions

City of Long Beach, CA

Signature: _____

Name: _____

Title: _____

Date: 07/02/2021

Signature: _____

Name: _____

Date: _____

Address: _____

Email Address: _____

PO Number: _____

AGREEMENT TERMS (MSA)

Please submit payments to VOX Network Solutions, Inc. 8000 Marina Blvd., Ste 130, Brisbane, CA 94005. This Quotation shall be governed by the mutually-agreed upon Master Services Agreement (MSA) between both parties.

PAYMENT TERMS

For purchases of equipment and Professional Services, Customer agrees to pay VOX the Total Purchase Price of quote, plus applicable taxes, to be invoiced per the following schedule, payable net 30 upon receipt of the invoice:

- 25% due upon contract execution
- 25% due upon equipment delivery (including hardware, software, and licensing) to specified client site and inventory. Title of equipment shall pass to The City upon payment of delivery milestone.
- 40% due as progress payments - invoiced by Vendor after Installation and User Acceptance Testing of the phases delineated in Schedule A and Schedule of Events
- 10% due within 30 days of Delivery and Acceptance, net of any additions or deletions approved by The City.

Late Payment: Past due payments are subject to late fees of eighteen percent (18%) per annum or the maximum interest rate permissible by law from the date due until paid in full.

Additional Terms:

Sales TAXES are estimated - actuals will be added at time of invoice.

VOX Network Solutions, Inc. PROPRIETARY AND CONFIDENTIAL. All information contained herein is confidential and the proprietary information of VOX Network Solutions, Inc. Disclosure of any information contained herein to any other party is strictly prohibited.

EXHIBIT "B"

SCHEDULE FOR COMPLETION

TERM. The term of this Agreement shall commence August 17, 2021 and expire August 16, 2022 ("Term"), unless otherwise terminated as herein provided. City and Contractor will establish Project timelines at the beginning of the Project cycle.

EXHIBIT "C"

COMPENSATION

Provided Contractor is not in default under this Agreement, Contractor shall be compensated as provided below.

- I. **AMOUNT.** Contractor shall be paid in accordance with the attached schedule.
- II. **Additional Equipment, Changes and Rearrangements.** In the event (1) the City causes delay, (2) the City requires additional quantities of the equipment (switches, access points, etc.), (3) modifications to network design the equipment and/or services shall be billed at the attached rate schedules for labor and equipment (Attachments A-1 and A-2). Such modification will state the location and the additional items of equipment and or services. The foregoing modifications shall be made by change order, provided, however, that there are no changes to the terms and conditions contained in the Agreement.
- III. **NOT TO EXCEED AMOUNT.** In the event additional services are performed and/or additional equipment is required as described in Section II, the total compensation shall not exceed \$575,000
- IV. **METHOD OF PAYMENT.** Contractor shall provide invoices indicating the services and tasks performed during the prior month to City for approval and payment. Invoices must detail services performed, dates of the services, equipment delivered, unit price of equipment, quantity of equipment, total amount, and hourly rate if applicable. Invoices must be itemized, adequately detailed, based on accurate records, and in a form reasonably satisfactory to City. Contractor may be required to provide back-up material upon request.
- V. **SCHEDULE FOR PAYMENT.** City agrees to pay Contractor as follows, provided, services are completed to City's full satisfaction.
 - A. Product associated with order (Hardware/Software Subscription): Pay within thirty (30) days of City's receipt of invoice and delivery of product to the City. Delivery of Hardware and Software to City – \$352,714.28
 - B. Professional Services associated with order: Pay within thirty (30) days of City's receipt of invoice.
 1. Completion of customized Meraki configurations – 40% of fee at \$57,469.10
 2. Completion of User Acceptance Testing – 40% of fee at \$57,469.10
 3. Completion of system cutover – 20% of fee at \$28,743.55

VI. NOTICE. Written notices to City and Contractor shall be given by email, registered or certified mail, postage prepaid and addressed to or personally served on the following parties.

Contractor: VOX Network Solutions, Inc.
130 Produce Avenue, Suite 130
South San Francisco, CA 94080
Attention: Ross Rehart / VP of Operations
Email: rrehart@voxns.com

City: City of Redondo Beach
Information Technology Department
415 Diamond Street
Redondo Beach, CA 90277
Attention: Christopher Benson, IT Director
Email: chris.benson@redondo.org

All notices, including notices of address changes, provided under this Agreement are deemed received on the third day after mailing if sent by registered or certified mail and the next business day if sent by email. Changes in the respective address set forth above may be made from time to time by any party upon written notice to the other party.

ATTACHMENT A-1

Prepared for:

VOX Network Solutions
Albert Otazua
(650) 989-1093
aotazua@voxnns.com

Prepared for:

City of Redondo Beach
415 Diamond Street
Redondo Beach, CA 90277
Chris Benson
(310) 318-0658 x1
chris.benson@redondo.org

Quote Information:

Quote #: 032248
Version: 8
Delivery Date: 07/02/2021
Expiration Date: 08/31/2021

Core Switches

Description	Price	Qty	Ext. Price
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78163 8 Channels 1470-1610nm, with Monitor and Expansion Port, LC/UPC, Dual Fiber, Low Insertion Loss CWDM Mux Demux, FMU Plug-in Module	\$457.65	10	\$4,576.50
30408 FMU 2-Slot 1U 19" Rack Chassis Unloaded, holds up to 2 Units FMU Plug-in Module	\$64.71	6	\$388.26
69207 Blank Plate for FMU 2-slot 1U 19" Rack Chassis	\$4.00	2	\$8.00

Core Switches

Description		Unit Price	Qty	Total Price
QSFP-40GE-LR4	Cisco 40GBASE-LR4 QSFP+ Module for SFP - For Data Networking, Optical Network - 1 x LC Duplex 40GBase-LR4 Network40	\$363.53	5	\$1,817.65
CWDM-SFP10G-10M	Cisco CWDM-SFP10G-1490-10 Compatible 10G 1490nm CWDM SFP+ 10km DOM LC SMF Transceiver Module	\$140.00	8	\$1,120.00
CWDM-SFP10G-10M	Cisco CWDM-SFP10G-1530-10 Compatible 10G 1530nm CWDM SFP+ 10km DOM LC SMF Transceiver Module	\$140.00	10	\$1,400.00
CWDM-SFP10G-10M	Cisco CWDM-SFP10G-1570-10 Compatible 10G 1570nm CWDM SFP+ 10km DOM LC SMF Transceiver Module	\$140.00	6	\$840.00

Core Switches

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SFP-10GLR-31	Cisco Meraki SFP-10GB-LR Compatible, 10GBASE-LR SFP+ 1310nm 10km DOM LC SMF Transceiver Module	\$30.59	16	\$489.44

Subtotal: **\$35,869.83**

Access Layer Switches

Description	Price	Qty	Ext. Price
MS390-48UX2-HW Cisco Meraki Cloud Managed MS390-48UX2 - Switch - L3 - managed - 48 x 100/1000/2.5G/5GBase-T (UPOE) - rack-mountable - UPOE (645 W)	\$3,304.15	29	\$95,820.35
MA-MOD-4X10G Cisco Meraki Uplink Module - Expansion module - Gigabit Ethernet / 10Gb Ethernet x 4 - for Cloud Managed MS390-24, MS390-48	\$343.63	40	\$13,745.20
MA-PWR-715WAC Cisco Meraki - Power supply - hot-plug (plug-in module) - AC 100-240 V - 715 Watt - for Cloud Managed MS390-24, MS390-48	\$342.26	44	\$15,059.44
MA-PWR-CORD-US Cisco Meraki - Power cable - IEC 60320 C13 to NEMA 5-15 (M) - United States - for Cisco Meraki MR30, MR33, MR74, MR84; Cloud Managed MS120, MS210, MS225, MS250	\$6.29	48	\$301.92
MA-CBL-120G-50CM Cisco Meraki - Stacking cable - 1.6 ft - for P/N: MS390-24UX-HW, MS390-48P-HW, MS390-48U-HW, MS390-48UX2-HW, MS390-48UX-HW	\$33.06	23	\$760.38
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78163 8 Channels 1470-1610nm, with Monitor and Expansion Port, LC/UPC, Dual Fiber, Low Insertion Loss CWDM Mux Demux, FMU Plug-in Module	\$447.13	30	\$13,413.90
30408 FMU 2-Slot 1U 19" Rack Chassis Unloaded, holds up to 2 Units FMU Plug-in Module	\$63.22	15	\$948.30

Labor Rates

June 2021

VOX Professional Services and MAC – Time & Materials



Material Code Name	Reg Hourly Rate	OT Hourly Rate
Project Manager	195.00	292.50
Project Coordinator	158.00	237.00
Program Manager	236.00	354.00
UC Avaya Aura - Technician	184.00	276.00
UC Nortel - Technician	184.00	276.00
UC IPO SE - Technician	184.00	276.00
UC Cisco - Technician	184.00	276.00
UC Avaya IPO SMB/Tier 1 Technician	126.00	144.00
UC Avaya Aura Tier 2 - SDS	236.00	354.00
UC Ent Tier 1/Nortel - SDS	184.00	276.00
UC Avaya IPO - SDS	184.00	276.00
UC Cisco - SDS	236.00	354.00
UC AVST - SDS	184.00	276.00
UC Avaya IPO SMB/Tier 1 SDS	126.00	144.00
Contact Center - Tier 1 Engineer	185.00	277.50
Contact Center - Tier 2 Engineer	257.00	385.50
Contact Center - Tier 3 Engineer	350.00	525.00
VOX Learning - Trainer	184.00	276.00
VOX Learning - UC Admin Trainer	236.00	354.00
VOX Learning - CC Admin Trainer	257.00	385.50
Data Network Tier 1 - Engineer	184.00	276.00
Data Network Tier 2 - Engineer	289.00	433.50
Data Network Tier 3 - Engineer	350.00	525.00
License Activation Service	550.00	N/A
Trip Charge - Within Region	120.00	
Project Travel	Custom	

<i>Monday through Friday (8am to 5pm) =</i>	<i>Hourly Rate</i>	<i>Local Time</i>
<i>Monday thru Friday (5pm to 8am), Saturdays =</i>	<i>1.5 x Hourly Rate</i>	<i>Local Time</i>
<i>Sundays and Holidays =</i>	<i>2 x Hourly Rate</i>	<i>Local Time</i>

Rates apply to remote and on-site work (Remote is 15min increments, Onsite is 1 hr. minimum)

EXHIBIT "D"

INSURANCE REQUIREMENTS FOR CONTRACTORS

Without limiting Contractor's indemnification obligations under this Agreement, Contractor shall procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the Contractor, its agents, representatives, or employees.

Minimum Scope of Insurance

Coverage shall be at least as broad as:

Insurance Services Office Commercial General Liability coverage (occurrence form CG 0001).

Insurance Services Office form number CA 0001 (Ed. 1/87) covering Automobile Liability, code 1 (any auto).

Workers' Compensation insurance as required by the State of California.

Employer's Liability Insurance.

Minimum Limits of Insurance

Contractor shall maintain limits no less than:

General Liability: \$1,000,000 per occurrence for bodily injury, personal injury and property damage. The general aggregate limit shall apply separately to this project.

Automobile Liability: \$1,000,000 per accident for bodily injury and property damage.

Employer's Liability: \$1,000,000 per accident for bodily injury or disease.

Deductibles and Self-Insured Retentions

Any deductibles or self-insured retentions must be declared to and approved by the City. At the option of the City, either: (1) the insurer shall reduce or eliminate such deductibles or self-insured retentions as respects the City, its officers, officials, employees and volunteers or (2) the Contractor shall provide a financial guarantee satisfactory to the City guaranteeing payment of losses and related investigations, claim administration and defense expenses.

Other Insurance Provisions

The general liability and automobile liability policies are to contain, or be endorsed to contain, the following provisions:

Additional Insured Endorsement:

General Liability: The City, its officers, elected and appointed officials, employees, and volunteers shall be covered as insureds with respect to liability arising out of work performed by or on behalf of the Contractor. General liability coverage can be provided in the form of an endorsement to the Contractor's insurance, or as a separate owner's policy.

Automobile Liability: The City, its officers, elected and appointed officials, employees, and volunteers shall be covered as insureds with respect to liability arising out of automobiles owned, leased, hired or borrowed by or on behalf of the Contractor.

For any claims related to this project, the Contractor's insurance coverage shall be primary insurance as respects the City, its officers, elected and appointed officials, employees, and volunteers. Any insurance or self-insurance maintained by the City, its officers, officials, employees, or volunteers shall be excess of the Contractor's insurance and shall not contribute with it.

Each insurance policy required by this clause shall be endorsed to state that coverage shall not be canceled by either party, except after thirty (30) days prior written notice by certified mail, return receipt requested, has been given to the City.

Each insurance policy shall be endorsed to state that the inclusion of more than one insured shall not operate to impair the rights of one insured against another insured, and the coverages afforded shall apply as though separate policies had been issued to each insured.

Each insurance policy shall be in effect prior to awarding the contract and each insurance policy or a successor policy shall be in effect for the duration of the project. The maintenance of proper insurance coverage is a material element of the contract and failure to maintain or renew coverage or to provide evidence of renewal may be treated by the City as a material breach of contract on the Contractor's part.

Acceptability of Insurers

Insurance shall be placed with insurers with a current A.M. Best's rating of no less than A:VII and which are authorized to transact insurance business in the State of California by the Department of Insurance.

Verification of Coverage

Contractor shall furnish the City with original certificates and amendatory endorsements effecting coverage required by this clause. The endorsements should be on the City authorized forms provided with the contract specifications. Standard ISO forms which shall be subject to City approval and amended to conform to the City's requirements may be acceptable in lieu of City authorized forms. All certificates and endorsements shall be received and approved by the City before the contract is awarded. The City reserves the right to require complete, certified copies of all required insurance policies, including endorsements effecting the coverage required by these specifications at any time.

Subcontractors

Contractor shall include all subcontractors as insured under its policies or shall furnish separate certificates and endorsements for each subcontractor. All coverages for subcontractors shall be subject to all of the requirements stated herein.

Risk Management

Contractor acknowledges that insurance underwriting standards and practices are subject to change, and the City reserves the right to make changes to these provisions in the reasonable discretion of its Risk Manager.