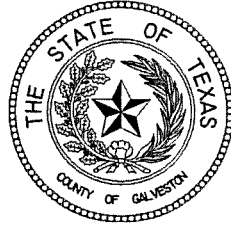


**GALVESTON COUNTY
PURCHASING DEPARTMENT**



REQUEST FOR PROPOSAL

RFP #B151011

**UNIFIED COMMUNICATIONS UPGRADE & DATA CENTER
FOR GALVESTON COUNTY**

**PROPOSAL DUE DATE: 12/08/2014
10:00 A.M. CST**

***Rufus Crowder, CPPO, CPPB
Purchasing Agent
Galveston County
722 Moody (21st Street)
Fifth (5th) Floor
Galveston, Texas 77550
(409) 770-5372***



RFP #B151011
OPEN: 12/08/2014
TIME: 10:00 A.M. CST

REQUEST FOR PROPOSAL UNIFIED COMMUNICATIONS UPGRADE & DATA CENTER FOR GALVESTON COUNTY

Sealed proposals in sets of seven (7), one (1) original and six (6) copies, will be received in the office of the Galveston County Purchasing Agent until 10:00 A.M. CST, on 12/08/2014, and opened immediately in that office in the presence of Galveston County Auditor and the Purchasing Agent. Sealed proposals are to be delivered to Rufus G. Crowder, CPPO CPPB, Galveston County Purchasing Agent at the Galveston County Courthouse, 722 Moody, (21st Street), Floor 5, Purchasing, Galveston, Texas 77550, (409) 770-5372. The time stamp clock located in the Purchasing Agent's office shall serve as the official time keeping piece for this solicitation process. Any proposals received after 10:00 A.M. CST on the specified date will be returned unopened.

Purpose:

The County of Galveston is requesting proposals for the construction of a new Data Center in the new League city Building: PSB 555 Walker St. and to upgrade the current communications system through a Unified Communications (UC) System upgrade.

All proposals must be marked on the outside of the envelope:

RFP #B51011 UNIFIED COMMUNICATIONS UPGRADE & DATA CENTER FOR GALVESTON COUNTY

Proposer's name, return address, and the enclosed label should be prominently displayed on the proposal package for identification purposes.

Specifications can be obtained on application at the office of the Galveston County Purchasing Agent, located in the Galveston County Courthouse, 722 Moody, (21st Street), Floor 5, Purchasing, Galveston, Texas, 77550, or by visiting the Galveston County website @ <http://www.galvestoncountytexas.gov/pu/Pages/BidListings.aspx>.

Proposal prices shall be either lump sum or unit prices as shown on proposal bid sheets, if applicable. The net price shall be delivered to Galveston County, including all freight, shipping, and license fees. Galveston County is tax exempt and no taxes should be included in proposal pricing.

Upon satisfaction of contractual terms (e.g., goods delivered in promised condition, services rendered as agreed, etc.), contractor shall be paid via Galveston County's normal accounts payable process.

Bonding Requirements:

- **PROPOSAL GUARANTEE:** Evidencing its firm commitment to engage in the contract if Proposer is selected for award of contract, each Proposer is required to furnish with their proposal a Cashier's Check, or an acceptable Proposer's Bond (in the event of requests for bids, this is called a Bidder's Bond), in the amount of five percent (5%) of the total contract price. The Proposer's Bond must be executed with a surety company authorized to do business in the State of Texas. Failure to furnish the bid/proposal guarantee in the proper form and amount, by the time set for opening of bids/proposals may be cause or rejection of the bid/proposal.

- **PERFORMANCE AND PAYMENT BONDS**

Successful proposer, before beginning work, shall execute a performance bond and a payment bond, each of which must be in the amount of the contract. The required payment and performance bonds must each be executed by a corporate surety in accordance with Section 1, Chapter 87, Acts of the 56th Legislature, Regular Session, 1959 (Article 7.19-1, Vernon's Texas Insurance Code).

The Galveston County Commissioners' Court reserves the right to waive any informality and to reject any and all proposals, and to accept the proposal which, in its opinion, is most advantageous to Galveston County with total respect the governing laws.

Rufus G. Crowder, CPPO CPPB
Purchasing Agent
Galveston County

**UNIFIED COMMUNICATIONS UPGRADE & DATA CENTER
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**GENERAL PROVISIONS
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1. PROPOSAL PACKAGE:

The request for proposal, general and special provisions, drawings, specifications/line item details, contract documents and the proposal sheet are all part of the proposal package. Proposals must be submitted in sets of seven (7), one (1) original and six (6) copies on the forms provided by the County, including the proposal sheets completed in their entirety and signed by an authorized representative by original signature. Failure to complete and sign the proposal sheets/contract page(s) may disqualify the proposal from being considered by the Commissioners' Court. Any individual signing on behalf of the proposer expressly affirms that he or she is duly authorized to tender this proposal and to sign the proposal sheet/contract under the terms and conditions in this proposal. Proposer further understands that the signing of the contract shall be of no effect unless subsequently awarded and the contract properly executed by the Commissioners' Court. All figures must be written in ink or typed. Figures written in pencil or with erasures are not acceptable. However, mistakes may be crossed out, corrections inserted, and initialed in ink by the individual signing the proposal. If there are discrepancies between unit prices quoted and extensions, the unit price will prevail. Each proposer is required to thoroughly review this entire proposal packet to familiarize themselves with the proposal procedures, the plans and specifications for the requested work as well as the terms, and conditions of the contract the successful proposer will execute with the County.

2. PROPOSER'S RESPONSIBILITY

The Proposer must affirmatively demonstrate its responsibility. The Proposer must also meet the following minimum requirements:

- A. have adequate financial resources or the ability to obtain such resources as required;
- B. be able to comply with all federal, state, and local laws, rules, regulations, ordinances and orders regarding this Request for Proposal;
- C. have a satisfactory record of performance;
- D. have a satisfactory record of integrity and ethics;
- E. and be otherwise qualified and eligible to receive an award.

3. TIME FOR RECEIVING PROPOSALS:

Proposals received prior to the submission deadline will be maintained unopened until the specified time for opening. If the proposer fails to identify the Proposal Number on the outside of the envelope as required, the Purchasing Agent will open the envelope for the sole purpose of identifying the proposal number for which the submission was made. The envelope will then be resealed. No liability will attach to a County office or employee for the premature opening of a proposal. If you do not submit a proposal, return this Request for Proposal and state reason, otherwise your name may be removed from the Purchasing Agent's mailing list.

4. PROPOSAL OPENING:

Only the names of proposers will be read at the opening. The Purchasing Agent will examine proposals promptly and thoroughly. No proposal may be withdrawn for a period of sixty (60) calendar days of the proposal opening date.

5. COMMISSIONERS' COURT:

No contract is binding on the County until it is properly placed on the Commissioners' Court agenda, approved in open Court, authorized to be executed by the County Judge, and fully executed by both parties. Department heads and elected officials are not authorized to enter into any type of agreement or contract on behalf of the County. Only the Commissioners' Court acting as a body may enter into a contract on behalf of and contractually bind the County. Additionally, department heads and elected officials are not authorized to agree to any type of supplemental agreements or contracts for goods or services. Supplemental agreements are subject to review by the County Legal Department prior to being accepted and signed by the County's authorized representative.

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6. REJECTION OF PROPOSALS/DISQUALIFICATION:

Galveston County, acting through its Commissioners' Court, reserves the right to: reject any and all proposals in whole or in part received by reason of this request for proposal, to waive any informality in the proposals received, to disregard the proposal of any proposer determined to be not responsible, and/or to discontinue its efforts for any reason under this proposal package at any time prior to actual execution of contract by the County. Proposers may be disqualified and rejection of proposals may be recommended to the Commissioners' Court for any of (but not limited to) the following causes:

Failure to use the proposal form(s) furnished by the County;

- A. Lack of signature by an authorized representative on the proposal form(s);
- B. Failure to properly complete the proposal;
- C. Proposals that do not meet the mandatory requirements; and/or;
- D. Evidence of collusion among proposers.

7. RESTRICTIVE OR AMBIGUOUS SPECIFICATIONS:

It is the responsibility of the prospective proposer to review the entire invitation to proposal packet and to notify the Purchasing Department if the specifications are formulated in a manner that would restrict competition or appear ambiguous. Any protest or question(s) regarding the specifications or proposal procedures must be received in the Purchasing Department not less than seventy-two (72) hours prior to the time set for proposal opening. Vendors are to submit proposal as specified herein or propose an approved equal.

8. SUBSTITUTES/DESCRIPTION OF MATERIALS AND EQUIPMENT:

Any brand name or manufacturer reference used herein is intended to be descriptive and not restrictive, unless otherwise noted, and is used to indicate the type and quality of material. The term "or equal" if used, identifies commercially produced items that have the essential performance and salient characteristics of the brand name stated in the item description. All supplies, material, or equipment shall be new and of the most suitable grade for the purpose intended. It is not the County's intent to discriminate against any materials or equipment of equal merit to those specified. However, if Proposer desires to use any substitutions, prior written approval must be obtained from the County Purchasing Agent and sufficiently in advance such that an addendum may be issued. All material supplied must be one hundred percent (100%) asbestos free. Bidder/Proposer, by submission of its bid/proposal, certifies that if awarded any portion of this procurement, the bidder/proposer will supply only material and equipment that is 100% asbestos free.

9. EXCEPTIONS TO PROPOSAL:

The proposer will list on a separate sheet of paper any exceptions to the conditions of the proposal. This sheet will be labeled, "Exceptions to Proposal Conditions", and will be attached to the proposal. If no exceptions are stated, it will be understood that all general and specific conditions will be complied with, without exception.

The Proposer must specify in its proposal any alternatives it wishes to propose for consideration by the County. Each alternative should be sufficiently described and labeled within the proposal and should indicate its possible or actual advantage to the program being offered.

The County reserves the right to offer these alternatives to other proposers.

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10. PRICING:

Proposals will be either lump sum or unit prices as shown on the proposal sheet. The net price will be delivered to Galveston County, including all freight or shipping charges. Cash discount must be shown on proposal, otherwise prices will be considered net. Unless prices and all information requested are complete, proposal may be disregarded and given no consideration. In case of default by the contractor, the County of Galveston may procure the articles or services from other sources and may deduct from any monies due, or that may thereafter become due to the contractor, the difference between the price named in the contract of purchase order and the actual cost thereof to the County of Galveston. Prices paid by the County of Galveston shall be considered the prevailing market price at the time such purchase is made. Periods of performance may be extended if the facts as to the cause of delay justify such extension in the opinion of the Purchasing Agent and the Commissioners' Court.

11. PROCUREMENT CARD PROGRAM:

The County of Galveston participates in a Procurement Card (P-Card) program that allows payments made to a vendor by credit card. This method normally results in substantially faster bill payments, sometimes within three (3) to five (5) days of the actual transaction date. If your company will accept payment via credit card (Visa, MasterCard), please notate this in your proposal submittal.

12. PASS THROUGH COST ADJUSTMENTS:

Except in instances of extreme extenuating circumstances Contractor prices shall remain firm throughout the Contract period and any renewals. Examples of extreme extenuating circumstances include such situations as a nationwide rail strike, oil shortage or oil embargo.

In extreme extenuating circumstances, Contractors may be allowed to temporarily "pass through" additional costs they are forced to incur through no fault of their own. A request for a pass through cost increase will not be considered unless a Contractor's cost for his product exceeds 10% over the original cost for the product. Also, the increase in cost must be nationwide and consistent for a minimum period of sixty (60) days. Costs that historically are anticipated to rise over a period of time (for example only, such as wages or insurance costs) do not qualify for pass through. If a Contractor thinks he will be asking for a pass through cost adjustment during the term of the contract, then the original cost of the product to Contractor must be stated in Contractor's original proposal.

A request for a pass through cost does not guarantee that one will be granted. Contractors must submit such information on each request as is required by the County Purchasing Agent. The County Purchasing Agent will review each request on a case-by-case basis and determine the appropriateness of each request as well as amount and duration of increase. Contractors will not be permitted any additional compensation for mark-ups or profits based on the increase in price. Rather, such additional compensation will be limited to the actual increase in original cost to the Contractor as such increase is reflected by the original cost stated in the proposal. But in no event will the amount of additional compensation exceed 25% increase in Contractor's original cost for his product as such cost is reflected in Contractor's original proposal or the duration exceed a period of sixty (60) days. In addition, should, during the period of the pass through, cost return to normal or decrease to below pre pass through prices, appropriate downward adjustments will be made. No more than one pass through adjustment will be permitted per year.

13. MODIFICATION OF PROPOSALS:

A proposer may modify a proposal by letter at any time prior to the submission deadline for receipt of proposals. Modification requests must be received prior to the submission deadline. Modifications made before opening time must be initialed by proposer guaranteeing authenticity. Proposals may not be amended or altered after the official opening with the single exception that any product literature and/or supporting data required by the actual specifications, if any, will be accepted at any time prior to the Commissioners' Court considering of same.

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14. SIGNATURE OF PROPOSALS:

Each proposal shall give the complete mailing address of the Proposer and be signed by an authorized representative by original signature with the authorized representative's name and legal title typed below the signature line. Each proposal shall include the Proposer's Federal Employer Identification Number (FEIN). Failure to sign the Contract page(s) and proposal response sheets may disqualify the proposal from being considered by the County. The person signing on behalf of the Proposer expressly affirms that the person is duly authorized to tender the proposal and to sign the proposal sheets and contract under the terms and conditions of this RFP and to bind the Proposer thereto and further understands that the signing of the contract shall be of no effect until it is properly placed on the Commissioners' Court agenda, approved in open Court, authorized to be executed by the County Judge, and fully executed by both parties.

15. AWARD OF PROPOSALS – EVALUATION CRITERIA AND FACTORS:

The award will be made to the responsible proposer whose proposal is determined to be the best evaluated offer demonstrating the best ability to fulfill the requirements set forth in this Request for Proposal. **The proposed cost to the County will be considered firm and cannot be altered after the submission deadline, unless the County invokes its right to request a best and final offer.**

Each proposer, by submitting a proposal, agrees that if their proposal is accepted by the Commissioners' Court, such proposer will furnish all items and services upon which prices have been tendered and upon the terms and conditions in this proposal and contract.

The contractor shall commence work only after the transmittal of a fully executed contract and after receiving written notification to proceed from the County Purchasing Agent. The contractor will perform all services indicated in the proposal in compliance with this contract.

Neither department heads nor elected officials are authorized to sign any binding contracts or agreements prior to being properly placed on the Commissioners' Court agenda and approved in open court. Department heads and other elected officials are not authorized to enter into any type of agreement or contract on behalf of Galveston County. Only the Commissioners' Court, acting as a body, may enter into a contract on behalf of the County. Additionally, department heads and other elected officials are not authorized to agree to any type of supplemental agreements or contracts for goods or services. Supplemental agreements are subject to review by the County Legal Department prior to being signed by the County's authorized representatives.

The County of Galveston reserves the right to accept proposals on individual items listed, or group items, or on the proposal as a whole; to reject any and all proposals; to waive any informality in the proposals; and to accept the proposal that appears to be in the best interest of the County. The selection process may, however, include a request for additional information or an oral presentation to support the written proposal.

In determining and evaluating the best proposal, the pricing may not necessarily be controlling, but quality, equality, efficiency, utility, general terms, delivery, suitability of the service offered, and the reputation of the service in general use will also be considered with any other relevant items. The Commissioners' Court shall be the sole judge in the determination of these matters.

The County reserves the right to reject any or all proposals in whole or in part received by reason of this RFP and may discontinue its efforts under this RFP for any reason or no reason or solely for the County's convenience at any time prior to actual execution of the contract by the County.

A Proposer whose proposal does not meet the mandatory requirements set forth in this RFP will be considered non-compliant.

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The invitation to submit a proposal which appears in the newspaper, or other authorized advertising mediums, these general provisions, the specifications which follow, the proposal sheets, and any addenda issued are all considered part of the proposal.

Each Proposer, by submitting a proposal, agrees that if its proposal is accepted by the Commissioners' Court, such Proposer will furnish all items and services upon the terms and conditions in this RFP and the resultant contract.

Notice of contract award will be made within ninety (90) days of opening of proposals to the lowest responsive and responsible contractor, whose proposal complies with all the requirements in the Request for Proposals.

Contractor shall submit to the County, for approval, within ten (10) days from notice of contract award, all Certificates of Insurance evidencing the required coverage as described under Insurance in the schedule of the Requests for Proposals.

The contractor shall not commence work under these terms and conditions of the contract until all applicable Certificates of Insurance, Performance and Payment Bonds, and Irrevocable Letter of Credit (if required) have been approved by the County of Galveston and the Contractor has received notice to proceed in writing and an executed copy of the contract from the County Purchasing Agent.

16. DISPUTE AFTER AWARD/PROTEST:

Any actual or prospective Proposer who is allegedly aggrieved in connection with the solicitation of this RFP or award of a contract resulting therefrom may protest. The protest will be submitted in writing to the Purchasing Agent within seven (7) calendar days after such aggrieved person knows of or should have known of the facts giving rise thereto. If the protest is not resolved by mutual agreement, the Purchasing Agent will promptly issue a decision in writing to the protestant. If the protestant wishes to appeal the decision rendered by the Purchasing Agent, such appeal must be made to the Commissioners' Court through the Purchasing Agent. The decision of the Commissioners' Court will be final. The Commissioners' Court need not consider protests unless this procedure is followed.

17. PUBLIC INFORMATION ACT:

The parties agree that the County is a governmental body for purposes of the Public Information Act, codified as Chapter 552 of the Texas Government Code and as such is required to release information in accordance with the Public Information Act. Proposer agrees that it has **clearly and conspicuously** marked any information that it considers to be confidential, proprietary, and/or trade secret in its proposal. County agrees to provide notice to Proposer in accordance with the Public Information Act in the event the County receives a request for information under the Public Information Act for information that the Proposer has marked as confidential, proprietary, and/or trade secret.

18. PROPOSER'S EMAIL ADDRESSES:

Notwithstanding the foregoing Section 17, Proposer acknowledges and agrees that the confidentiality of any and all email addresses it uses or discloses in communicating with the County are open to the public in accordance with Section 552.137 of the Government Code and consents to the release of its email addresses.

19. RESULTANT CONTRACT:

Proposer shall correctly and fully execute the resultant contract first. After this, the contract shall be set for consideration by the Commissioners' Court. If the Commissioners' Court authorizes the execution of the contract, then the resultant contract shall become effective upon the Commissioners' Court execution of same. Contract documents shall consist of the contract, the general and special provisions, the drawings, proposal package (including best and final offer(s) if such is utilized), any addenda issued, and any change orders issued during the work.

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If applicable to the attached bid/proposal, bidder/proposer must sign three (3) original contracts and return with their bid/proposal submittal.

Proposer should submit a proposed contract with its proposal or its sample material terms and conditions.

The criteria utilized for determining responsibility of proposer(s) includes, but is not limited to, the proposer's experience, skill, ability, business judgment, financial capacity, integrity, honesty, possession of the necessary facilities or equipment, previous performance, reputation, promptness, and any other factor deemed relevant by the County. The proposers shall furnish any information requested by the County in order for the County to determine whether a proposer is responsible.

20. CONTRACT TERM:

The term of the resultant contract will begin on the date of execution by the Commissioners' Court and will terminate on the date specified in the resultant contract unless terminated earlier as herein set forth.

21. TERMINATION FOR DEFAULT:

Failure of either party in the performance of any of the provisions of this contract shall constitute a breach of contract, in which case either party may require corrective action within ten (10) days from date of receipt of written notice citing the exact nature of such breach. Failure of the party being notified to take corrective action within the prescribed ten (10) days, or failure to provide written reply of why no breach has occurred, shall constitute a Default of Contract.

All notices relating to default by Proposer of the provisions of the contract shall be issued by County by its Legal Department, and all replies shall be made in writing to the County Legal Department. Notices issued by or issued to anyone other than the County Legal Department shall be null and void and shall be considered as not having been issued or received.

Galveston County reserves the right to enforce the performance of this contract in any manner prescribed by law in the event of breach or default of this contract, and may contract with another party, with or without solicitation of bids or proposals or further negotiations. At a minimum, Proposer shall be required to pay any difference in service or materials, should it become necessary to contract with another source, plus reasonable administrative costs and attorney fees.

In the event of Termination for Default, Galveston County, its agents or representatives shall not be liable for loss of any profits anticipated to be made by Proposer.

In addition to the remedies stated herein, the County has the right to pursue other remedies permitted by law or in equity.

No waiver by either party of any event of default under this agreement shall operate as a waiver of any subsequent default under the terms of this agreement.

County reserves the right to terminate this contract immediately in the event Proposer:

- A. Fails to meet delivery or completion schedules; and/or
- B. Fails to otherwise perform in accordance with the accepted proposal and the contract.

22. TERMINATION FOR CONVENIENCE:

County may terminate this contract upon at least thirty (30) calendar days prior written notice for its convenience or for any reason deemed by the County to serve the public interest. County may terminate this contract upon thirty (30) calendar days prior written notice for any reason resulting from any governmental law, order, ordinance, regulations,

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or court order. In no event shall County be liable for loss of any profits anticipated to be made hereunder by Proposer should this contract be terminated early.

23. FORCE MAJEURE:

If by reason of Force Majeure either Party shall be rendered unable, wholly or in part, to carry out its responsibilities under this contract by any occurrence by reason of Force Majeure, then the Party unable to carry out its responsibility shall give the other Party notice and full particulars of such Force Majeure in writing within a reasonable time after the occurrence of the event, and such notice shall suspend the Party's responsibility for the continuance of the Force Majeure claimed, but for no longer period.

Force Majeure means acts of God, floods, hurricanes, tropical storms, tornadoes, earthquakes, or other natural disasters, acts of a public enemy, acts of terrorism, sovereign conduct, riots, civil commotion, strikes or lockouts, and other causes that are not occasioned by either Party's conduct which by the exercise of due diligence the Party is unable to overcome and which substantially interferes with operations.

24. ESTIMATED QUANTITIES:

Any reference to quantities shown in the Request for Proposals is an estimate only. Since the exact quantities cannot be predetermined, the County reserves the right to adjust quantities as deemed necessary to meet its requirements.

25. CONTRACTOR INVESTIGATION:

Before submitting a proposal, each proposer shall make all investigations and examinations necessary to ascertain all site conditions and requirements affecting the full performance of the contract and to verify any representations made by the County upon which the contractor will rely. If the contractor receives an award as a result of its proposal submission, failure to have made such investigations and examinations will in no way relieve the contractor from its obligation to comply in every detail with all provisions and requirements of the contract, nor will a plea of ignorance of such conditions and requirements be accepted as a basis for any claim whatsoever by the contractor for additional compensation.

26. NO COMMITMENT BY COUNTY OF GALVESTON:

This Request for Proposal does not commit the County of Galveston to award any costs or pay any costs, or to award any contract, or to pay any costs associated with or incurred in the preparation of a proposal in response to this Request for Proposal, and does not commit the County of Galveston to procure or contract for services or supplies.

27. PROPOSAL COSTS BORNE BY BIDDER/PROPOSER:

Galveston County shall not be liable for any costs incurred by Bidder/Proposer in preparation, production, or submission of a bid/proposal and shall not be liable for any work performed by Bidder/Proposer prior to issuance of fully executed contract and properly issued notice to proceed. Galveston County shall not be liable for any costs incurred by Bidder/Proposer by reason of attending a pre-proposal conference. Galveston County shall not be liable for any costs incurred by Bidder/Proposer by reason of the County invoking use of best and final offers.

28. BEST AND FINAL OFFERS (BAFO):

In acceptance of proposals, the County of Galveston reserves the right to negotiate further with one or more of the proposers as to any features of their proposals and to accept modifications of the work and price when such action will be in the best interest of the County. This includes solicitation of a Best and Final Offer from one or more of the proposers. If invoked, this allows acceptable proposers the opportunity to amend, change or supplement their original proposal. Proposers may be contacted in writing requesting that they submit their Best and Final Offer. Any such Best and Final Offer must include discussed and negotiated changes.

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29. SINGLE PROPOSAL RESPONSE:

If only one proposal is received in response to the Request for Proposal, a detailed cost proposal may be requested of the single contractor. A cost/price analysis and evaluation and/or audit may be performed of the cost proposal in order to determine if the price is fair and reasonable.

30. CHANGES IN SPECIFICATIONS:

If it becomes necessary to revise any part of this proposal, a written notice of such revision will be provided to all proposers in the form of addenda. The County is not bound by any oral representations, clarifications, or changes made in the written specifications by the County's employees, unless such clarification or change is provided to proposers in a written addendum from the Purchasing Agent.

The County of Galveston reserves the right to revise or amend the specifications up to the time set for opening of proposals. Such revisions and amendments, if any, shall be announced by amendments to the solicitation. Copies of such amendments shall be furnished to all prospective contractors. Prospective contractors are defined as those contractors listed on the County's Request for Proposal list for this material/service or those who have obtained documents subsequent to the advertisement. If revisions and amendments require changes in quantities or prices proposed, or both, the date set for opening of proposals may be postponed by such number of days as in the opinion of the County shall enable contractors to revise their proposals. In any case, the proposal opening shall be at least five working days after the last amendment, and the amendment shall include an announcement of the new date if applicable, for the opening or proposals.

31. PROPOSAL IDEAS AND CONCEPTS:

The County reserves to itself the right to adopt or use for its benefit, any concept, plan, or idea contained in any proposal.

32. PROPOSAL DISCLOSURES:

The names of those who submitted proposals will not be made public information unless in conformity with the County Purchasing Act. No pricing or staffing information will be released. Proposers are requested to withhold all inquiries regarding their proposal or other submissions until after an award is made. No communication is to be had with any County employee or official, other than the County Purchasing Agent, regarding whether a proposal was received. Violations of this provision may result in the rejection of a proposal.

33. WITHDRAWAL OF PROPOSAL:

Proposers may request withdrawal of a sealed proposal prior to the scheduled proposal opening time provided the request for withdrawal is submitted to the Purchasing Agent in writing. No proposals may be withdrawn for a period of sixty (60) calendar days after opening of the proposals.

34. INDEMNIFICATION:

The contractor shall agree to assume all risks and responsibility for, and agrees to indemnify, defend, and save harmless, the County of Galveston, its elected and appointed officials and department heads, and its agents and employees from and against all claims, demands, suits, actions, recoveries, judgments, and costs and expenses including reasonable attorney's fees for the defense thereof in connection therewith on account of the loss of life, property or injury or damage to the person which shall arise from contractor's operations under this contract, its use of County facilities and/or equipment or from any other breach on the part of the contractor, its employees, agents or any person(s), in or about the County's facilities with the expressed or implied consent of the County. Contractor shall pay any judgment with cost which may be obtained against Galveston County resulting from contractor's operations under this contract.

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Contractor agrees to indemnify and hold the County harmless from all claims of subcontractors, laborers incurred in the performance of this contract. Contractor shall furnish satisfactory evidence that all obligations of this nature herein above designated have been paid, discharged or waived. If Contractor fails to do so, then the County reserves the right to pay unpaid bills of which County has written notice direct and withhold from Contractor's unpaid compensation a sum of money reasonably sufficient to liquidate any and all such lawful claims.

35. REQUIREMENT OF AND PROOF OF INSURANCE:

The successful proposer shall furnish evidence of insurance to the County Purchasing Agent and shall maintain such insurance as required hereunder or as may be required in the Special Provisions or resultant contract, if different. Contractor shall obtain and thereafter continuously maintain in full force and effect, commercial general liability insurance, including but not limited to bodily injury, property damage, and contractual liability, with combined single limits as listed below or as may be required by State or Federal law, whichever is greater.

- A. For damages arising out of bodily injury to or death of one person in any one accident :
ONE HUNDRED THOUSAND AND NO/100 (\$100,000.00) DOLLARS.
- B. For damages arising out of bodily injury to or death of two or more persons in any one accident:
THREE HUNDRED THOUSAND AND NO/100 (\$300,000.00) DOLLARS.
- C. For any injury to or destruction of property in any one accident :
ONE HUNDRED THOUSAND AND NO/100 (\$100,000.00) DOLLARS.

Insurance shall be placed with insurers having an A.M. Best's rating of no less than A. Such insurance must be issued by a casualty company authorized to do business in the State of Texas, and in standard form approved by the Board of Insurance Commissioners of the State of Texas, with coverage provisions insuring the public from loss or damage that may arise to any person or property by reason of services rendered by Contractor.

Galveston County shall be listed as the additional insured on policy certificates and shall be provided with no less than thirty (30) calendar days prior notice of any changes to the policy during the contractual period.

Certificates of Insurance, fully executed by a licensed representative of the insurance company written or countersigned by an authorized Texas state agency, shall be filed with the County Purchasing Agent within ten (10) business days of issuance of notification from the County Purchasing Agent to Proposer that the contract is being activated as written proof of such insurance and further provided that proposer shall not commence work under this contract until it has obtained all insurance required herein, provided written proof as required herein, and received written notice to proceed issued from the County Purchasing Agent.

Proof of renewal/replacement coverage shall be provided upon expiration, termination, or cancellation of any policy. Said insurance shall not be cancelled, permitted to expire, or changed without thirty (30) days prior written notice to the County.

Insurance required herein shall be maintained in full force and effect during the life of this contract and shall be issued on an occurrence basis. Contractor shall require that any and all subcontractors that are not protected under the Contractor's own insurance policies take and maintain insurance of the same nature and in the same amounts as required of Contractor and provide written proof of such insurance to Contractor. Proof of renewed/replacement coverage shall be provided upon expiration, termination, or cancellation of any policy. Contractor shall not allow any subcontractor to commence work on the subcontract until such insurance required for the subcontractor has been obtained and approved.

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Workers' Compensation Insurance: Successful proposer shall carry in full force Workers' Compensation Insurance Policy(ies), if there is more than one employee, for all employees, including but not limited to full time, part time, and emergency employees employed by the successful proposer. Current insurance certificates certifying that such policies as specified above are in full force and effect shall be furnished by successful proposer to the County.

Insurance is to be placed with insurers having a Best rating of no less than A. The Proposer shall furnish the County with certificates of insurance and original endorsements affecting coverage required by these insurance clauses within ten (10) business days of receiving notification from the County Purchasing Agent that the contract is being activated. The certificates and endorsements for each insurance policy are to be signed by a person authorized by the insurer to bind coverage on its behalf. The Proposer shall be required to submit annual renewals for the term of this contract prior to expiration of any policy.

In addition to the remedies stated herein, the County has the right to pursue other remedies permitted by law or in equity.

The County agrees to provide Proposer with reasonable and timely notice of any claim, demand, or cause of action made or brought against the County arising out of or related to utilization of the property. Proposer shall have the right to defend any such claim, demand, or cause of action at its sole cost and expense and within its sole and exclusive discretion. The County agrees not to compromise or settle any claim or cause of action arising out of or related to the utilization of the property without the prior written consent of the Proposer.

In no event shall the County be liable for any damage to or destruction of any property belonging to the Proposer.

36. BID/PROPOSAL GUARANTEE:

Unless specified differently within the Special Provisions of this procurement, each Proposer shall be required to submit a bid guarantee with its proposal as required within this Section.

Evidencing its firm commitment to engage in contract if Proposer is selected for award of contract, each Proposer is required to furnish with their proposal a Cashier's Check or an acceptable proposer's bond (in the event of request for bids, this is called a bidder's bond/bid bond), in the amount of five percent (5%) of the total contract price. If proposer is using a bond, then the proposers bond must be executed with a surety company authorized to do business in the State of Texas. Failure to furnish the bid/proposal guarantee in the proper form and amount, by the time set for opening of bids/proposals may be cause for rejection of the bid/proposal.

The Cashier's Check or Proposer Bond (as applicable) will be returned to each respective unsuccessful proposer(s) subsequent to the Commissioners' Court award of contract, and shall be returned to the successful proposer upon the completion and submission of all contract documents. Provided however, that the Cashier's Check or Proposer Bond will be forfeited to the County as liquidated damages should successful proposer fail to execute the contract within thirty (30) days after receiving notice of the acceptance of its proposal.

37. PERFORMANCE AND PAYMENT BONDS:

Successful proposer, before beginning work, shall execute a performance bond and a payment bond, each of which must be in the amount of the contract. The required payment and performance bonds must each be executed by a corporate surety in accordance with Section 1, Chapter 87, Acts of the 56th Legislature, Regular Session, 1959 (Article 7.19-1, Vernon's Texas Insurance Code).

The performance and payment bonds must clearly and prominently display on the bond or on an attachment to the bond:

- A. The name, mailing address, physical address, and telephone number, including the area code, of the surety company to which any notice of claim should be sent; or

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- B. The toll-free telephone number maintained by the Texas Department of Insurance under Subchapter B, Chapter 521, Insurance Code, and a statement that the address of the surety company to which any notice of claim should be sent may be obtained from the Texas Department of Insurance by calling the toll free-telephone number.

The performance bond shall be solely for the protection of Galveston County, in the full amount of the contract, and conditioned on the faithful performance of the work in accordance with the plans, specifications, and contract documents. The payment bond is solely for the protection and use of payment bond beneficiaries who have a direct contractual relationship with the prime contractor or a subcontractor to supply public work labor or material, and in the amount of the contract.

The payment and performance bonds required to be furnished herein must be furnished before the contractor begins work and are a requirement for issuance of a Notice to Proceed. Such bonds must be furnished to the Galveston County Purchasing Agent within thirty (30) days after the date of signing of the contract or receiving notice from the Purchasing Agent that the contract has been fully executed. Failure to provide the required payment and performance bonds within the required business days shall constitute an event of default under this contract. Contractor shall not commence work until all applicable certificates of insurance, performance, and payment bonds have been received and approved by the County Purchasing Agent and the Contractor receives notice to proceed in writing that has been issued by the County Purchasing Agent.

Additionally, if this request for proposal is for the award of a public works contract, then compliance with Chapter 2253 of the Texas Government Code, which is known as the McGregor Act, is mandatory. Performance and payment bonds are required to be furnished in accordance with Chapter 2253 of the Texas Government Code. Proposer should familiarize itself with the entire provisions of Chapter 2253 of the Texas Government Code.

38. PATENT AND COPYRIGHT PROTECTION:

The Proposer agrees at its sole expense to protect the County from claims involving infringement of patents or copyrights. **Proposer shall indemnify and save harmless the County of Galveston, its officers, employees, and agents, from liability of any nature and kind whatsoever, including without limitation cost and expenses, for or on account of any copyrighted, patented or un-patented invention, process, or article manufactured or used in the performance of the contract, including its use by the County.** Proposer also agrees that if Proposer is awarded this contract, that no work performed hereunder shall be subject to patent, copyright, or other intellectual property by Proposer.

39. CONFLICT OF INTEREST DISCLOSURE REPORTING:

Proposer may be required under Chapter 176 of the Texas Local Government Code to complete and file a conflict of interest questionnaire (CIQ Form). If so, the completed CIQ Form must be filed with the County Clerk of Galveston County, Texas.

If Proposer has an employment or other business relationship with an officer of Galveston County or with a family member of an officer of Galveston County that results in the officer or family member of the officer receiving taxable income that exceeds \$2,500.00 during the preceding 12-month period, then Proposer **MUST** complete a CIQ Form and file the original of the CIQ Form with the County Clerk of Galveston County.

If Proposer has given an officer of Galveston County or a family member of an officer of Galveston County one or more gifts with an aggregate value of more than \$250.00 during the preceding 12-months, then Proposer **MUST** complete a CIQ Form and file the original of the CIQ Form with the County Clerk of Galveston County.

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The Galveston County Clerk has offices at the following locations:

Galveston County Clerk
Galveston County Justice Center, Suite 2001
600 59th Street
Galveston, Texas 77551

Galveston County Clerk
North County Annex, 1st Floor
174 Calder Road
League City, Texas 77573

Again, if Proposer is required to file a CIQ Form, the original completed form is filed with the Galveston County Clerk (not the Purchasing Agent).

For Proposer's convenience, a blank CIQ Form is enclosed with this proposal. Blank CIQ Forms may also be obtained by visiting the Galveston County Clerk's website and/or the Purchasing Agent's website – both of these websites are linked from the Galveston County homepage, at <http://www.co.galveston.tx.us>.

As well, blank CIQ Forms may be obtained by visiting the Texas Ethics Commission website, specifically at http://www.ethics.state.tx.us/whatsnew/conflict_forms.htm.

Chapter 176 specifies deadlines for the filing of CIQ Forms (both initial filings and updated filings).

It is Proposer's sole responsibility to file a true and complete CIQ Form with the Galveston County Clerk if Proposer is required to file by the requirements of Chapter 176 of the Local Government Code. Proposer is advised that it is an offense to fail to comply with the disclosure reporting requirements dictated under Chapter 176 of the Texas Local Government Code.

If you have questions about compliance with Chapter 176, please consult your own legal counsel. Compliance is the individual responsibility of each person, business, and agent who is subject to Chapter 176 of the Texas Local Government Code.

40. COMPETITIVENESS AND INTEGRITY:

To prevent biased evaluations and to preserve the competitiveness and integrity of such acquisition efforts, **proposers are to direct all communications regarding this proposal to the Galveston County Purchasing Agent**, unless otherwise specifically noted.

Do not contact the requesting department. Attempts by offering firms to circumvent this requirement will be viewed negatively and may result in rejection of the offer of the firm found to be in non-compliance.

All questions regarding this Request for Proposal must be submitted in writing to:

Rufus Crowder, CPPO CPPB, Purchasing Agent
722 Moody, (21st Street)
Fifth (5th) Floor, Purchasing
Galveston, Texas 77550
Fax: (409) 621-7997
E-mail: rufus.crowder@co.galveston.tx.us

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An authorized person from the submitting firm must sign all proposals. This signature acknowledges that the proposer has read the proposal documents thoroughly before submitting a proposal and will fulfill the obligations in accordance to the terms, conditions, and specifications.

Please carefully review this Request for Proposal. It provides specific information necessary to aid participating firms in formulating a thorough response.

41. ENTIRETY OF AGREEMENT AND MODIFICATION:

This contract contains the entire agreement between the parties. Any prior agreement, promise, negotiation or representation not expressly set forth in this contract has no force or effect. Any subsequent modification to this contract must be in writing, signed by both parties. An official representative, employee, or agent of the County does not have the authority to modify or amend this contract except pursuant to specific authority to do so granted by the Galveston County Commissioners' Court.

42. NON-COLLUSION AFFIDAVIT:

Proposer certifies, by signing and submitting a proposal, that the proposal is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation; that the proposal is genuine and not collusive or sham; that the contractor has not directly or indirectly induced or solicited another contractor to put in a false or sham proposal, and has not directly or indirectly colluded, conspired, connived, or agreed with any contractor or anyone else to put in a sham proposal or that anyone shall refrain from bidding; that the contractor has not in any manner, directly or indirectly, sought by agreement, communications, or conference with anyone to fix the proposal price of the contractor of any other bidder, or to fix any overhead, profit or cost element of the proposal price, or that of any other contractor, or to secure any advantage against the public body awarding the contract or anyone interested in the proposed contract; that all statements contained in the proposal are true; and further, that the contractor has not, directly or indirectly, submitted his or her proposal price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, or paid, and will not pay, any fee to any cooperation, partnership, company association, organization, proposal depository, or to any member or agent thereof to effectuate a collusive or sham proposal.

A blank Non-Collusion Affidavit is included with this proposal packet. Proposer must enclose a truthful and fully executed original Non-Collusion Affidavit with the submission of its proposal. This is a mandatory requirement of this RFP. Failure to include the truthfully and fully executed Non-Collusion Affidavit in the submission of its proposal shall be considered non-compliance with the requirements of this RFP by the Proposer and grounds for the rejection of Proposer's submission.

No negotiations, decisions, or actions shall be initiated by any company as a result of any verbal discussion with any County employee prior to the opening of responses to this Request for Proposal.

No officer or employee of the County of Galveston, and no other public or elected official, or employee, who may exercise any function or responsibilities in the review or approval of this undertaking shall have any personal or financial interest, direct or indirect, in any contract or negotiation process thereof. The above compliance request will be part of all County of Galveston contracts for this service.

43. SOVEREIGN IMMUNITY:

The County specifically reserves any claim it may have to sovereign, qualified, or official immunity as a defense to any action arising in conjunction with this contract.

44. CONTROLLING LAW AND VENUE:

Proposer acknowledges and agrees that the contract is and shall be governed and construed by the laws of the State of Texas and that venue shall lie exclusively in Galveston County, Texas.

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45. MERGERS, ACQUISITIONS:

The Proposer shall be required to notify the County of any potential for merger or acquisition of which there is knowledge at the time that a proposal is submitted.

If subsequent to the award of any contract resulting from this RFP the Proposer shall merge or be acquired by another firm, the following documents must be submitted to the County:

- A. Corporate resolutions prepared by the awarded Proposer and the new entity ratifying acceptance of the original contract, terms, conditions and prices;
- B. New Proposer's Federal Identification Number (FEIN) and;
- C. New Proposer's proposed operating plans.

Moreover, Proposer is required to provide the County with notice of any anticipated merger or acquisition as soon as Proposer has actual knowledge of the anticipated merger or acquisition. The New Proposer's proposed plan of operation must be submitted prior to merger to allow time for submission of such plan to the Commissioners' Court for its approval.

46. DELAYS:

The County reserves the right to delay the scheduled commencement date of the contract if it is to the advantage of the County. There shall be no additional costs attributed to these delays should any occur. Proposer agrees it will make no claims for damages, for damages for lost revenues, for damages caused by breach of contract with third parties, or any other claim by Proposer attributed to these delays, should any occur. In addition, Proposer agrees that any contract it enters into with any third party in anticipation of the commencement of the contract will contain a statement that the third party will similarly make no claim for damages based on delay of the scheduled commencement date of the contract.

47. ACCURACY OF DATA:

Information and data provided through this Request for Proposal are believed to be reasonably accurate.

48. SUBCONTRACTING/ASSIGNMENT:

Proposer shall not assign, sell, or otherwise transfer its contract in whole or in part without prior written permission of Commissioners' Court. Such consent, if granted, shall not relieve the Proposer of any of its responsibilities under this contract.

49. INDEPENDENT CONTRACTOR:

Proposer expressly acknowledges that it is an independent contractor. Nothing in this agreement is intended nor shall be construed to create an agency relationship, an employer/employee relationship, a joint venture relationship, or any other relationship allowing County to exercise control or direction over the manner or method by which Proposer or its subcontractors perform in providing the requirements stated in the Request for Proposal.

50. MONITORING PERFORMANCE:

The County shall have the unfettered right to monitor and audit the Proposer's work in every respect. In this regard, the Proposer shall provide its full cooperation and insure the cooperation of its employees, agents, assigns, and subcontractors. Further, the Proposer shall make available for inspection and/or copying when requested, original data, records, and accounts relating to the Proposer's work and performance under this contract. In the event any such material is not held by the Proposer in its original form, a true copy shall be provided.

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51. PROCUREMENT ETHICS:

Galveston County is committed to the highest ethical standards. Therefore, it is a serious breach of the public trust to subvert the public purchasing process by directing purchases to certain favored vendors, or to tamper with the competitive bidding process, whether it's done for kickbacks, friendship or any other reason. Since misuse of the purchasing power of a local government carries criminal penalties, and many such misuses are from a lack of clear guidelines about what constitutes an abuse of office, the Code of Ethics outlined below must be strictly followed.

Galveston County also requires ethical conduct from those who do business with the County.

CODE OF ETHICS – Statement of Purchasing Policy:

“Public employment is a public trust. It is the policy of Galveston County to promote and balance the objective of protecting the County’s integrity and the objective of facilitating the recruitment and retention of personnel needed by Galveston County. Such policy is implemented by prescribing essential standards of ethical conduct without creating unnecessary obstacles to entering public office.

Public employees must discharge their duties impartially so as to assure fair competitive access to governmental procurement by responsible contractors. Moreover, they should conduct themselves in such a manner as to foster public confidence in the integrity of the Galveston County procurement organization.

To achieve the purpose of this Article, it is essential that those doing business with Galveston County also observe the ethical standards prescribed here.”

General Ethical Standards:

It shall be a breach of ethics to attempt to realize personal gain through public employment with Galveston County by any conduct inconsistent with the proper discharge of the employee’s duties.

It shall be a breach of ethics to attempt to influence any public employee of Galveston County to breach the standards of ethical conduct set forth in this code.

It shall be a breach of ethics for any employee of Galveston County to participate directly or indirectly in a procurement when the employee knows that:

The employee or any member of the employee’s immediate family, has a financial interest pertaining to the procurement;

A business or organization in which the employee or any member of the employee’s immediate family, has a financial interest pertaining to the procurement; or

Any other person, business, or organization with which the employee or any member of the employee’s immediate family is negotiating or has an arrangement concerning prospective employment is involved in the procurement.

Gratuities:

It shall be a breach of ethics for any person to offer, give, or agree to give any employee or former employee of Galveston County, or for any employee or former employee of Galveston County to solicit, demand, accept or agree to accept from another person, a gratuity or an offer of employment in connection with any decision, approval, disapproval, recommendation, preparation of any part of a program requirement or a purchase request, influencing the content of any specification or procurement standard, rendering of advice, investigation, auditing, or in any other advisory capacity in any proceeding or application, request for ruling, determination, claim or controversy, or other particular matter, pertaining to any program requirement or a contract or subcontract, or to any solicitation or proposal therefor.

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Kickbacks:

It shall be a breach of ethics for any payment, gratuity or offer of employment to be made by or on behalf of a subcontractor under a contract to the prime contractor or higher tier subcontractor or to any person associated therewith as an inducement for the award of a subcontract or order.

Contract Clause:

The prohibition against gratuities and kickbacks prescribed above shall be conspicuously set forth in every contract and solicitation by Galveston County.

Confidential Information:

It shall be a breach of ethics for any employee or former employee of Galveston County to knowingly use confidential information for actual or anticipated personal gain, or for the actual or anticipated gain of any other person.

Prohibition against Contingent Fees:

It shall be a breach of ethical standards for a person to be retained, or to retain a person, to solicit or secure a Galveston County contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, except for retention of bona fide employees or bona fide established commercial selling agencies for the purpose of securing business. Failure to abide by this section constitutes a breach of ethical standards.

Representation:

Proposer represents and warrants, by signing and submitting its proposal, that it has not retained anyone in violation of this section prohibiting contingent fees.

Contract Clause:

The representation prescribed above shall be conspicuously set forth in every contract and solicitation thereof.

52. SUBJECT TO APPROPRIATION OF FUNDS:

State law prohibits the obligation and expenditure of public funds beyond the fiscal year for which a budget has been approved by the Commissioners' Court. Galveston County anticipates this to be an integral part of future budgets to be approved during the periods of this contract, except for unanticipated needs or events which may prevent such payments against this contract. However, Galveston County cannot guarantee the availability of funds, and enters into this contract only to the extent such funds are made available through appropriation (allocation) by the Commissioners' Court. This contract shall not be construed as creating any debt on behalf of the County of Galveston in violation of TEX. CONST. art. XI, § 7, and it is understood that all obligations of Galveston County are subject to the availability of funds.

53. NOTICE:

All notices or other communications required or permitted under this contract shall be in writing and shall be deemed to have been duly given if delivered personally in hand, transmitted by facsimile, or mailed certified mail, return receipt requested with proper postage affixed and addressed to the appropriate party at the following address or at such other address as may have been previously given in writing to the parties (Proposer shall provide its notice information with its proposal submission). If mailed, the notice shall be deemed delivered when actually received, or if earlier, on the third day following deposit in a United States Postal Service post office or receptacle, duly certified, return receipt requested, with proper postage affixed. If delivered in person, notice shall be deemed delivered when received for by, or actually received by, the receiving Party.

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If transmitted by facsimile, notice shall be deemed delivered when receipt of such transmission is acknowledged.

To the County at:

Hon. Mark Henry,
County Judge of Galveston County
722 Moody (21st Street), Second (2nd) Floor
Galveston, Texas 77550
Fax: (409) 765-2653

With copies to:

Rufus Crowder, CPPO CPPB,
Galveston County Purchasing Agent
722 Moody (21st Street), Fifth (5th) Floor
Galveston, Texas 77550
Fax: (409) 621-7997

Robert Boemer, Director,
Galveston County Legal Department
722 Moody (21st Street), Fifth (5th) Floor
Galveston, Texas 77550
Fax: (409) 770-5560

To the Contractor at:

(Proposer to provide its contact name, address, and facsimile number for notice hereunder.)

54. NON-DISCRIMINATION:

- A. **Equal Employment Opportunity:** Proposer will not discriminate against any employee or applicant for employment because of race, color, religion, national origin, sex, disability, genetic information or veteran status. Proposer will take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, religion, national origin, sex, disability, genetic information or veteran status. Such action shall include, but not be limited to, the following: employment; upgrading; demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. Proposer agrees to post in conspicuous places, available to employees and applicants for employment, notices of employment.

Proposer will, in all solicitation or advertisements for employees placed by or on behalf of Proposer, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, sex, disability, genetic information, or veteran status.

Proposer will cause the foregoing provisions to be inserted in all subcontracts for any work covered by this Agreement so that such provisions will be binding upon each subcontractor, provided that the foregoing provisions shall not apply to contracts or subcontracts for standard commercial supplies or raw materials.

Proposer will include the provisions herein in every subcontract or purchase order unless exempted.

- B. **Drug Free Work Place Act:** Proposer shall comply with all applicable requirements of the Drug-Free Workplace Act of 1988 and implementing regulations.
- C. **Americans with Disabilities Act:** Proposer shall comply with all applicable provisions of the Americans with Disabilities Act and implementing regulations.

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- D. **OSHA Regulations:** Proposer agrees to maintain and to display any applicable materials for its employees in accordance with OSHA regulations.
- E. **Compliance with Immigration Laws and Use of E-Verify:** Proposer agrees to comply with all requirements of the U.S. Immigration Reform and Control Act of 1986, as amended, and any implementing regulations thereto. Proposer further agrees to utilize the E-Verify system through the Department of Homeland Security on its employees. Proposer shall not employ unauthorized aliens, and shall not assign services to be performed to any supplier or subcontractor who are unauthorized aliens. If any personnel performing any services hereunder are discovered to be an unauthorized alien, then Proposer will immediately remove such personnel from performing services hereunder and shall replace such personnel with personnel who are not unauthorized alien(s).
- F. **State and Federal Law Compliance:** Proposer agrees to comply with all other State and Federal laws and regulations applicable to the provision of services under this contract.

55. RECORD RETENTION AND RIGHT TO AUDIT:

Proposer shall keep and maintain all records associated with this contract for a minimum of five (5) years from the close of the contract or as required by Federal or State law or regulation, whichever period is longer. If awarded this contract, Proposer shall allow the County reasonable access to the records in Proposer's possession, custody, or control that the County deems necessary to assist it in auditing the services, costs, and payments provided hereunder. If this contract involves the use of Federal or State

funds, then Proposer shall also allow reasonable access to representatives of the Office of Inspector General, the General Accounting Office, and the other Federal and/or State agencies overseeing the funds that such entities deem necessary to facilitate review by such agencies and Proposer shall maintain fiscal records and supporting documentation for all expenditures in a manner that conforms with OMB Circular A-87 (relocated to 2 C.F.R. Part 225) and this contract.

56. TITLE VI ASSURANCES/TxDOT:

The County is subject to Title VI of the Civil Rights Act of 1964 and the Federal and State laws and regulations of the United States Department of Transportation and Texas Department of Transportation (TxDOT). Pursuant to these requirements, the County must have its contractors provide required assurances on compliance with non-discrimination by itself and its subcontractors. The Title VI Assurances within this Subsection are not exhaustive – whenever any Federal, State, or Local requirement requires additional clauses, this list shall not be construed as limiting. Contractor agrees as follows:

- A. **Compliance with Regulations:** The Contractor shall comply with the Regulations relative to nondiscrimination in Federally-assisted programs of the Department of Transportation (hereinafter, DOT) Title 49, Code of Federal Regulations, Part 21, as they may be amended from time to time (hereinafter referred to as the Regulations), which are incorporated herein by reference and made a part of this contract.
- B. **Non-discrimination:** The Contractor, with regard to the work performed by it during the contract, shall not discriminate on the basis of race, color, national origin, religion, sex, age, disability or Veteran status in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The Contractor shall not participate either directly or indirectly in the discrimination prohibited by Section 21.5 of the Regulations, including employment practices when the contract covers a program set forth in Appendix B of the Regulations.

**GENERAL PROVISIONS
UNIFIED COMMUNICATIONS UPGRADE & DATA CENTER
FOR GALVESTON COUNTY**

- C. **Solicitations for Subcontractors, Including Procurement of Materials and Equipment:** In all solicitations either by competitive bidding or negotiation made by the Contractor for work to be performed under a subcontract, including procurement of materials or leases of equipment, each potential subcontractor or supplier shall be notified by the Contractor of the Contractor's obligations under this contract and the Regulations relative to nondiscrimination on the grounds of race, color, national origin, religion, sex, age, disability or Veteran status.
- D. **Information and Reports:** The Contractor shall provide all information and reports required by the Regulations or directives issued pursuant thereto, and shall permit access to its books, records, accounts, other sources of information and its facilities as may be determined by the Galveston County or the Texas Department of Transportation to be pertinent to ascertain compliance with such Regulations, orders and instructions. Where any information required of the Contractor is in the exclusive possession of another who fails or refuses to furnish this information the Contractor shall so certify to Galveston County or the Texas Department of Transportation as appropriate, and shall set forth what efforts it has made to obtain the information.
- E. **Sanctions for Noncompliance:** In the event of the Contractor's noncompliance with the nondiscrimination provisions of this contract, Galveston County shall impose such contract sanctions as it or the Texas Department of Transportation may determine to be appropriate, including, but not limited to:
- 1) withholding of payments to the Contractor under the contract until the Contractor complies, and/or;
 - 2) cancellation, termination, or suspension of the contract, in whole or in part.
- F. **Incorporation of Provisions.** The Contractor shall include the provisions of paragraphs (1) through (6) in every subcontract, including procurement of materials and leases of equipment, unless exempt by the Regulations, or directives issued pursuant thereto. The Contractor shall take such action with respect to any subcontract or procurement as Galveston County or the Texas Department of Transportation may direct as a means of enforcing such provisions including sanctions for non-compliance: Provided, however, that, in the event Contractor becomes involved in, or is threatened with, litigation with a subcontractor or supplier as a result of such direction, the Contractor may request Galveston County to enter into such litigation to protect the interests of Galveston County, and, in addition, the Contractor may request the United States to enter into such litigation to protect the interests of the United States.
- 57. CERTIFICATION REGARDING DEBARMENT, SUSPENSION, PROPOSED DEBARMENT, AND OTHER RESPONSIBILITY MATTERS:**
Proposer certifies that neither it, nor any of its Principals, are presently debarred, suspended, proposed for debarment, disqualified, excluded, or in any way declared ineligible for the award of contracts by any Federal agency. Contractor agrees that it shall refund Galveston County for any payments made to Contractor while ineligible. Contractor acknowledges that Contractor's uncured failure to perform under this Agreement, if such should occur, may result in Contractor being debarred from performing additional work for the County, the GLO, the State, HUD, and other Federal and State entities. Further, Proposer has executed the Certification Regarding Debarment, Suspension, Proposed Debarment, and Other Responsibility Matters and returned the fully completed and executed original certification with the submission of its proposal. **The truthful and fully completed and executed original of the Certification Regarding Debarment, Suspension, Proposed Debarment, and Other Responsibility Matters must be included with the submission of Proposer's proposal and is a mandatory requirement of this RFP. Proposer's failure to include the fully completed and executed original of this Certification shall be considered non-compliance with the requirements of this RFP and grounds for the rejection of Proposer's proposal.**

**GENERAL PROVISIONS
UNIFIED COMMUNICATIONS UPGRADE & DATA CENTER
FOR GALVESTON COUNTY**

58. SECTION 231.006, FAMILY CODE/DELINQUENT CHILD SUPPORT:

Pursuant to Title 5, Section 231.006 of the Texas Family Code, as applicable, Proposer certifies that it, including all of its principals, is/are current in child support payments and therefore, that it is eligible to receive payments from State funds under a contract for property, materials, or services. Proposer acknowledges and agrees that if it is awarded this contract, then the ensuing agreement may be terminated and payment withheld if this certification is inaccurate. Finally, by the submission of its proposal, the Proposer certifies that it has included the names and social security numbers of each person with at least 25% ownership interest in Proposer within its response to the RFP and that all such persons are current in child support payments.

59. LABOR STANDARDS:

Proposer acknowledges that the contract to be awarded pursuant to this RFP is on a grant program funded with Federal funds. Proposer shall comply with the requirements of 29 CFR Part 5 and CFR Part 30 and shall be in conformity with Executive Order 11246, entitled "Equal Employment Opportunity", Copeland, "Anti-Kickback" Act (29 C.F.R. Part 3), the Davis-Bacon and Related Acts (29 C.F.R. Parts 1,3, and 5), the Contract Work Hours and Safety Standards Act (40 U.S.C. 3701 et seq.), and all other applicable Federal, State, and local laws and regulations pertaining to labor standards, insofar as those acts apply to the performance of this Agreement. Proposer is also responsible for ensuring that all subcontractors comply with the requirements of 29 CFR Part 5 and CFR Part 30 and shall be in conformity with Executive Order 11246, entitled "Equal Employment Opportunity", Copeland "Anti-Kickback" Act, the Davis-Bacon and Related Acts (29 CFR Parts 1, 3 and 5), the Contract Work Hours and Safety Standards Act (40 U.S.C. 3701 et seq.), and all other applicable Federal, State, and local laws and regulations pertaining to labor standards, insofar as those acts apply to the performance of this Agreement.

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End of General Provisions



RFP#: B151011
OPEN: 12/08/2014
TIME: 10:00 A.M. CST

SPECIAL PROVISIONS UNIFIED COMMUNICATIONS UPGRADE & DATA CENTER FOR GALVESTON COUNTY

The Special Provisions section of this Request for Proposal solicitation and the exhibits attached herein are made a part of the entire agreement between the parties with respect to the subject matter of the Request for Proposal and Resultant Contract Agreement, and supersede the General Provisions, any prior negotiations, agreements and understandings with respect thereto.

PURPOSE:

The County of Galveston is requesting proposals for the construction of a new Data Center in the new League City Building: PSB 555 Walker St. and to upgrade the current communications system through a Unified Communications (UC) System upgrade.

The intent of this request for proposal is to contract with a qualified, responsible company uniquely qualified to perform the scope of work as provided in this request for proposal.

NAME BRANDS:

The mention of name brands is not intended to be restrictive, but is intended to describe the general features and requirements (or equivalent) that Galveston County is seeking. Any exceptions to the proposal conditions should be clearly defined as such and submitted per the instructions in the General Provisions, page 2, Exceptions to Proposal.

PROGRAM ADMINISTRATION:

The County's Information Technology Department will designate a Program Administrator that will manage the work to be performed under the resultant contract, who for the purpose of this RFP is:

David Grullon
Information Technology Infrastructure & Applications Manager
722 Moody, 2nd Floor
Galveston, TX 77550
(409) 766-2446

The Galveston County Commissioners Court, and/or authorized designees will be responsible for negotiating with the successful Vendor the scope of work, the standards of performance, the specific technology provided, and the support services required for the proposed projects. All contractual amendments will be processed in accordance with Galveston County Purchasing Policies. Amendments will also be brought to Galveston County Commissioners Court for approval as deemed necessary. The approval process serves to ensure the project technology and/or service is within the scope of the resultant contract, and that pricing meets the agreed upon pricing methodology as specified in the contract, and that funds are available.

PROJECT TIME FRAME:

The County anticipates final selection of a preferred Service Provider by December 23, 2014.

RFP#: B151011
OPEN: 12/08/2014
TIME: 10:00 A.M. CST

SPECIAL PROVISIONS
UNIFIED COMMUNICATIONS UPGRADE & DATA CENTER
FOR GALVESTON COUNTY

SCHEDULE OF EVENTS:

The following is a schedule of events concerning the procurement process:

	<u>Date</u>
Advertise RFP (first date of publication)	Wednesday, November 19, 2014
Advertise RFP (second date of publication)	Wednesday, November 26, 2014
Proposals due from proposers/RFP Opening	Monday, December 8, 2014 @ 10:00 A.M.

SAMPLE CONTRACT/MATERIAL TERMS AND CONDITIONS:

Proposer is requested to submit a sample contract or its proposed material terms and conditions in the event it is awarded a contract pursuant to this procurement.

QUESTIONS

Questions must be submitted via email only to Rufus Crowder, CPPO CPPB, Galveston County Purchasing Agent at rufus.crowder@co.galveston.tx.us.

SUBMISSION INSTRUCTIONS

One (1) original and six (6) copies of the proposal must be submitted no later than **10:00 A.M. CST on 12/08/2014** to:

Rufus G. Crowder, CPPO CPPB
Purchasing Agent
County of Galveston
722 Moody Avenue (21st Street), Fifth (5th) Floor
Galveston, TX 77550

PRE-PROPOSAL CONFERENCE

There is no Pre-Proposal Conference scheduled for this solicitation.

EVALUATION CRITERIA AND AWARD

The award will be made to the responsible proposer whose proposal is determined to be the best evaluated offer demonstrating the best ability to fulfill the requirements set forth in this Request for Proposal. The requested services will be awarded primarily based on the evaluation criteria listed below as well as the provision stated on Pages 4-5 of the General Provisions, Item 15, Award of Proposals – Evaluation Criteria and Factors.

1. Pricing-Bill of Materials (BOM), Professional Services. Exhibits A & B (30%)
2. Installation Procedures and Methodology, time frame, testing/turn-up. (20%)
3. Vendor Qualification (20%)
4. Familiarity with Cisco network and telephone infrastructure (30%)

DATA CENTER PROVISIONS

1. EXECUTIVE OVERVIEW

1.1. Introduction

This document provides a roadmap for the proposed solution and a foundation for the Planning Phase.

1.2. Situation

Galveston County is planning to build a new Data Center in the new League City Building: PSB 555 Walker St.

1.3. Client Considerations

Galveston County is looking to deploy a Cisco voice solution upgrade.

1.4. Project and Deployment Strategy

The following high level strategy for this project is as follows:

- Review existing switch configuration. See Attached Bill of Materials
- Implement the new core switch with features and new VLANs for the upcoming voice deployment
- Plan and install a new pair of Core switches to replace the older core
- Create new core in shared data center (League City)

1.5. Impact

At the conclusion of this project Galveston County will have a DataCenter Core and configuration changes will be in place to allow for the deployment the voice upgrade.

2. BoM CONSIDERATIONS

2.1 Vendor needs to provide pricing & installation costs for the GalvCo-DataCtr-BoM items 1~57.

2.2 Vendor needs to provide pricing Only for the GalvCo-DataCtr-BoM items 58 ~ 72.

Galveston County Staff shall install the MISC items.

3. SYSTEMS ENGINEERING AND PLANNING PHASE

1.1 Introduction

The Systems Engineering Planning Phase of this project is the detailed planning and design that incorporates a discovery process, analysis, and knowledge transfer. The results of this phase are detailed design recommendations and a specific project plan. Detailed planning is necessary to ensure that the proposed solution will meet project requirements and help to reduce risk of an unsuccessful or unexpectedly expensive outcome. The Systems Engineering and Planning Phase documents are the technical and operational foundation for a successful Execution Phase.

Vendor maintains heavy client involvement during this phase by Galveston County representatives as part of the project Systems Engineering and Planning Team. This is done to ensure that all decisions being made are sensitive to client input and needs. Key Vendor team members will be assigned during the planning phase and will include the following:

1.1.1 Project Management

Vendor will provide a Project Manager (PM) who is familiar with the technology involved and experienced in project management best practice methodologies. Responsibilities will include:

- Work with Galveston County and Vendor project personnel to prioritize and plan the activities for the duration of the engagement. Establish lines of communication and frequency of status reporting.
- Review and communicate the status of the project with periodic status reports or conference calls that highlight performance on planned tasks, as well as any issues or other areas requiring attention by Vendor and/or Galveston County.
- Monitor quality on the project and establishing effective communications with Galveston County staff, while maintaining focused, high-quality effort through project completion.
- Create an implementation schedule with all necessary tasks and associated timelines.
- Utilize both Vendor and Galveston County resources, where applicable, to accomplish all tasks.
- Attend any appropriate Project Systems Engineering and Planning Phase Workshops that require PM participation and associated follow-up (Action Items, Resource Planning, etc.)

1.1.2 Engineering Personnel

Vendor will assign a lead senior consulting and systems architect who will lead this project from a technology and design perspective. This engineer will be responsible for the engineering document(s) during the Systems Engineering and Planning Phase and will work closely with Galveston County technical lead to ensure the design, configurations, equipment specifications, and methodology are accurate and in line with the overall project goals. This consulting engineer will also consider and make recommendations to ensure that the specifics of this project are in line with the greater system wide architecture and technology goals of Galveston County.

1.2 Systems Engineering and Planning Phase Scope of Work

The Systems Engineering and Planning Phase of this project is the detailed planning and design that incorporates a discovery process, analysis, and knowledge transfer. The results of this phase are detailed design recommendations and a specific project plan.

1.2.1 Systems Engineering and Planning Phase Tasks

The following Planning Phase tasks will be performed during this phase:

- Planning Team Organized
- Project Kickoff Meeting
- Planning and Systems Engineering Tasks
- Project Planning Workshops
- Planning Documents Creation and Review
- Final Planning Documents Delivered

1.2.2 Systems Engineering and Planning Phase Elements

The following elements will be identified, reviewed and/or defined in the Systems Engineering and Planning Phase:

1.2.2.1 Site Information

- Galveston County

1.2.2.2 Data Network (LAN)

- High Level Topology / Diagram
- Bandwidth, Latency, and QOS
- Routing Protocols
- Equipment List, IP Addresses, IOS Revisions, and Feature Sets
- High Availability
- Growth Planning
- LAN Protocols
- VLANs
- DHCP

1.2.2.3 Catalyst Switch

- Document changes necessary to add voice VLANS
- Document existing Core configuration
- Plan and document migration to new core switches
- Plan and document changes to the existing switches

1.2.2.4 ASA

- Locations
- Interfaces (Inside, DMZ, outside)
- VPN
- Security rules

- Device Cabling Termination and Connectivity

1.2.2.5 Facilities

- Racks
- Power and UPS
- Device Cabling Termination and Connectivity

1.2.2.6 Maintenance

- SmartNet

1.2.2.7 Policies and Access

- Policies and Systems Access
- Change Management Procedures

1.2.2.8 Support Plan

- Solutions Support for Galveston County

1.3 Systems Engineering and Planning Phase Deliverables

The following deliverables will be created by Vendor and provided to Galveston County as part of the Systems Engineering and Planning Phase Deliverables:

Key Focus	Key Activities	Deliverable
<ul style="list-style-type: none"> • Project Kickoff 	<ul style="list-style-type: none"> • Establish teams, define roles, and review project scope and planning schedule 	<ul style="list-style-type: none"> • Project Schedule
<ul style="list-style-type: none"> • Planning and Design 	<ul style="list-style-type: none"> • Discovery • Analysis • Recommendations • Design 	<ul style="list-style-type: none"> • System Documentation • Changed and Current Configurations
<ul style="list-style-type: none"> • Bill of Materials 	<ul style="list-style-type: none"> • Finalize BOM requirements for project 	<ul style="list-style-type: none"> • Final BOM
<ul style="list-style-type: none"> • Execution Phase Scope of Work 	<ul style="list-style-type: none"> • Execution Phase scope of work will determine Execution Phase pricing 	<ul style="list-style-type: none"> • Execution Phase Pricing
<ul style="list-style-type: none"> • Execution Phase Timeline 	<ul style="list-style-type: none"> • Deployment strategy and scope of work will determine final execution phase timeline 	<ul style="list-style-type: none"> • Project Timeline
<ul style="list-style-type: none"> • Systems Engineering and Planning Completion 	<ul style="list-style-type: none"> • Communicate Systems Engineering and Planning Phase completion 	<ul style="list-style-type: none"> • Systems Engineering Acceptance document

4. EXECUTION PHASE

1.1 Introduction

The Execution Phase of this project consists of performing the detailed scope of work which will be developed and finalized in the Systems Engineering and Planning Phase. The Execution Team is comprised of both Vendor and Galveston County experts, and is created to facilitate this process. During the Execution Phase, risk is continually mitigated by strong project management, technical leadership, detailed documentation, training, knowledge transfer tasks and a defined "freeze period" that fine tunes the solution and assures that the solution operates to functional specifications before project completion and handoff to the operations team. This is all done to ensure client satisfaction and unity with business goals and objectives.

Vendor approaches project execution from a skills-based perspective. Our Execution Team is made up of individuals who have specific skill sets that will be utilized at different times during a given project. This allows us to provide a very specialized workforce to Galveston County and utilize the appropriate resource for the task required.

1.2 Execution Phase Preliminary Scope of Work

The following Execution Phase tasks will be performed during this phase (task are not listed in the order of completion, this will be provided at the completion of the Planning Phase):

1.2.1.2 Core Replacement

- Rack and Stack two (2) 6807 Chassis (Galveston County Staff)
- Configure two (2) 6807 Chassis per the design defined during the planning phase
- Map ports for cutover and add descriptions
- Implement any recommended changes to the existing switches

1.2.1.3 ASA 5525-X

- Rack and Stack two (2) ASA Chassis (Galveston County Staff)
- Configure two (2) ASA Chassis per the design defined during the planning phase

1.2.1.4 Testing

- Customize Test Plans to Galveston County environment
- Solution Testing
 - System acceptance
 - User acceptance

1.2.1.5 System Cutover

- Day One of Live Support (Remote)

1.2.1.6 Project Closure

- Final Documentation

1.3 Execution Phase Deliverables

The following deliverables will be created by Vendor and provided to Galveston County as part of the Execution Phase Deliverables:

Key Focus	Key Activities	Deliverable
<ul style="list-style-type: none">• Execution	<ul style="list-style-type: none">• Installation• Configuration• Testing• Go Live• Freeze Period	<ul style="list-style-type: none">• Final Project Documentation
<ul style="list-style-type: none">• Project Completion	<ul style="list-style-type: none">• Communicate project completion	<ul style="list-style-type: none">• Project Completion and Acceptance document

1.4 Change Management Process

Vendor emphasizes detailed planning and design prior to any complex systems project. One of the reasons for this approach is to avoid any change orders during the Execution Phase that could affect budget, schedules, or business interruptions. During and upon completion of the Planning Phase Vendor will review all detailed system design and features so that when implementation begins there will be no surprises. However, there are times when a change order will be requested by the client upon completion of the Planning Phase and if this happens the change request will be considered an addendum to this proposal and the Planning documents and will be performed accordingly.

County of Galveston - PSB DataCtr BuildOut - Bill of Materials
EXHIBIT - A

Line #	# Part	Description	Price	Qty
1	C6807-XL-S2T-BUN	Chassis+Fan Tray+ Sup2T+2xPower Supply; IP Services ONLY		1
2	CON-SNT-6807S2TB	SMARTNET 8X5XNBD Chassis+Fan Tray+ Su		1 for 60 mo(s)
3	C6800-DATA-CENTER	Catalyst 6800 Data Center Deployment; For Tracking Only CENTER		1
4	C6807-XL-FAN	Catalyst 6807-XL Chassis Fan Tray		1
5	VS-S2T-10G	Cat 6500 Sup 2T with 2 x 10GbE and 3 x 1GbE with MSFC5 PFC4		1
6	MEM-C6K-INTFL1GB	Internal 1G Compact Flash		1
7	VS-F6K-PFC4	Cat 6k 80G Sys Daughter Board Sup2T PFC4		1
8	VS-SUP2T-10G	Catalyst 6500 Supervisor Engine 2T Baseboard		1
9	S2TIAI9N-15102SY	Cisco CAT6000-VS-S2T IOS UPD IP SRV 2 ADV IP NPE		1
10	MEM-C6K-	Catalyst 6500 Compact Flash Memory 2GB CPTFL2GB		1
11	MEM-SUP2T-4GB	4G DRAM Memory Total for Sup2T and Sup2TXL (2G + 2G) - UPGR		1
12	GLC-SX-MMD	1000BASE-SX SFP transceiver module, MMF, 850nm, DOM		1
13	X2-10GB-SR	10GBASE-SR X2 Module		2
14	WS-X6816-10T-2T	Catalyst 6500 16-port 10GbE 10GBASE-T module w/DFC4		1
15	WS-F6K-DFC4-E	Cat 6k 80G Sys Daughter Board DFC4E		1
16	WS-X6816-10T	16 Port 10G Ethernet Copper Base PID		1
17	WS-X6724-SFP	Catalyst 6500 24-port GigE Mod: fabric-enabled (Req. SFPs)		1
18	MEM-XCEF720-256M	Catalyst 6500 256MB DDR, xCEF720 (67xx interface, DFC3A)		1
19	WS-F6700-CFC	Catalyst 6500 Central Fwd Card for WS-X67xx modules		1
20	C6800-XL-3KW-AC	Catalyst 6807-XL 3000W Power Supply		2
23	CON-SNT-6807S2TB	Chassis+Fan Tray+ Su		1 for 60 mo(s)
24	C6800-DATA-CENTER	Catalyst 6800 Data Center Deployment; For Tracking Only		1
25	C6807-XL-FAN	Catalyst 6807-XL Chassis Fan Tray		1
26	VS-S2T-10G	Cat 6500 Sup 2T with 2 x 10GbE and 3 x 1GbE with MSFC5 PFC4		1
27	MEM-C6K-INTFL1GB	Internal 1G Compact Flash		1
28	VS-F6K-PFC4	Cat 6k 80G Sys Daughter Board Sup2T PFC4		1
29	VS-SUP2T-10G	Catalyst 6500 Supervisor Engine 2T Baseboard		1
30	S2TIAI9N-15102SY	Cisco CAT6000-VS-S2T IOS UPD IP SRV 2 ADV IP NPE		1
31	MEM-C6K-CPTFL2GB	Catalyst 6500 Compact Flash Memory 2GB		1
32	MEM-SUP2T-4GB	4G DRAM Memory Total for Sup2T and Sup2TXL (2G + 2G) - UPGR		1
33	GLC-SX-MMD	1000BASE-SX SFP transceiver module, MMF, 850nm, DOM		1
34	X2-10GB-SR	10GBASE-SR X2 Module		2
35	WS-X6816-10T-2T	Catalyst 6500 16-port 10GbE 10GBASE-T module w/DFC4		1
36	WS-F6K-DFC4-E	Cat 6k 80G Sys Daughter Board DFC4E		1
37	WS-X6816-10T	16 Port 10G Ethernet Copper Base PID		1

County of Galveston - PSB DataCtr BuildOut - Bill of Materials

38	WS-X6724-SFP	Catalyst 6500 24-port GigE Mod: fabric-enabled (Req. SFPs)		1
39	MEM-XCEF720-256M	Catalyst 6500 256MB DDR, xCEF720 (67xx interface, DFC3A)		1
40	WS-F6700-CFC	Catalyst 6500 Central Fwd Card for WS-X67xx modules		1
41	C6800-XL-3KW-AC	Catalyst 6807-XL 3000W Power Supply		2
42	CAB-7513AC	AC POWER CORD NORTH AMERICA (110V)		2
43	ASA5545-2SSD120- K9	NGFW ASA 5545-X w/ SW,8GE Data,1GE Mgmt,AC,3DES/AES,2 SSD120		2
44	CON-SNT-A45SDK9	SMARTNET 8X5XNBD ASA 5545-X with SW,		2 for 60 mo(s)
45	SF-ASA-X-9.1-K8	ASA 9.1 Software image for ASA 5500-X Series,5585-X & ASA-SM		2
46	SF-ASA-CX-9.1-K8	ASA 5500 Series CX Software v9.1		2
47	ASA-PWR-AC	ASA 5545-X/5555-X AC Power Supply		2
48	CAB-AC	AC Power Cord (North America), C13, NEMA 5-15P, 2.1m		2
49	ASA-AC-E-5545	AnyConnect Essentials VPN License - ASA 5545-X (2500 Users)		2
50	ASA-AC-M-5545	AnyConnect Mobile - ASA 5545-X (req. Essentials or Premium)		2
51	ASA-VPN-CLNT-K9	Cisco VPN Client Software (Windows, Solaris, Linux, Mac)		2
53	ASA5500-ENCR-K9	ASA 5500 Strong Encryption License (3DES/AES)		2
54	ASA-ANYCONN- CSD-K9	ASA 5500 AnyConnect Client + Cisco Security Desktop Software		2
55	ASA5500X- SSD120INC	ASA 5512-X through 5555-X 120GB MLC SED SSD (Incl.)		4
56	ASA5545-MB	^ASA 5545 IPS Part Number with which PCB Serial is associated		2
57	CAB-AC	AC Power Cord (North America), C13, NEMA 5-15P, 2.1m		2
MITSUBISHI				
58	AR3100X717	NETSHELTER SX 42U 600MMX1070MM		5
59	PDUMH20ATNET	SWITCHED PDU W/ ATS 120V 20A		10
60	AR201	NetShelter 2 Post Rack 45U #12-24 Threaded Holes Black		1
61	AR8615	CDX,Vertical Cable Manager, 84"x6"Wide, Single-Sided		2
62	AR8603A	2U Horizontal Cable Manager, 6" Fingers Top, Bottom Tie Down		7
63	ICMPP24CP6	PATCH PANEL CAT 6 FEED-THRU 24-P 1RMS		10
64	PR175LC96	Fiber Patch Panel, w/96 LC Multimode Couplers		1
65	PR175DLC24B	Fiber Patch Panel, w/24 LC Multimode Couplers		6
66	F2F202L0-05M	NETWORK CABLE - LC - MALE - ST - MALE - 16 FT - FIBER OPTIC - 62.5 / 125 MICRON		100
67	F2F202L0-03M	BELKIN FIBER OPTIC CABLE; MULTIMODE LC/ST DUPLEX MMF, 62.5/125		100
68	N201-020-BL	TRIPP LITE 20FT CAT6 GIGABIT BLUE SNAGLESS PATCH CABLE RJ45M/M		100
69	N201-007-BL	PATCH CABLE - RJ-45 (M) - RJ-45 (M) - 7 FT - UTP (CAT 6) - BLUE		100
70	12100-112	CPI Cable Radius Drop		6
71	08009-001	CPI Rack Grounding Kit		6
72	29853	25FT HOOK AND LOOP CABLE WRAP NYLON		4

UNIFIED COMMUNICATIONS UPGRADE PROVISIONS

1. EXECUTIVE OVERVIEW

1.1. Introduction

This Systems Engineering Report documents the detailed planning and design performed by the Systems Engineering and Planning Team as part of this project. As such this document provides a detailed roadmap for the final solution and sets the stage for a successful Execution Phase.

1.2. Situation

Galveston County currently utilizes a Cisco Unified Communications solution that is partially shared with two additional agencies affiliated with the County. These two additional agencies are League City and Galveston County Health District (GCHD). The Unified Communications Manager (UCM) cluster itself is currently used by all three agencies. For voicemail, each agency maintains its own Cisco Unity or Unity Connection server. For contact center and ACD functionality, Galveston County and GCHD utilize a Cisco Unified Contact Center Express server.

The current versions of Cisco UC apps have reached End-of-Sale status and will soon be unsupported. The hardware that the UC apps currently run on will not support upgrades to UC 10.x versions and will require replacement.

League City is in the process of bringing a new datacenter online in the near future. Galveston County is working with League City to allow Galveston County to have space for servers and other network gear in the new data center. A large portion of the upgraded UC servers, including the Primary servers, will be located in this new datacenter.

Galveston County has also expressed the desire to migrate away from existing PRI PSTN connection to SIP PSTN connections.

1.3. Client Considerations

The combined technical operations staff is interested in the following capabilities of the latest releases of Cisco Unified Communications Manager (CUCM) 10.5 and utilizing the other advanced, applications packaged within Cisco Workspace Licensing (CUWL). After meeting with Galveston County and the City of League City and discussing various options, The following are client considerations or requirements:

- Move to current supported platform of Unified Communications Manager
- Move to Linux-based appliance to increase stability and decrease support time required for patching and maintaining systems
- Move to a Virtualized Unified Communications solution
- Greater expansion and redundancy of the overall solution
- Cisco Unified Communications Manager version supported in a virtual environment
- Minimal impact to users
- Minimal impact to system integrity

- Migration to Cisco "UC on UCS" architecture which enables server virtualization for UC applications
- Replace existing PRIs and migrate to SIP

1.4. Solution Overview

1.4.1. Cisco Unified Communications Manager

The existing Unified Communications Manager (UCM) cluster will be upgraded to version 10.5. The UCM migration and upgrade process will result in the servers running on new Cisco UCS servers. The UCS servers will be a combination of stand-alone C-series servers and enclosed B-series blade-type servers. The UCS servers will be running VMware vSphere. The UCM servers will be spread across the agency's locations and placed in strategic locations to provide the highest possible system redundancy and reduced down time.

1.4.2. Cisco Unity Connection

Galveston County and Galveston County Health District will continue to operate their own Unity Connection system. The Unity server utilized by League City will be migrated to Unity Connection. Each server will be upgraded to version 10.5 and a secondary Unity Connection server added to form a redundant pair. Each Unity Connection server will be migrated to new Cisco UCS hardware and VMware.

1.4.3. Cisco Unified Contact Center Express

The existing single Unified Contact Center Express (UCCX) server will be upgraded to version 10.x. The UCCX cluster will also have a secondary server added to provide redundancy. Both UCCX servers will migrate to new Cisco UCS hardware and VMware.

1.4.4. Cisco IM & Presence

A Cisco IM & Presence (CIMP) server cluster will be added to the existing voice system. The CIMP servers will run on the new UCS hardware and VMware. CIMP will provide Jabber connectivity for softphone, Instant Messaging, Presence status and click-to-call from Outlook functionality.

1.4.5. SIP Trunks

The existing PRIs that are used for primary PSTN connectivity for inbound and outgoing calls will be replaced with SIP trunks from TW Telecom. The SIP trunks will only be for Galveston County and GCHD.

1.4.6. Cisco Video Communications Server

Cisco Video Communications Server (VCS) will be installed for Galveston County. VCS will provide video calling capabilities for internal video stations and external video calls.

1.4.7. Cisco/Informacast Paging

The existing Informacast Paging server used by Galveston County Health District will be upgraded to the latest supported version and migrated to the UCS.

1.4.8. Other UC Servers

The remaining voice servers, including RightFax, Biscom FAXCOM and Infortel will be upgraded to the latest version to support the Cisco UC upgrades.

1.4.9. Proposed Server Replacement

All existing Cisco MCS servers will be replaced with Cisco UCS servers. The new PSB datacenter will house two (2) UCS B-series blades. EMF will contain one (1) C240 servers. MCA will contain one (1) C240 UCS server. JCL and CHM will each contain a single C220 server. For reference, the below chart displays information regarding the proposed servers for each location:

Key:	All-Black	GCHD - Green	Galco - Blue	CiLC - Red
-------------	-----------	--------------	--------------	------------

Model - B230M2			
<i>PSB Server 1</i>	vCPU	vRAM (GB)	vDisk (GB)
UCM Pub	2	6	110
CUC Pub Galco	2	6	200
CUC Pub CiLC	2	6	200
CUC Pub GCHD	2	6	200
CIMP Pub	2	4	80
UCCX Pub	2	8	292
VSC-E Primary	2	6	132
VCS-C Primary	2	6	132
Total	16	48	1346

UCS C240 M3S (SFF) TRC#2			
<i>EMF Server 1</i>	vCPU	vRAM (GB)	vDisk (GB)
UCM Sub 2	2	6	110
CIMP Sub	2	4	80
CUC Sub GalCo	2	6	200
Total	6	16	390

UCS C240 M3S (SFF) TRC#2			
<i>MCA Server 1</i>	vCPU	vRAM (GB)	vDisk (GB)
Informacast GCHD	1	4	80
UCM Sub 3	2	6	110
CUC Sub GCHD	1	4	200
UCCX Sub	2	8	292
Total	6	22	682

Model - B230M2			
<i>PSB Server 2</i>	vCPU	vRAM (GB)	vDisk (GB)
PCA	8	22	200
PCP	4	8	120
UCM Sub 1	2	6	110
Total	14	36	430

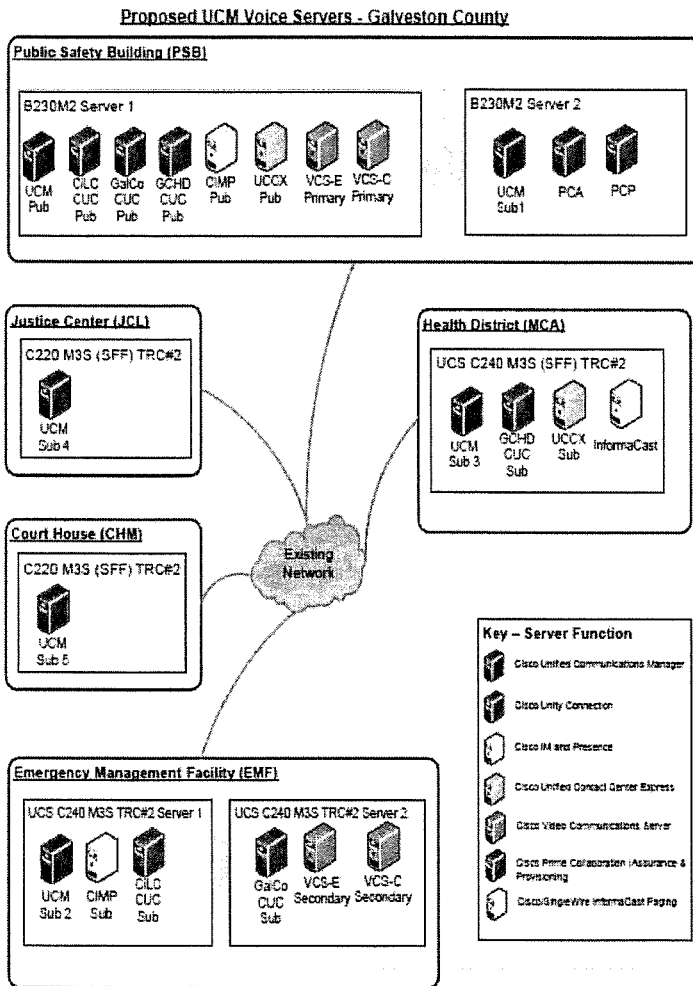
UCS C240 M3S (SFF) TRC#2			
<i>EMF Server 2</i>	vCPU	vRAM (GB)	vDisk (GB)
CUC Sub CiLC	1	4	160
VSC-E Secondary	2	6	132
VCS-C Secondary	2	6	132
Total	5	16	424

C220 M3S (SFF) TRC#2			
<i>JCL Server 1</i>	vCPU	vRAM (GB)	vDisk (GB)
UCM Sub 4	2	6	110
Total	2	6	110

C220 M3S (SFF) TRC#2			
<i>CHM Server 1</i>	vCPU	vRAM (GB)	vDisk (GB)
UCM Sub 5	2	6	110
Total	2	6	110

1.4.10. Proposed Server Location

The diagram below represents the host virtual machine locations and the VMs that will be installed in each host server:



2. ANALYSIS AND RECOMMENDATIONS

2.1. Summary of Recommendations

This section contains a summary of all recommendations contained in **Section 2 Analysis and Recommendations**. The responsible party is in parenthesis. Further detail is provided throughout this section.

- Replace all End-of-Support voice gateways. For example the 1760s (Vendor)
- Quarterly SRST and 911 Testing (Gal. Co. Agencies)
- IOS upgrades on existing voice gateways (Vendor)
- New and supported SFTP servers for each agency (Gal. Co. Agencies)
- Upgrades to peripheral voice components, including FAXCOM, ISI Infortel Call Detail Reporting and InformaCast (Vendor)
- Re-installation of RightFax server (Gal. Co. Agencies/OpenText)
- Migrate server hardware to Cisco UCS (Vendor)
- QoS review and configuration on WAN links (Gal. Co. Agencies)
- Replace existing PRIs with new SIP trunks (Vendor/Gal. Co. Agencies)

2.2. Site Information

2.2.1. Sites Included As Part Of This Project

Site Code	Building Name	Address
CHM	Court House	722 21st St, Galveston, TX 77550
EMF	Emergency Operations Facility	1353 FM 646, Dickinson, TX
MCA	Health District	9850-A Emmett F. Lowry Expy Texas City, TX 77591
JCL	Joe Max Taylor Law Enforcement Building	601 54th Street, Galveston, TX 77553
PSB	Public Safety Building	555 West Walker Street, League City, TX 77573

2.2.2. Sites Not Included As Part Of This Project

Vendor will not visit any sites or locations not listed in the above table. The replacement voice gateways will be configured from a central location by Vendor and then installed at their final location by Galveston County Agencies.

2.3. Network Infrastructure

2.3.1. Design Overview / Diagrams

2.3.1.1. WAN Architecture

Galveston County

WAN connectivity between Galveston County facilities is composed of various technologies and speeds. The following summarizes the connectivity:

- CHM and EMF are connected by redundant links. The primary link is a 1 GE point-to-point. The secondary link is Comcast MPLS
- CHM and JCL are connected by a 10GE point-to-point link.
- The link to from Galveston County to the new League City datacenter has not been finalized. The plan is for a 1GE Point-to-Point link from JCL to the new PSB

League City

All League City facilities are connected by Metro Ethernet circuits. Phonoscope is the provider for all Metro Ethernet Circuits.

Galveston County Health District

Galveston County Health District is connected to Galveston County by a Comcast 200 Mbps Point-to-Point link. This link runs from the MCA building to EMF.

2.3.1.2. LAN Architecture

As each existing location currently provides network connectivity and POE for Cisco voice, no changes are required.

2.3.2. Network Service Provider

Galveston County

Comcast is the sole provider for MPLS and WAN circuits for Galveston County.

League City

Phonoscope provides the Metro Ethernet circuits for connections between the League City buildings.

Galveston County Health District

Comcast is the sole provider for the Galveston County Health District WAN circuits.

2.3.3. Bandwidth, Latency, and QoS

2.3.3.1. WAN requirements

Bandwidth is adequate to all current locations. No changes are required.

2.3.3.2. LAN requirements

As Cisco UC is currently deployed and operating on the LAN, no changes are recommended.

2.3.4. Network Services

2.3.4.1. DHCP

For the purposes of this planning document, DHCP servers that support IP phones are reviewed. As the project will produce new UCM servers with new IP addresses, the DHCP scopes will require modification. When the UCM IP addresses change, the Option 150 configurations in the scopes need to change to the new UCM servers that provide TFTP functionality. The following summarizes the use of DHCP servers within the Galveston County and associated agency networks.

Galveston County

DHCP Server IP	Location	Voice Subnets
172.28.5.20	Bacliff, TX	10.101.116.0
10.1.114.22	LaMarque, TX	10.101.114.0 10.101.115.0
172.28.13.23	Crystal Beach, TX	10.101.113.0
172.28.7.20	Texas City, TX	10.101.124.0
172.30.48.51	LaMarque, TX	10.101.119.0
172.28.3.20	League City, TX	10.101.118.0
10.1.21.20	Galveston (Moody2DC)	10.101.18.0 10.101.128.0
172.28.8.20	Santa Fe	10.101.122.0
10.1.51.250	Dickinson, TX	10.101.63.0

Galveston County
 Unified Communications Upgrade

		10.101.64.0 10.101.65.0
10.1.15.21	Galveston, TX	10.101.1.0 10.101.2.0 10.101.3.0 10.101.4.0 10.101.5.0 10.101.6.0 10.101.7.0 10.101.20.0 10.101.21.0
172.28.15.23	Dickinson	10.101.64.0 10.101.65.0
172.28.6.23	Dickinson	10.101.120.0
172.28.11.20	Texas City, TX	10.101.123.0

League City

DHCP Server IP	Location	Voice Subnets
10.0.58.245	City Hall, but moving to PSB	10.0.12.0 10.0.101.0 10.0.102.0 10.0.103.0 10.0.104.0 10.0.106.0 10.0.107.0 10.0.108.0 10.0.109.0 10.0.110.0 10.0.111.0 10.0.112.0 10.0.116.0 10.0.118.0 10.0.119.0 10.0.120.0 10.0.121.0

Galveston County
 Unified Communications Upgrade

		10.0.122.0 10.0.123.0 10.0.125.0 10.0.140.0 10.0.158.0 192.168.135.0
--	--	---

GCHD

DHCP Server IP	Location	Subnets
10.10.200.21	MCA	10.10.93.0 10.10.96.0 10.10.97.0 10.10.214.0 10.10.215.0
10.10.200.22	MCA	Same as above

2.3.4.2. DNS

Proper DNS configuration and functionality is important in the operation of the UC systems. For server name resolution and certificate functionality, DNS should be carefully planned. The server names DNS suffixes should be set appropriately. The following summarizes the DNS server settings for each agency:

Galveston County

DNS Suffix	GC.PRI
DNS Server 1	TBD
DNS Server 2	TBD

League City

DNS Suffix	ci.league-city.tx.us
DNS Server 1	10.0.58.23
DNS Server 2	10.0.50.23

GCHD

DNS Suffix	gchd.org
DNS Server 1	10.10.200.21
DNS Server 2	10.10.200.22

2.3.4.3. *NTP*

The current UCM publisher is configured to use 10.1.32.253 for NTP. This server is currently showing a status reachable.

NTP servers are required for the UC servers. The following summarizes several important NTP related points:

- The NTP servers are configured during the installation of the UC system and must be reachable during the installation or the process will not continue.
- Each UCM, Unity Connection and UCCX cluster will require NTP server accessibility.
- Stratum Level of 5 or higher is required for external NTP servers.
- The firewall must be configured correctly to allow connectivity to the external NTP server if required.

The NTP servers to be used for each agency are listed below. The UCM and UCCX clusters will utilize Galveston County's NTP servers:

Galveston County

Server	Hostname / IP Address	Stratum	Internal or External?
NTP Server 1	Netclock.gc.pri / 10.1.32.253	1	1

League City

Server	Hostname / IP Address	Stratum	Internal or External?
NTP Server 1	10.0.0.5 (dns name: time.ci.league-city.tx.us)	N/A	Internal

GCHD

Server	Hostname / IP Address	Stratum	Internal or External?
NTP Server 1	TBD	TBD	TBD
NTP Server 2	TBD	TBD	TBD

Note: May use Galveston County NTP for GCHD Unity Connection servers.

2.3.4.4. SNMP

For security purposes, SNMP strings are not listed in this document. The desired strings and their privileges should be provided to Vendor during the Execution Phase.

2.3.5. IP/VLAN Schema

2.3.5.1. IP Subnetting Schema

The Galveston County agencies already have Cisco UC deployed extensively. No changes for the majority of the IP addressing schema as part of the upgrade are required or recommended. However, due to new servers being deployed and servers changing locations, there will be a few new IP Subnetting additions. All new and existing IP addressing information relevant to this project will be determined during the project execution.

2.3.5.2. VLAN Schema

Like the IP Subnetting Schema above, the VLAN schema is generally already in place for the Galveston County agencies. New voice VLANs for new and moved servers will be determined during the project execution.

2.3.6. Equipment List, IP Addresses, IOS Revisions, and Feature Sets

IP Address, Hostname and IOS information can be found in the UC SE Design Workbook.

2.3.7. High Availability

High Availability and redundancy of the Network Infrastructure components are the responsibility of Galveston County and the related agencies. High Availability of the UC systems is addressed in the sections below specific to the technology.

2.3.8. Security Considerations

Galveston County has historically required utilizing a firewall between the agencies. Currently an ASA5520 is in place to provide firewall functionality between Galveston County and League City resources. It is expected that this practice will continue moving forward. Galveston County and the associated agencies will be responsible for installation and configuration of the firewall.

2.3.9. Growth Systems Engineering and Planning

Growth is expected to be 20-40% over the next 3-5 years for Galveston County. For League City, the growth is expected to be minimal.

2.3.10. Other Considerations

League City is currently experiencing issues with calling the City of Webster system. There are reports of one-way audio and delays when dialing. The troubleshooting and resolution of this issue is not part of this project.

2.4. Facilities

2.4.1. Racks

- The C-series servers will require 4-post cabinet enclosures
- Each C-series servers requires 2 power outlets
- The C-240 servers will require 2 RU
- The C-220 server will require 1 RU
- KVM access is required during the initial configuration of the C-series servers
- The B-series servers will be installed in existing enclosures

2.4.2. Power and UPS

2.4.2.1. Device Power Termination and Connectivity

Cisco UCS C-Series

Each C260 and C220 Server will ship with two (2) NEMA 5-15 plugs. This provides power connectivity for each of two (2) power supplies per server.

Power Supply Specifications

The following chart lists the power specifications for each power supply.

Specification	UCS C220M3	UCS C240M3S
Input Voltage (VAC)	100-120	100-120
Input Current (Amps)	7.6	11
Power Output (Watts)	650	1200

Power Connectivity

The following chart summarizes the power connectivity required for the C-series servers at each location:

Location	Qty. C-240	Qty. C-220	Qty. Receptacles
EMF	1	0	2
MCA	1	0	2
JCL	0	1	2

Cisco UCS B230M2

The B-series server will be installed in new B-series chassis in the new PSB data center. The B-series chassis will be installed and configured as part of a separate project.

2.4.2.2. *UPS*

The operator of each data center facility should insure that adequate UPS power is available

2.4.3. **Device Cabling Termination and Connectivity**

2.4.3.1. *General Cabling*

All cabling is the responsibility of Galveston County and the associated agencies.

2.4.3.2. *Phones*

No new phones will be deployed as part of this project.

2.4.3.3. *Switches*

The agencies should be prepared to provide 5 ports of network connectivity per server. See below for the allocation of the 5 ports.

2.4.3.4. *Routers/Voice Gateways*

No changes required

2.4.3.5. *Analog Devices*

No changes required

2.4.3.6. *Servers*

C-Series Servers

5 network ports shall be allocated for per Cisco C- Series servers. The C-Series servers should have one management port for the CIMC connected to a management VLAN. For the VMware management, 2 ports should be connected to the network. For the VMware virtual machines, 2 ports should be connected to the network. If the network infrastructure allows, the NICs should be teamed and connected to separate switches for fault tolerance.

B-Series Servers

For the B-Series Servers, Presidio[CiLC] is working with League City under a different engagement and will provide the required connectivity.

2.5. Telephony System

2.5.1. Call Control System and Version

2.5.1.1. *Current Call Control (UCM)*

The current Cisco Unified Communications Manager is version 7.1.3.32900-4 (7.1(3b)SU2). This version has reached End-of-Life status with Cisco and will no longer be supported. It is recommended that the existing UCM software be upgraded to a current and supported version.

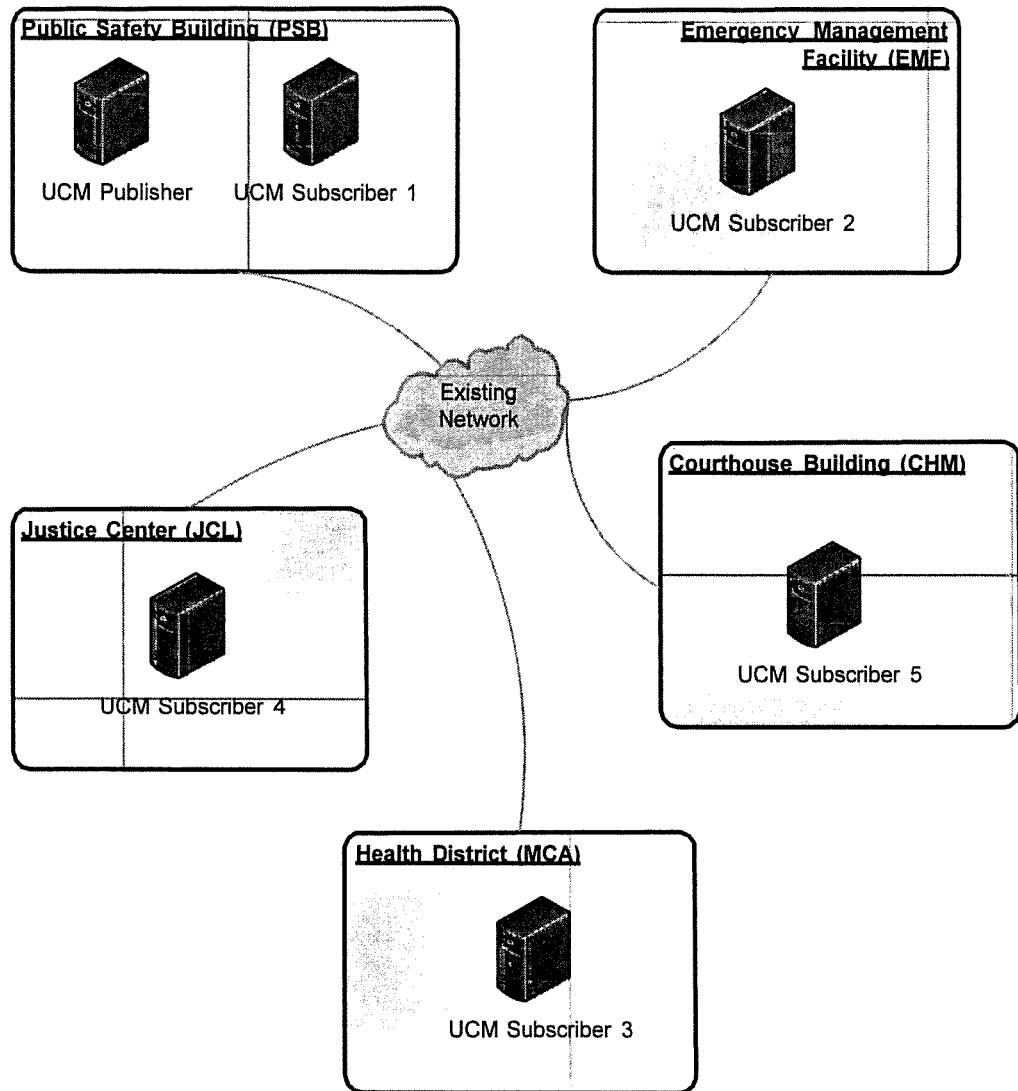
The cluster is composed of one publisher and four subscriber servers. These servers provide the call processing services for all three agencies.

2.5.1.2. *Proposed Call Control*

The existing Cisco Unified Communications Manager will be upgraded to version 10.5. Phones at each location will be configured to use a Subscriber for primary call processing, then another Subscriber for secondary call processing. The UCM Subscriber servers will be reconfigured to coincide with the new datacenter and desired server locations. The specific version of UCM will be decided on closer to the actual deployment.

2.5.1.3. *Proposed UCM Servers*

The upgraded UCM cluster will be comprised of five (5) servers. The UCM Publisher server will be located in the new PSB datacenter. The four (4) Subscriber servers will be located in facilities throughout Galveston County. The diagram below displays the recommended locations of the UCM servers:



2.5.2. Call Flows

2.5.2.1. Current Call Flows

Currently primary inbound and outbound calls flow through PRIs located at several facilities throughout the county. 911 Outbound calls are handled by either a PRI or FXO/analog line local to the facility.

2.5.2.2. Proposed Call Flows

League City will see no changes to Call Flows for this project.

Galveston County and GCHD will see changes to the Call Flows of primary incoming and outgoing PSTN calls due to the replacement of the PRIs with SIP trunks. Outbound 911 calls will be handled by the SIP trunks for locations that have the trunks local or by existing FXO/analog lines.

Due to the addition of the SIP trunks, the UCM dial plan must be modified to include the SIP trunks and remove the PRIs.

2.5.3. Phone Numbers

This section contains published phone numbers for each agency. Important and critical numbers should be listed as they will be tested following cutover activities:

Galveston County

(409) 762-8621 - Main Number

Additional numbers for testing to be provided later.

League City

281-554-1000 - CH Main

281-332-2566 – PD Main

281-554-1060 – Municipal Court

GCHD

(409) 938-7221 – Main Number

2.5.4. Operator(s) / Attendant Consoles

This section discusses the operators and specific operator functionality for each agency.

Cisco Communications Manager Attendant Console applications support the traditional role of a manual-attendant console hardware device. Associated with an IP phone, the application allows the attendant to quickly accept and dispatch calls to enterprise users via their PC using “drag and drop” functionality.

Galveston County currently utilizes approximately six (6) Attendant Console users. The Attendant Console version that Galveston County runs on the existing UCM 7.1(3) is no longer supported.

The UCM upgrade will require the acquisition, installation, and configuration of a replacement Attendant Console application. To accommodate Galveston County's desire for a product that would be supported by Cisco, It is recommended Cisco Unified Attendant Console Standard (CUACS). The CUACS product runs directly on the operator PC and doesn't require an external server. The functionality of CUACS is comparable to the Attendant Console currently utilized by Galveston County. The CUACS user count is six (6) and will be included in the UC quote.

2.5.5. Executive/Administrative Assistant(s)

2.5.5.1. Assistants and Requirements

No changes required

2.5.5.2. Cisco Manager's Assistant Software (IPMA)

No changes required

2.5.6. Automated Attendant

Auto Attendant functionality is provided by each agency's Unity Connection and by the UCCX server. No changes required.

2.5.7. Cisco Unified Communications Managers Configuration

Specific Unified Communications Manager configuration details can be found in the UC Design Workbook for each agency.

2.5.8. Unified Communications Administration Roles

Administration of the systems can be controlled so that only designated users will have admin capabilities for their respective clusters.

Within each cluster, Roles can be added to individual users or groups. These roles control what each user is able to access or modify within the UCM configuration. During the implementation, Vendor will show each agency the roles and how to configure them.

2.5.9. Dial Plan

2.5.9.1. Extension Lengths

The current extension length for phone is four (4). No changes required.

2.5.9.2. Overlapping Extensions

There are currently overlapping extensions. This is due to last 4 digits of the DID overlapping. Provisions have been made to provide functionality, which will be carried over during the migration.

For League City to call Galveston County extensions, 85 followed by the Galveston County extension is dialed. The UCM strips of the 85.

For Galveston County to call League City, 85 followed by the League City extension is dialed. This is the same code as League City due to differences in the Partitions and Calling Search Spaces.

For Galveston County to reach the overlapping extensions of GCHD, 83 is the code used.

2.5.9.3. External Number Access Code

“9” is currently the number dialed to place external calls to the PSTN. This will remain for the new UCM clusters.

2.5.9.4. DID and Extension Mapping

Galveston County

409	795	2300	2399	DID Numbers -Duplicate - Do Not Use
409	938	2400	2499	DID Numbers - Duplicate - Do Not Use
409	766	2200	2599	DID Numbers
409	765	2600	2699	DID Numbers
409	765	2900	2999	DID Numbers
409	765	3000	3099	DID Numbers - Duplicate - Do Not Use
409	795	3000	3000	VM Pilot DID
409	795	3001	3099	DID Numbers
409	765	3100	3299	DID Numbers
409	944	3300	3499	DID Numbers
409	765	3600	3799	DID Numbers
409	944	3800	3899	DID Numbers
409	761	4200	4299	DID Numbers
409	766	4500	4599	DID Numbers
281	309/614	5000	5099	DID Numbers
409	770	5100	5599	DID Numbers
409	770	5800	5999	DID Numbers
409	770	6200	6299	DID Numbers
409	621	7900	7999	DID Numbers
409	934	8100	8199	DID Numbers
281	316	8700	8899	DID Numbers
281	534	8420	84??	DID Numbers (Range Unknown)

League City

The DID range for League City is:

281-554-1000 thru 1499

281-554-1800 thru 1899

281-554-1900 thru 1999

281-338-4150 thru 4199

281-338-8200 thru 8249

Galveston County Health District

The DID range for GCHD is:

409-938-XXXX thru XXXX (TBD)

2.5.9.5. System Extension Ranges

This section contains extension ranges that are allocated to phone system functions, but are not DIDs.

Galveston County

1000	1299	Non-DID Numbers for 409
1300	1399	Non-DID Numbers for 281
1400	1499	Level 7 CSS Authorization Codes
1500	1699	Call Pick Up Groups
1700	1700	TAPS Access Code
1701	1719	TAPS Register Range
1720	1799	Auto Configure Range
		Rollover Lines for Attd Console, Hunt Groups. CTI Route To, DID Route
1800	1949	To
1950	1959	Addl Application Needs for FE's
1982	1997	16 Uone VM ports
1998	1999	MWI and MWO for VM

League City

Internal extensions that are not DIDs are used and are as follows:

2000-2999

2500-2599

2600-2699

Galveston County Health District

TBD prior to cutover.

2.5.10. Telecommunications and Circuits

2.5.10.1. Existing Voice Circuits

Galveston County

TW Telecom provides the PRI circuits for Galveston.

League City

Verizon is the PRI provider for League City.

The PRIs for League City will be replaced with SIP trunks from TW Telecom.

Galveston County Health District

TW Telecom provides the PRI circuits for Galveston County Health District

The PRIs for Galveston County and GCHD will be replaced with SIP trunks from TW Telecom.

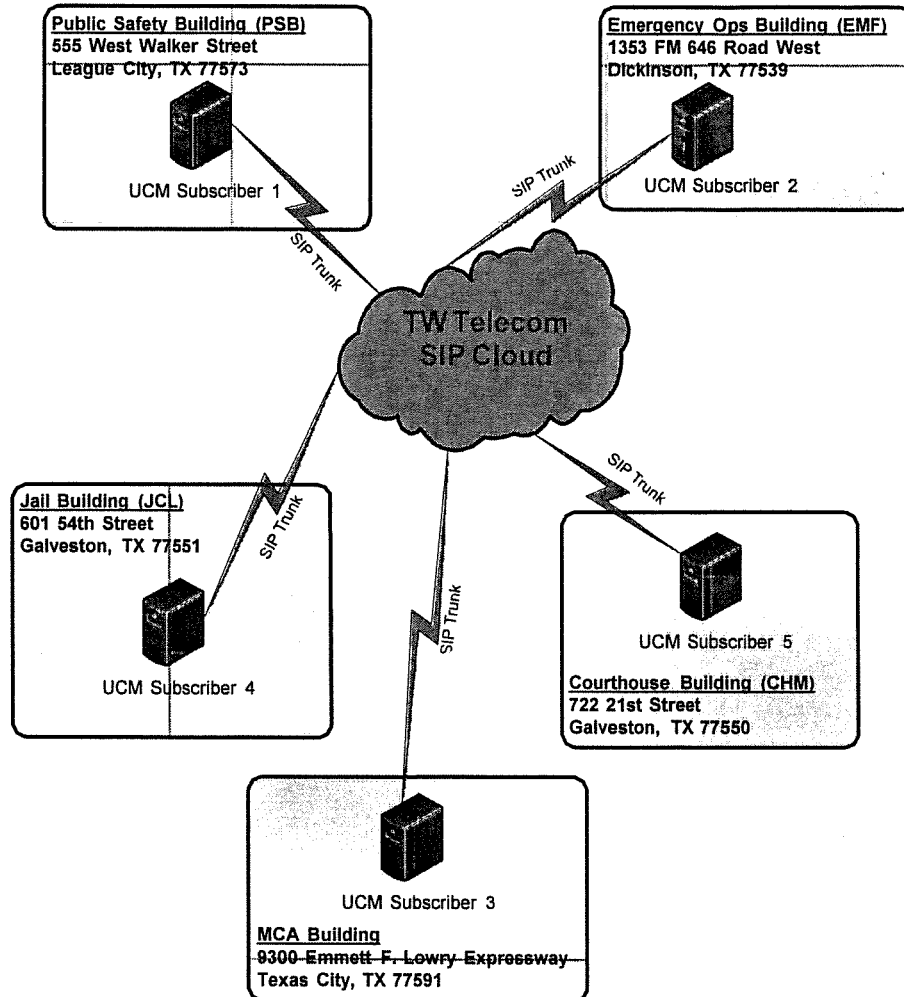
2.5.10.2. Proposed Voice Circuits

League City, Galveston County, and GCHD

All existing PRIs will be replaced with SIP trunks for TW Telecom. The SIP trunks will connect directly to the UCM servers and do not require a voice gateway or CUBE. Five locations will receive new SIP trunks. The following table lists the five locations and the number of call paths (sessions) that TW Telecom is providing:

Location	# Call Paths (SIP Sessions)
Public Safety Building (PSB)	100
Emergency Management Facility (EMF)	100
Justice Center (JCL)	75
Courthouse (CHM)	75
GHCD (MCA)	50

The following diagram depicts that proposed SIP trunks:



2.5.11. Voice Gateways

This section discusses the existing voice gateways that are present in the UCM system and recommendations for moving forward.

2.5.11.1. End-of-Life Voice Gateways

The Cisco 3725 Voice Gateways are End-of-Life and are no longer supported. The 3725s should be replaced immediately. After a review of the system, it appears the 3725s referenced in the system are no longer used and should be deleted out of the configuration.

The Cisco 1760 Voice Gateways are End-of-Life and are no longer supported. The 1760s should be immediately replaced.

The Cisco 28XX series Voice Gateways are End-of-Sale and will no longer be supported after October 2016. All 28XX Voice Gateways that Galveston County currently utilizes can be decommissioned. These 28XX Voice Gateways terminate the current PRIs. As the PRIs are being removed in favor of SIP trunks that terminate on UCM, the 28XX are no longer required.

The Cisco VG248 Voice Gateway has reached End-of-Sale and will no longer be supported beyond May 2015. It is recommended that Galveston County plan to replace these VG248 Voice Gateways with VG224s. The UC quote will contain the appropriate replacements.

2.5.11.2. *Voice Gateway IOS Versions*

The 29XX series voice gateways should be upgraded to at least 15.3(3)M3 or 15.4(1)T1 to provide support for UCM 10.5.

The 28XX/38XX series routers that remain should be upgraded to the latest supported release 15.1(4)M7. It is important to note that this version is not officially supported by Cisco. As the 28XX/38XX are nearing End-of-Life, the last UCM version to support them is 10.0.

The VG224 gateways should be upgraded to at least 15.01(1)M, but preferably the latest 15.1 image.

2.5.11.3. *Voice Gateway Quantities*

The following table summarizes the voice gateway count. Note that the H323 gateways are detailed in a separate table below.

Gateway Type	Protocol	Count
H.323 Gateway	H.225	22
Cisco 1760	MGCP	12
Cisco 2851	MGCP	6
Cisco 2911	MGCP	6
VG224	MGCP	6
Cisco 3725	MGCP	5
Cisco VG248 Gateway	MGCP	4
Cisco 2901	MGCP	3
Cisco 2921	MGCP	2
Cisco 2801	MGCP	1
Cisco 2811	MGCP	1
Cisco 2951	MGCP	1
Cisco VG248 Gateway	SCCP	1
	Total Gateways	70

2.5.11.4. League City MGCP Gateways

The following table summarizes information that must be considered regarding the League City MGCP voice gateways:

League City MGCP Voice Gateways				
Name	IP Address	Model	IOS Version	Recommendations
CiLC-CH-VG224	10.0.116.7	Cisco VG224	12.4(9)T7	IOS Upgrade
CiLC-CH-VoiceGateway1	10.100.0.241	Cisco 2951	15.0(1)M1	IOS Upgrade
CiLC-CivicCenterRouter	Unknown	Cisco 2801	N/A	Not Used, should be deleted.
CiLC-ERP-Router	10.0.108.242	Cisco 2911	15.1(4)M3	IOS Upgrade
CiLC-FS2-Router	172.16.1.2	Cisco 2911	15.1(4)M3	IOS Upgrade
CiLC-FS4-Router	172.16.1.12	Cisco 2911	15.1(4)M3	IOS Upgrade, Dup. of 10.0.124.241
CiLC-Library-Router	10.0.103.241	Cisco 2911	15.0(1)M7	IOS Upgrade
CiLC-MP-Router	Unknown	Cisco 1760	N/A	Not Used, should be deleted.
CiLC-PD-Gateway1	10.0.101.241	Cisco 2811	12.4(3i)	IOS Upgrade
CiLC-PW-Router	172.16.1.30	Cisco 2911	15.1(4)M4	IOS Upgrade
CiLC-ParkRec-Router	Unknown	Cisco 1760	N/A	Not Used, should be deleted.
CiLC-TEST-1760	Unknown	Cisco 1760	N/A	Not Used, should be deleted.

2.5.11.5. League City H.323 Voice Gateways

The following table summarizes information that must be considered regarding the League City H.323 voice gateways:

League City H.323 Voice Gateways			
IP Address	Model	IOS Version	Recommendation
10.0.106.241	Cisco 1760	12.4(25c)	Upgrade to 2901
10.0.107.241	Unknown	Unknowns	Remediate
10.0.110.241	Cisco 1760	12.4(25c)	Upgrade to 2901
10.0.111.241	Cisco 1760	12.4(25c)	Upgrade to 2901
10.0.112.241	Cisco 2911	15.1(4)M4	IOS Upgrade
10.0.112.242	N/A	Out of Service	Not Used, should be deleted.
10.0.114.241	N/A	Out of Service	Not Used, should be deleted.
10.0.120.241	Cisco 1760	12.4(25c)	Upgrade to 2901
10.0.121.241	Cisco 2911	15.1(4)M3	IOS Upgrade
10.0.122.241	Cisco 2911	15.1(4)M3	IOS Upgrade, Dup. of CiLC-FS2-Router
10.0.123.241	Cisco 1760	12.4(25c)	Upgrade to 2901
10.0.124.241	Cisco 2911	15.1(4)M3	IOS Upgrade, Dup. of CiLC-FS4-Router
10.0.125.241	Cisco 1760	12.4(25c)	Upgrade to 2901
10.0.128.241	N/A	Out of Service	Not Used, should be deleted.

2.5.11.6. Galveston County and GCHD MGCP/SCCP Voice Gateways

The following table summarizes information that must be considered regarding the Galveston County and GCHD MGCP voice gateways:

Galveston County and GCHD MGCP/SCCP Voice Gateways				
Name	IPAddress	Model	IOS Version	Recommendation
CAP-MDF-R2901-1	172.25.0.53	Cisco 2901	15.0(1)M3	IOS Upgrade
CHM-02N-R2911ACS	172.20.1.207	Cisco 2911	15.1(3)T	IOS Upgrade
Cassin	Unknown	Cisco 3725	N/A	Not Used, should be deleted.
CoGA-CHM-02S-R2851-2	172.20.1.204	Cisco 2851	12.4(15)T13	IOS Upgrade
CoGA-EMF-MDF-R2851-1	10.101.48.5	Cisco 2851	12.4(15)T13	IOS Upgrade
CoGA-EMF-MDF-R2851-2	10.101.48.4	Cisco 2851	12.4(15)T13	IOS Upgrade
CoGA-EMF-MDF-VG224-1	10.101.48.6	Cisco VG224	12.3(8)T6	IOS Upgrade
CoGA-LCA-MDF-R2851-1	172.28.3.9	Cisco 2851	12.4(15)T13	IOS Upgrade
CoGa -CHM-02S-R2851-1	172.20.1.205	Cisco 2851	12.4(15)T13	IOS Upgrade
Corsair	172.21.32.5	Cisco 1760	12.3(14)T5	Upgrade to 2901
DIC-MDF-R2901-1	10.10.97.2	Cisco 2901	Can't Login	IOS Upgrade
DIC-MDF-VG224-1	10.10.97.7	Cisco VG224	Can't Login	IOS Upgrade
Flusser	Unknown	Cisco 3725	N/A	Not Used, should be deleted.
GALCOE911GW	172.29.0.105	Cisco 1760	12.3(14)T5	Upgrade to 2901
GCC-MDF-R2921-1	10.10.93.2	Cisco 2921	Can't connect	IOS Upgrade
GCC-MDF- VG224-1	10.10.93.7	Cisco VG224	Can't connect	IOS Upgrade
Hawker	Unknown	Cisco 1760	N/A	Not Used, should be deleted.
LMA-MDF-R2901-1	172.25.0.37	Cisco 2901	15.0(1)M3	IOS Upgrade
Lightning	10.101.20.9	Cisco 1760	12.3(14)T5	Upgrade to 2901
MCA-MDF-R2921-1	10.10.214.9	Cisco 2921	15.1(4)M2	IOS Upgrade
MCA-MDF-VG224-1	10.10.214.7	Cisco VG224	15.1(4)M2	IOS Upgrade
MCA-MDF-VG224-2	10.10.214.8	Cisco VG224	15.1(4)M2	IOS Upgrade
Monaghan	Unknown	Cisco 3725	N/A	Not Used, should be deleted.
Mosquito	Unknown	Cisco 1760	N/A	Not Used, should be deleted.
Mustang	Unknown	Cisco 1760	N/A	Not Used, should be deleted.
Raptor	Unknown	Cisco 2851	N/A	Not Used, should be deleted.
Sabre	172.22.17.5	Cisco 1760	12.3(14)T5	Upgrade to 2901
Smith	Unknown	Cisco 3725	N/A	Not Used, should be deleted.
Somers	Unknown	Cisco 3725	N/A	Not Used, should be deleted.
Stuka	10.101.21.9	Cisco 1760	12.3(14)T5	Upgrade to 2901
VGCGW13C4962148	172.30.1.150	Cisco VG248	1.3(1)	Replace with 2x VG224
VGCGW13C496214A	172.21.34.150	Cisco VG248	1.3(1)	Replace with 2x VG224
VGCGW13C496214F	172.28.7.14	Cisco VG248	1.3(1)	Replace with 2x VG224
VGCGW13C4962151	172.21.53.150	Cisco VG248	1.3(1)	Replace with 2x VG224
VGCGW13C4962132	172.21.20.150	Cisco VG248	1.3(1)	Replace with 2x VG224
WarHawk	172.22.48.5	Cisco 1760	12.3(14)T5	Upgrade to 2901

2.5.11.7. Galveston County and GCHD H.323 Voice Gateways

The following table summarizes information that must be considered regarding the Galveston County and GCHD H.323 voice gateways:

Galveston County and GCHD H.323 Voice Gateways			
IP Address	IOS Version	Model	Recommendation
10.10.96.1	15.0(1)M5	2901	IOS Upgrade
172.25.0.13	15.0(1)M3	2901	IOS Upgrade
172.25.0.17	15.0(1)M3	2901	IOS Upgrade
172.25.0.29	15.0(1)M3	2901	IOS Upgrade
172.28.13.1	15.0(1)M3	2901	IOS Upgrade
172.28.6.1	15.0(1)M3	2911	IOS Upgrade
172.28.7.1	15.0(1)M3	2921	IOS Upgrade

2.5.12. Call Routing and Overflow

2.5.12.1. Time of Day Routing

No changes required

2.5.12.2. Call Overflows

No changes required

2.5.13. Call Restrictions

2.5.13.1. Calling Restriction

No changes required

2.5.13.2. International Calling

No changes required

2.5.13.3. 7 / 10 Digit Local Dialing

No changes required

2.5.14. CallerID

2.5.14.1. Inbound CallerID

Inbound Caller ID is permitted if it's presented. No changes required.

2.5.14.2. Inbound Caller ID Number or Voicemail Restrictions

None. No changes required.

2.5.14.3. Outbound CallerID

No changes required

2.5.15. Directory Services

- The new UCM clusters will be integrated with Active Directory
- Each agency will need to clean up Active Directory to insure that either the TelephoneNumber or IpPhone field is populated correctly
- Each agency will be required to setup an account with the required permissions for the LDAP synchronization. The account currently used for Unity Connection's LDAP synchronization can be used.

2.5.16. Music on Hold

Galveston County

Galveston County will utilize multiple Music on Hold audio files on the new system. The files should be provided during the Execution phase and will be loaded and configured by Vendor.

League City

League City will continue to use the default MOH audio file *SampleAudioSource*.

Galveston County Health District

Galveston County Health District will continue to use the default MOH audio file *SampleAudioSource*.

2.5.17. Conferencing

The Cisco Unified Communications system is capable of multiple user conferences, both internal and external. There are two (2) types of conferences supported:

2.5.17.1. Ad-Hoc Conferencing

An Ad-Hoc Conference is a phone-to-phone(s) conference, which is the most secure. The "conference controller" controls Ad-Hoc conferences. When you initiate an Ad-Hoc conference, Cisco Communications Manager considers you the conference controller. Only a conference controller can add participants to a conference. The conference controller can add any number of parties to the conference, up to the maximum number of participants (internal or external) specified for Ad-Hoc conferences, provided that sufficient DSP resources are available in the network.

Ad-Hoc Conferencing is currently configured and allowed on the existing UCM system

On the current UCM system, 4 users can be added per Ad-Hoc conference. This setting will carry over to the new UCM clusters.

The number of total concurrent Ad-hoc conferences is depended on the server size

2.5.17.2. *Meet-Me Conferencing*

Meet-Me conferences require that a range of directory numbers be allocated for exclusive use of the conference. When a Meet-Me conference is set up, the conference controller selects a directory number and advertises it to members of the group. The users call the directory number to join the conference. Anyone who calls the directory number while the conference is active joins the conference. This situation applies only when the maximum number of participants specified for that conference type has not been exceeded, and when sufficient streams are available in the network.

There are currently three MeetMe number ranges configured. The status and usability of the 3rd is unknown. The current Meet-me configuration is below and will remain intact following the upgrade.

Pattern	Description	Partition	Minimum Security Level
1493	City of League City Conference Bridge	CiLC-Reg-PT	Non Secure
1495	CiLC Administration Meet Me Conference Bridge	CiLC-Reg-PT	Non Secure
305X		<None>	Non Secure

The current UCM is set to allow for a maximum of 10 participants per MeetMe conference

2.5.18. **Call Reporting**

See **Advanced Call Accounting/Reporting** below

2.5.19. **Paging**

See **Paging Server** below

2.5.20. **Call Recording**

Call Recording isn't currently deployed and isn't planned as part of this project.

2.5.21. **Faxing**

Faxing capabilities are currently provided by voice gateways and a RightFax server. All analog faxing provided by the voice gateways will be carried over to the new UCM clusters.

See **Fax Server** below regarding RightFax.

2.5.22. **Analog Devices**

No changes required

2.5.23. System Speed Dials

No changes required

2.5.24. Fire/Alarm System Integration

No changes required

2.5.25. Emergency Call Services (911/E911)

911 calls are routed out through voice gateways at the location from where the call is made. Small routers with FXO ports and 1FB analog lines provide the 911 calling for locations without PRIs. The practice will continue following the migration.

2.5.26. Backup and Disaster Recovery

Disaster Recovery System (DRS) is a built-in tool used to backup the UCM system. DRS uses SFTP to copy .tar files to an SFTP server. The .tar files can be used to restore a failed UCM system.

The current UCM cluster is actively taking backups and successfully copying them to a SFTP server. The chart below summarizes the current UCM backup settings.

Backup Device	Sftp-backup
Server Name	172.30.1.200
Path Name	/CoGA-CUCM
User Name	Cisco.UC
Password	<Not included here>
Number of Backups to store	2
Scheduled Day	Daily
Scheduled Time	00:33

It is imperative that the data on the SFTP server is included in the corporate strategy backup to insure that they files are archived in a manner that would allow them to be restored. The current SFTP server being used is freeFTPd. Cisco does not recommend freeFTPd server due to a file size limitation and other potential issues. The following are the servers that Cisco tests with and SFTP servers that it is recommended.

- Open SSH
- Cygwin
- Titan
- CoreFTP

2.5.27. Security Considerations

2.5.27.1. *Current or Historical Security Issues*

No changes required

2.5.27.2. *Toll Fraud*

No changes required

2.5.27.3. *Antivirus Software*

No changes required

2.5.27.4. *Cisco Security Agent*

No changes required

2.5.27.5. *Phone Usage Tracking*

No changes required

2.5.28. Growth Systems Engineering and Planning

Growth of the phone system user base is expected to be 20-40% over the next 3-5 years. The proposed UCM system is designed to accommodate growth of 100% or more by simply adding user licenses.

2.6. Phone Features

2.6.1. Standard Features

The following features are included by default on every phone and will show up in the form of SoftKeys, physical keys, or menus:

- Redial
- Call Hold
- Call Transfer
- iDivert
- Call Pickup
- Call Park
- CallForwardALL
- MeetMe
- Call Join
- Conference
- DirTrfr (Direct Transfer)
- QRT (Quality Reporting Tool)
- CallBack

- Message Waiting Indicator
- Speakerphone
- Volume Control – Speakerphone
- Speed Dial (# of buttons based on phone type)
- LCD Display
- CallerID on Call Waiting
- Mute
- Missed Call List
- Placed Calls List
- Received Calls List
- Volume Control – Ringer
- Volume Control – Headset
- Volume Control – Headset
- Distinctive Ring per Line
- Distinctive Ring (Inside vs. Outside Call)
- Multiple Ring Files

2.6.2. Advanced Features

The following advanced features are configurable and will show up in the form of SoftKeys, physical keys, or menus:

- Forward all calls to their IP Phone to another location (on-net or off-net)
- Configure Speed Dials from a web page
- Enter contacts in a “Phone Address Book” from a web page
- Add additional bulleted advanced features here.

2.6.3. Soft Keys

No changes required.

2.6.4. Phone Directory

The UCM system currently uses a local user directory. This directory is displayed in the Corporate Directory option of the phone and is used by contact center agents for logging in. The new UCM systems will use an LDAP integration option to synchronize with Active Directory to allow for a single point of configuration for users. This LDAP integration will also allow for user authentication with Active Directory. This would allow UCCX agents to use the same login for UCCX applications as they use to login existing network resources.

The LDAP integration will require that the agencies perform clean-up on the Active Directory configuration. The integration will sync either the ipPhone field or

TelephoneNumber field. It is important that these fields are populated and formatted constantly with the desired phone numbers.

2.6.5. Phone Services and Applications

Phone Services are applications that are designed to be accessed from an IP Phone using the built-in screen. These services can be used to activate paging calls, access a user's personal directory, logging into UCCX, and various other useful applications.

The current UCM system has 22 IP Phone services configured. Vendor will leave this services as they currently exist.

2.6.6. Phone Background(s)

The new UCM system has the capability to set phone background images from the administration page. Phones can be grouped by location or department if necessary and receive a custom background image without end user intervention.

Galveston County

Galveston County will have multiple Phone Backgrounds available for users. Vendor will provide the requirements for the graphic files to Galveston County staff. Galveston County will provide Vendor with the graphic images and Vendor will load them into the UCM systems.

League City

League City currently has phone background images for 7945, 7965, and 7975 phones. These backgrounds will be migrated to the new system.

Galveston County Health District

Galveston County Health District will also have custom phone backgrounds enabled. Vendor will provide the requirements for the graphic files to Galveston County staff. Galveston County Health District will provide Vendor with the graphic images and Vendor will load them into the UCM systems.

2.6.7. Custom Ring Tones

Custom Ring Tones will be migrated over from the current system.

2.6.8. Call Waiting

2.6.8.1. *Multiple Calls Supported*

No changes required

2.6.8.2. *Secondary Call Settings*

No changes required

2.6.9. Intercom

Intercom is not currently utilized and will not be configured as part of this project

2.6.10. Paging through the Phones

InformaCast is currently used by Galveston County Health District to initiate pages that are played through the phone speaker and through overhead speakers. This functionality will remain following the migration. See the "Paging Server" section below for more information.

2.6.11. Phone Counts and Types

The following chart lists the quantity of each model phone currently configured on the UCM system:

Phone Type	Count
Cisco 7940	1124
Cisco 7942	365
Cisco 7912	299
Cisco 7960	245
Cisco 7945	157
CTI Port	145
Cisco VGC Phone	128
Cisco ATA 186	103
Cisco IP Communicator	42
Cisco 7936	41
Cisco 7965	29
Cisco 7962	23
Cisco 7975	21
Cisco 7911	16
Cisco 7970	16
Cisco 7920	10
Cisco 7937	7
Cisco 7961	3
Cisco VGC Virtual Phone	2
Cisco 7935	1
Cisco 7971	1

2.6.11.1. Contact Center Agent Phone Settings

See Contact Center Section below

2.6.12. Multiple Call Handling

No changes required.

2.6.13. Phone Attachments

2.6.13.1. PC Connectivity

No changes required

2.6.13.2. Wired Headsets

No changes required

2.6.13.3. Wireless Headsets

No changes required

2.6.13.4. *Hearing Aid Devices*

No changes required

2.6.13.5. *Dictation Devices*

No changes required

2.6.13.6. *Other Phone Attachments*

No changes required

2.6.14. Analog Phone Features

No changes required

2.6.15. Mobility Features

2.6.15.1. *Extension Mobility*

Extension Mobility service gives a user the ability to “login” to a phone and have it become their extension.

Galveston County is not using Extension Mobility, but would like to begin using it following the upgrade. Vendor will setup five (5) test users for evaluation and prepare the required documentation for Galveston County to add additional users.

2.6.15.2. *Single Number Reach*

Single Number Reach (SNR) allows users to provide or publish a single phone number, which is their DID. When SNR is active, the IP phone will ring first, and then simultaneously begin calling a mobile phone. The user is able to switch between phones if needed. Vendor will enable SNR functionality for five (5) users. User setup documentation will also be included.

2.6.16. Web Page Access

2.6.16.1. *Web Access To Change Phone Settings*

If users currently have access to the CCMUser page, they will continue to following the migration.

2.6.16.2. *User Access on Web Page*

Detail whether users can access the following features:

- Call Forwarding
- IP Phone Services Settings
- Message Waiting Lamp Policy
- Locale for Phone Setting
- Locale for Web Pages Settings
- Change Password Options

- Download Plug in Option

2.6.17. Personal Speed Dials

This is currently enabled and will be migrated to the new UCM clusters.

2.6.18. WebDialer

2.6.18.1. *Intranet User Directories*

Not configured. No changes required.

2.6.18.2. *Web Browser Dialing*

Not configured. No changes required.

2.6.19. Quality Reporting Tool

No changes required

2.6.20. Call Forwarding OffNet

2.6.20.1. *Current Call Forwarding Process*

Call Forwarding outside of the system is generally allowed based on the current configuration of the system. There is no real configuration constancy with this functionality. Also, within the Service Parameters, the CFA CSS Activation Policy parameter is set to "With Configured CSS". This results in the Calling Search Space that is set for that line to apply to the Call Forwarding behavior.

2.6.20.2. *User Access*

This appears to be variable and not constant. The existing configuration will be migrated to the new systems so there will be no specific changes to the Call Forwarding behavior.

2.7. Voicemail

2.7.1. Current Voicemail System Information

2.7.1.1. *Manufacturer, Model, and Version*

Currently each agency has the own Cisco voicemail server. League City runs the Windows version of Cisco Unity for voicemail. Galveston County and GCHD run Unity Connection. The current voicemail servers for each agency are installed as single servers - not in a cluster. Each voicemail server is configured with an integration to the Unified Communications Manager cluster that is shared between the three agencies.

The existing voicemail versions for each agency are listed below:

Location	Type	Version (common name)	Version (detailed name)
Galveston County	Unity Connection	8.6(2a)	8.6.2.20000-76
Health District	Unity Connection	8.6(1a)	8.6.1.20000-109
League City	Unity	7.0	7.0 Build 7.0(2)

2.7.1.2. *Number of Ports (Simultaneous Calls)*

The chart below shows the current number of ports allocated for each agency's Unity Connection Server:

Location	Number Ports
Galveston County	32
Health District	24
League City	32

2.7.1.3. *Additional Features In Use*

No changes required

2.7.1.4. *Phone System Integration*

No changes required

2.7.2. **Proposed Voicemail System**

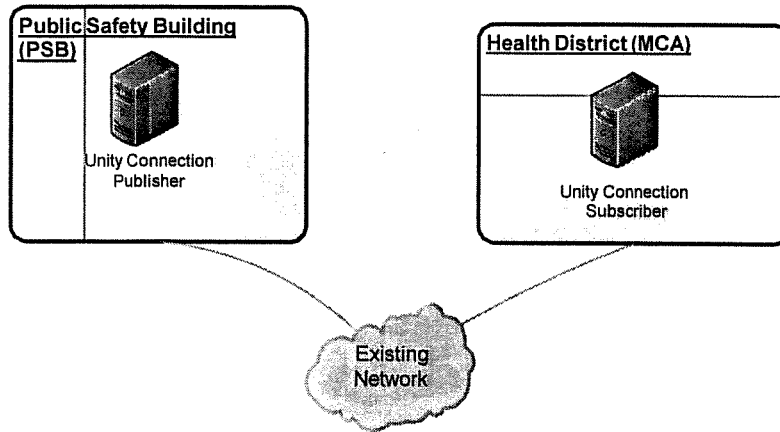
The two existing Unity Connection systems used by Galveston County and GCHD will be upgraded to the latest desired version. The systems will remain separate as they currently are. To provide a fully redundant voicemail system, a secondary Unity Connection server will be added to each agency's voicemail system. Phone calls will be routed to the secondary Unity Connection server in the event the primary Unity Connection server fails or becomes unreachable.

The Unity server for League City will be migrated to Unity Connection and a secondary server added for redundancy.

All new Unity Connection servers will be installed on virtual machines on the new UCS servers. The existing IP addresses and hostnames of the servers will be reused on the new servers. New IP addresses and hostnames will be needed for the secondary Unity Connection servers.

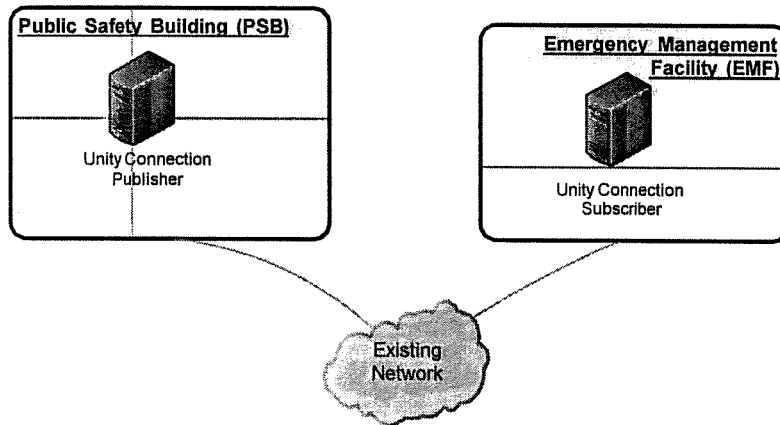
2.7.2.1. Galveston County Health District (GCHD) UCXN Diagram

The following diagram displays the proposed location of the migrated Unity Connection servers for GCHD:



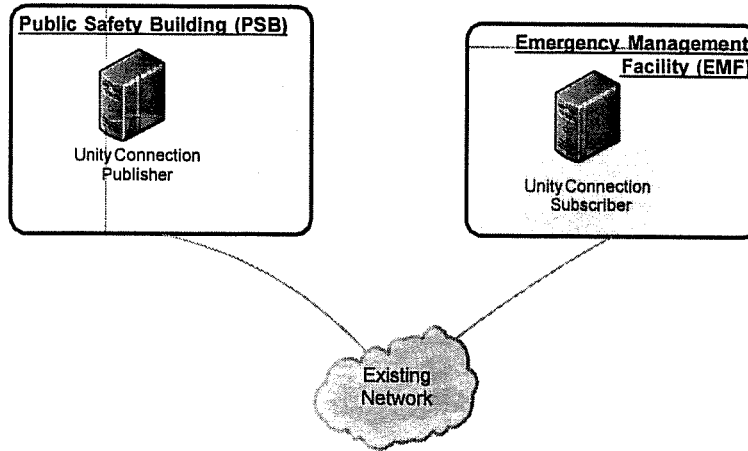
2.7.2.2. League City UCXN Diagram

The following diagram displays the proposed location of the migrated Unity Connection servers for League City:



2.7.2.3. Galveston County UCXN Diagram

The following diagram displays the proposed location of the migrated Unity Connection servers for Galveston County:



2.7.3. Mailbox Transition Plan

Existing user voicemail boxes contained on each Unity Connection server will be migrated to the upgraded Unity Connection.

2.7.4. Voicemail Networking

Unity Connection Networking is currently configured for Galveston County and GCHD. There is no Unity Connection Networking configured between League City and either of the two other agencies. This will not change on the new systems.

2.7.5. New and Old Voicemail Integration

The integration between voicemail and the new UCM connection will generally not change. The orders of the servers used for the integration will be updated to accommodate the new design.

2.7.6. Voice Message Access

2.7.6.1. Phone Message Button

The "Messages" button on each phone will allow the user to call directly in to the voicemail system. If the primary line on the phone that pressed the "Messages" button has an active voicemail box, the user will be prompted to enter their password. If the phone does not have a voicemail box, the user is directed to a default opening greeting.

2.7.6.2. *Single Inbox (Unified Messaging)*

Unified Messaging allows users to receive a copy of their voicemail in their Outlook inbox. If a voicemail is listed to or deleted from Outlook, the same action applies on the phone. And vice versa, if a user listens to or deletes a voicemail from the TUI interface of the phone, the same action applies to the Outlook:

2.7.6.3. *Cell Phone/Outside Access*

Users will have the capability to dial a DID number from their cell phone or other outside number and reach Unity Connection to check voicemail. The numbers for each agency are:

Galveston County - 409.795.3000 (New), 409.795.3002 (Existing)

GCHD - 409.978.4205 (New and Existing)

League City - 281-554-1499 (New and Existing)

2.7.7. Voicemail Transfer

Users have the capability to transfer a call directly to another user's voicemail box without hearing the greeting or ringing the phone. This is accomplished by an asterisk (*) then the users internal extension when transferring the call. The capability is currently enabled for the Unity Connection servers of all 3 agencies.

2.7.8. Outbound Message Notification

Outbound Message Notification is a feature that allows a mailbox to be setup to call a cell phone, pager, or another device when a message is waiting. Notification can be enabled by administrators or users. No new Notification settings will be applied for this migration project. Existing Notification settings will carry over to the new systems.

2.7.9. Call Coverage – “0” Out

2.7.9.1. “0” on Auto Attendant

No changes required

2.7.9.2. “0” on Voicemail Greeting

No changes required

2.7.9.3. Exceptions To Above Rules

No changes required

2.7.10. Auto Attendant

Unity Connection is capable of providing Auto Attendant functionality. The Auto Attendant settings that are currently configured will be retained during the Unity Connection migration.

2.7.11. Group Voicemail

Any Group Voicemail settings that are currently configured will be retained and migrated to the upgraded Unity Connection systems.

2.7.12. Schedules

Schedules allow the voicemail system to identify working hours for individuals. This is used to control if calls coming through voicemail should ring the users' phone, or if they should go directly to voicemail. All currently configured Schedules will be retained during the upgrade process.

2.7.13. Holidays

Defining Holidays in the voicemail system allows the system to identify specific days as closed so that the correct greetings are played to callers. Any currently configured Holiday settings will be maintained during the upgrade process.

2.7.14. Voicemail Directory

All existing Voicemail Directory settings will be maintained during the upgrade process. One new feature that Vendor will implement for five (5) users per agency is called Speech Connect. Speech Connect allows IP Phone users to press speed dial button and then speak the name of the person they would like to call.

2.7.15. Message Retention Policy

No changes required.

2.7.16. High Availability

Losing voicemail functionality and messages would be a significant impact to the daily operation of the agencies. The following topics discuss measures to insure that the Unity Connection servers provide services to users.

2.7.16.1. HA Configuration / Design

Unity Connection is currently deployed with a single-server architecture. This does not provide any redundancy in the event of a network or hardware failure that leaves the Unity Connection server unreachable or inoperable.

The proposed design incorporates a second Unity Connection server to create a cluster. The second Unity Connection server will be located in a different facility.

2.7.16.2. Disaster Recovery

Unity Connection utilizes a built-in utility called Disaster Recovery System (DRS) for backup up Unity Connection settings and messages.

League City currently does not utilize an SFTP server for backups. Once the existing Unity server is migrated to Unity Connection, the DRS will be setup to backup nightly to the SFTP server.

2.7.17. Security Considerations

No changes required

2.7.18. Growth Systems Engineering and Planning

The expected growth over the next 3-5 years is 20-40%. The proposed system for each agency is capable of growth of over 100%. Additional voicemail boxes can be added by purchasing additional user licenses.

2.8. Contact Center

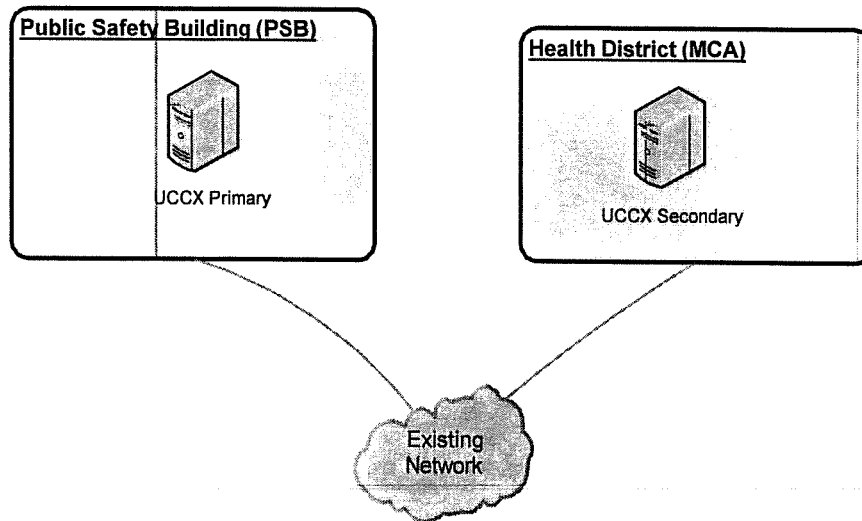
2.8.1.1. Current System Information

The existing Cisco Unified Contact Center Express (UCCX) system is a single server solution deployed with version 7.0(1)SR05_Build504. The current version of UCCX runs on a Windows 2003 Server. UCCX 7.0 is end of life and is no longer supported as of 4/30/2014.

2.8.1.2. Recommended Contact Center Product(s)

It is recommended upgrading to the latest UCCX 10.x version to replace the existing unsupported version. The 10.x version runs on a hardened Linux operating similar like the existing UCM and Unity Connection. In addition, It is recommended adding a second server for redundancy. The secondary server will be located at the MCA building as the agents for UCCX are GCHD workers.

The following diagram displays the locations of the proposed UCCX servers used by Galveston County and Galveston County Health District:



2.8.1.3. Existing Call Flow Diagrams / Descriptions

No changes required

2.8.1.4. Contact Center Agent Phone Settings

The current Agents use the Cisco Agent Desktop program on their PCs.

2.8.1.5. Incoming Numbers

No changes required

2.8.1.6. Current Usage Statistics (BHCA, etc.)

No changes required

2.8.1.7. Hours of Operation

No changes required

2.8.1.8. Current # of Agents

The current system has 40 configured agents. However, it is assumed that many of those agents are not active or belong to IT personnel for testing.

2.8.1.9. Contact Center Agents and Locations

The agents configured on the current UCCX system are all GCHD employees. No Galveston County employees are UCCX agents as Galveston County uses the system for Auto Attendant functionality.

2.8.1.10. Current # of Supervisors

There are nine (9) current supervisors configured, with several belonging to administration purposes.

2.8.1.11. Call Flow

No changes required

2.8.1.12. Call Routing – Competency, Skills, Groups

No changes required

2.8.1.13. Call Queuing and Overflow

No changes required

2.8.1.14. Special Scenario Queue Handling

No changes required

2.8.1.15. Prompt Recording

No changes required

2.8.1.16. Database Integration

No changes required

2.8.1.17. *Desktop Application Integration*

No changes required

2.8.1.18. *Cisco Agent Interface*

UCCX 10.x introduces Finesse, which is a web-based agent and supervisor program. Agents that currently use Cisco Agent Desktop and Supervisor Desktop are recommended to change to Finesse. However, it is important to note that Agent and Supervisor desktop will still be supported on 10.x, but will require and upgrade to the client software. Also, the phone agent is still supported.

2.8.1.19. *Advanced Features*

No changes required

2.8.1.20. *IVR*

Galveston County currently utilizes UCCX for Auto Attendant functionality. The upgrade process will migrate the existing scripts to the new UCCX system.

2.8.1.21. *Reporting*

Personnel that use Historical Reporting will need to upgrade their Historical Reporting Client following the upgrade.

2.8.1.22. *High Availability*

The current UCCX system is a single server with no failover or redundancy mechanisms. The proposed system will have two UCCX servers deployed in a cluster for high availability. The servers will be deployed in separate locations to provide geographic redundancy. The Primary (or Publisher) UCCX server will reside in the new PSB data center. The Secondary (or Subscriber) UCCX server will reside in the GCHD MCA building. These locations are depicted in the diagram above.

2.8.1.23. *Growth Systems Engineering and Planning*

Growth for the contact center and ACD usage is expected to be between 20% and 40% over the next 3-5 years. The proposed system will be capable of handling up to 300 agents and is expandable by simply adding agent licenses.

2.9. Cisco Emergency Responder (CER)

2.9.1. Existing System

Galveston County currently owns Cisco Emergency Responder and licensing, but has never deployed the server.

2.9.2. Proposed System

The Galveston County Agencies have decided against deploying CER at this time.

2.10. Video/Web Conferencing

2.10.1. Video Conferencing

The license migration and upgrade to version 10.x includes Video Communications Server (VCS) licensing. The VCS licensing will allow for video calls between UCM registered video endpoints and non-Cisco H.323 or SIP video endpoints. In addition, the firewall traversal licenses will allow video calls between the agencies and external companies.

2.10.2. Web Conferencing

Web Conferencing is not part of this project.

2.11. Fax Server

Galveston County currently maintains an OpenText RightFax Server for faxing. The integration between UCM and RightFax is a SIP trunk to the RightFax SR140 FOIP boardless software. It was determined that the existing port licensing is invalid and that Galveston County will be required to purchase new licensing. It is recommended to have the system rebuilt and configured as new due to the system not having current support. OpenText has provided a proposal for this work.

League City currently utilizes a Biscom FAXCOM fax server solution composed of two servers. The FAXCOM server is version 6.5.3.0 and runs in a virtual environment. FAXCOM is integrated to UCM through a SIP trunk. As the system is under support, Biscom will provide the upgrade service.

Both RightFax and FAXCOM should be upgraded to the latest version. Neither company has done specific interoperability testing with UCM 10.5, but no issues are expected as they are integrated with SIP trunks.

2.12. Advanced Call Accounting/Reporting

There is currently an ISI Infortel Call Accounting and Reporting server installed. The server software is older and may not be supported. Galveston County would like to continue to use this product.

The following chart lists important information about the Infortel server:

Hostname	svrcmbu
DNS Suffix	gc.pri
IP Address	172.30.1.195
Subnet Mask	255.255.255.0/172.30.1.195
Default Gateway	172.30.1.1
Operating System	Windows 2003 SP2
CPU	E5620, 2.4 GHz
RAM	3.75 GB
Application Version	8.0.4

This system will be upgraded to the latest Infortel 10.x version to support the UCM upgrade to 10.x.

2.13. UC Network Management/Administration

League City is currently a subscriber of Presidio[CiLC] Managed Services.

Also included in the project is the deployment of Cisco Prime Collaboration Provisioning and Prime Collaboration Assurance. Prime Collaboration Provisioning allows administrators to provision users with phone, voicemail and Presence all within a single interface. Prime Collaboration Assurance provides monitoring and reporting of the UC system components.

Prime Collaboration Provisioning and Prime Collaboration Assurance can be deployed in a virtual environment. The Basic licensing for Prime Collaboration is included with all 10.x installations.

2.14. Cisco IM and Presence (CIMP)

2.14.1. Current Presence System Information

Presence is not currently deployed

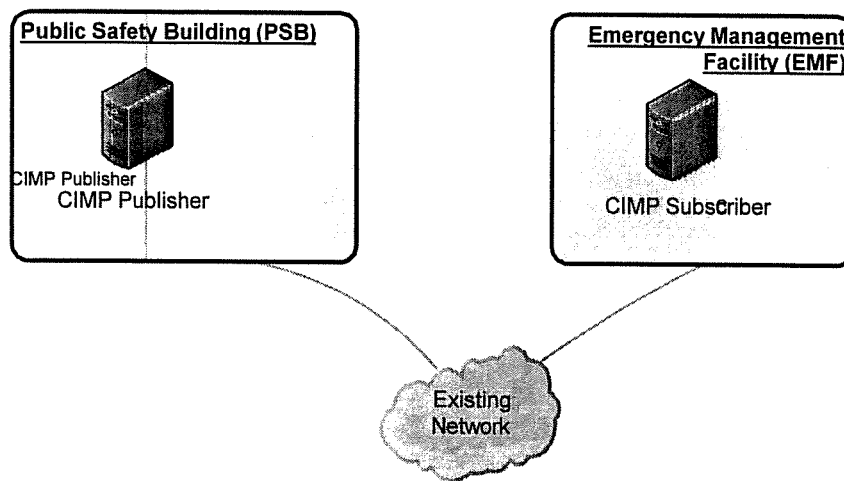
2.14.2. Proposed Presence

The new UC systems will include a pair of redundant Cisco IM & Presence servers (CIMP). The CIMP servers will be integrated with Cisco Unified Communications Manager and Cisco Unity Connection. End users will utilize the Jabber for Windows desktop client to provide IM/chat functionality, phone control and Presence information.

Note: The project does not include Jabber for Mobile device setup or configuration.

2.14.2.1. Galveston County CIMP Diagram

The following diagram displays the location of the Cisco IM & Presence Servers for the Galveston County agencies:



2.15. Call Recording

Currently there is no Call Recording enabled. Galveston County is in the process of evaluating the necessity of adding the Call Recording functionality.

2.16. Paging Server

Galveston County Health District runs a virtualized InformaCast paging server. The current version is 8.1.0 4879. The Informacast Server will require an upgrade to the latest version that supports the UCM version 10.x. The InformaCast version will be 9.0.1 at a minimum. The upgraded version will reside on the new Cisco UC servers.

2.17. Licensing

2.17.1. Existing Licensing

This section covers the licensing situation for the existing UCM cluster and Unity Connection clusters.

2.17.1.1. Existing Unified Communications Manager Licensing

The existing UCM cluster is licensed for 11541 DLUs, with 9414 currently being used.

2.17.1.2. Existing Unity Connection and Unity Licensing

The chart below shows the current number of licenses available and the number of actual configured mailboxes for each agency's Unity Connection server:

Location	Total Mailbox Licenses	Used Mailbox Licenses
Galveston County	1000	848
Health District	240	167
League City (Unity)	680	357

2.17.1.3. Existing Unified Contact Center Express (UCCX) Licensing

The current UCCX system is licensed for 30 Premium agents. These licenses will be migrated to the new system as part of the upgrade process. The current system does not have licensing for failover. A failover license will be required to add secondary UCCX server, which is recommended.

2.17.2. Proposed Licensing

2.17.2.1. CUWL and UCL Licensing

A significant change with UC 10.x over the existing versions is the strict enforcement of licensing. Cisco User Workspace Licensing (CUWL) simplifies licensing and provides bundled options of UC applications on a per-user basis. The CUWL Standard option provides each user multiple devices, Jabber and Unity Connection voicemail. In addition, CUWL provides Video licensing and Prime Collaboration Standard licensing.

To upgrade to version 10.x and CUWL licensing, the existing licensing must be migrated. The following chart summarizes the licensing requirements for each agency:

Agency	CUWL STD Users	UCL Essential Users
Galveston County	1550	TBD
League City	650	TBD
GCHD	250	TBD
Total	2450	250

2.17.3. Additional Cisco Licenses

Each UCCX cluster will require a new High Availability license. UCCX agent licenses are not included or part of CUWL Standard.

2.17.4. Third Party licenses

No Third Party licenses are required

2.18. Maintenance

2.18.1. SNT

SNT, or SMARTnet, provides the support coverage for hardware. Routers, switches, voice gateways, etc.

2.18.2. ESW

ESW, or Essential Operate Services, provides software support and minor software updates. In previous versions, ESW was associated to voice servers. In newer version ESW is associated on a user basis. For example, if you have 1000 UC users, each user would have a ESW SKU.

The ESW for UCCX 30 agents expired on 4/30/2014. This will need to be renewed to allow for the upgrade. Furthermore, ESW for the existing UCCX 7.0 is end-of-sale and support. Vendor and Galveston County will need to work with Cisco to correctly provide upgrade support for UCCX.

2.18.3. UCSS

UCSS, or Unified Communications Software Subscription, is user based like ESW. UCSS provides major software upgrades.

3. DEPLOYMENT STRATEGY

3.1. Project Logistics

3.1.1. Equipment Shipping Destination and Contact

The new equipment will be shipped directly to the final destination. Each agency will designate a person at the location that will serve as the shipping contact and site contact. The following personnel are the shipping contacts for each location:

Location	Contact	Phone Number	Email Address
Public Safety Building (PSB)	(TBD)		
Emergency Management Facility (EMF)			

Justice Center (JCL)			
Health District (MCA)			
Court House (CHM)			

3.1.2. Equipment Staging Location

Vendor will physically install the servers at the final destinations, then perform the software loads and configurations from a central location or remotely.

3.1.3. Packaging and Equipment Removal

- Each agency will be responsible for removing the packaging material that results from the delivery of new equipment.
- Each agency will be responsible for removing any hardware that is replaced during this project

3.1.4. Site Access

Site access for Galveston County and GCHD facilities will be handled by (TBD). Access to League City facilities will be handled by (TBD).

3.1.5. Frequency of Status Meetings

Status Meetings will be held weekly. There will be a separate meeting for each agency.

3.1.6. Documents Repository and Sharing

- Documents created and managed by Vendor will be shared by email and/or hard copy
- Current information and documentation incorporated into Vendor deliverables will be provided to the agencies in electronic format

3.2. Deployment Phases

This project will be deployed in the following phases:

3.2.1. Phase I – Pre-Installation

All outstanding information (marked TBD in this document) and tasks required prior to installation and configuration will be collected and performed during this phase. This will include ordering upgrade software, obtaining licenses and kickoff meetings.

3.2.2. Phase II – UCS Server and VMware Provisioning

The UCS C-series stand-alone servers and the B-Series servers will be staged and VMware installed during this phase.

3.2.3. Phase III – UCM and UCCX Upgrade and Migration

During this phase, the new Cisco Unified Communications Manager server cluster for Galveston County will be installed and configured. The new UCM servers will be installed on new UCS hardware. The Galveston County UCCX server will be migrated to the new UCS hardware and upgraded.

3.2.4. Phase IV – GCHD Unity Connection Upgrade and Migration

During this phase, the existing GCHD Unity Connection server will be migrated to the new UCS hardware and upgraded to the desired version. A secondary Unity Connection Subscriber will be added to the cluster to provide redundancy.

3.2.5. Phase V – League City Unity to Unity Connection Upgrade and Migration

During this phase, the existing League City Unity server will be migrated to Cisco Unity Connection and moved to the new UCS hardware. Unity Connection will be upgraded to the desired version. A secondary Unity Connection Subscriber will be added to the cluster to provide redundancy.

3.2.6. Phase VI – Galveston County Unity Connection Upgrade and Migration

During this phase, the existing Galveston County Unity Connection server will be migrated to the new UCS hardware and upgraded to the desired version. A secondary Unity Connection Subscriber will be added to the cluster to provide redundancy.

3.2.7. Phase VII–Cisco IM & Presence (CIMP) w/ Jabber Pilot

Cisco IM & Presence will be installed, configured and integrated with the UC systems. Five (5) Jabber for Windows users will be setup in a test environment to allow GCHD to evaluate the features and functionality that CIMP and Jabber provide.

3.2.8. Phase VIII– Migration to SIP

During this phase, the existing Galveston County/GCHD PRIs will be replaced with SIP trunks.

3.2.9. Phase IX– Prime Collaboration Provisioning and Assurance Deployment

During this phase, Cisco Prime Collaboration server and Prime Assurance server will be installed, configured and integrated with the new Galveston County UC systems.

3.2.10. Phase X– Galveston County Video Communications Server Deployment

Vendor will install and configure a Cisco VCS-Control cluster and a VCS-Expressway cluster for Galveston County.

3.2.11. Phase XI – Training and Knowledge Transfer

During this phase, Vendor will train selected GCHD, League City and Galveston County staff on the operation of the new features of the Cisco voice systems.

3.2.12. Phase XII - Documentation and Project Closure

Upon completion of the training, Vendor will complete final documentation and, at the end of the final Freeze Period, meet with GCHD, League City and Galveston County staff to formally close the project and transition to solution support.

3.3. Critical Dates and/or Dependencies

3.3.1. Project Completion

Actual project completion schedule will be determined by Vendor PM and agency PMs once the hardware has been ordered and the ETA for hardware has been confirmed.

3.3.2. Systems Engineering and Planning Phase Consensus

All hardware associated with this System Engineering Report and all associated Systems Engineering and Planning Phase documents need to be approved before the actual execution will begin.

3.3.3. Provision BOM

Specify the amount of time between the Systems Engineering and Planning Phase acceptance / purchase order receipt to the receiving of equipment. Once Systems Engineering and Planning Phase consensus is achieved, the equipment should be ready for shipping within 30 business days.

3.3.4. Telco Circuits

Telco circuits that connect each location to the new Public Safety Building (PSB) datacenter should be in place prior to beginning execution.

3.3.5. Execution Team Vacations, Other Absences, and Holidays

All team PTO, holidays and other scheduling conflicts can be addressed once the project timeline has been completed.

3.3.6. Other Dependencies

The Public Safety Building (PSB) datacenter must be operational and live prior to beginning the Execution phase.

4. DETAILED SCOPE OF WORK

4.1. Vendor Tasks

4.1.1. Phase I – Pre-Installation

- Conduct the Project Kickoff meeting
- Schedule/conduct planning meetings
- Complete any outstanding tasks from the Planning Phase
- Obtain all Cisco Product Activation Keys (PAKs) and register
- Stage and configure new Voice Gateways (14)
- Upgrade the IOS on existing Voice Gateways (32)
- Phase Completion & Acceptance**

4.1.2. Phase II – UCS Server and VMware Provisioning

- Rack mount and power up all C-series servers
- Configure CIMC and setup RAID for all C-series servers
- Install B-series servers and provision in UCS Manager
- Install vSphere on all servers
- Deploy .ova templates for each virtual server
- Phase Completion & Acceptance**

4.1.3. Phase III – UCM and UCCX Upgrade/Migration

- Upgrade the ISI call accounting server to support the new UCM version
- Install a new VM for Informacast and upgrade to the desired version
- Upgrade the FaxCom server
- Upgrade the ISI server
- In a lab environment, install the existing UCM version on a temporary VM
- Take a backup of the existing production UCM and restore on the lab VM
- Upgrade the lab VM UCM to the desired version and take a backup
- Install a fresh VM of the desired version and restore the previously taken backup
- Install the desired version of UCCX on a new VM in the lab
- Use the Pre-Upgrade tool to migrate data from the existing UCCX to the new UCCX
- Remove the existing UCM Publisher and Subscribers from the network and put the new UCM Publisher and UCCX Publisher on the production network
- Deploy the new Cisco Attendant Console
- Install the new UCM Subscribers server
- Install the new UCCX Subscriber server
- Test for required functionality

- Configure Single Number Reach for five (5) test users and include setup documentation
- Provide post cutover support
- Phase Completion & Acceptance**

4.1.4. Phase IV – GCHD Unity Connection Upgrade and Migration

- In a lab environment, install the existing Unity Connection version on a temporary VM
- Take a backup of the existing production Unity Connection server and restore on the lab VM
- Upgrade the lab VM Unity Connection to the desired version and take a backup
- Install a fresh VM of the desired Unity Connection version and restore the previously taken backup.
- Remove the production Unity Connection server from the network and put the new Unity Connection server online
- Test for required functionality
- Provide post cutover support
- Phase Completion & Acceptance**

4.1.5. Phase V - League City Unity to Unity Connection Upgrade and Migration

- Install COBRAS on the existing Unity Server
- Run the COBRAS Export on the Unity server to extract the Unity data
- Run the COBRAS Import on the new Unity Connection server to import the data
- Install the Unity Connection Subscriber on a new VM Remove the production Unity server from the network and put the new Unity Connection server online
- Test for required functionality
- Provide post cutover support
- Phase Completion & Acceptance**

4.1.6. Phase VI - Galveston County Unity Connection Upgrade and Migration

- In a lab environment, install the existing Unity Connection version on a temporary VM
- Take a backup of the existing production Unity Connection server and restore on the lab VM
- Upgrade the lab VM Unity Connection to the desired version and take a backup
- Install a fresh VM of the desired Unity Connection version and restore the previously taken backup.
- Remove the production Unity Connection server from the network and put the new Unity Connection server online
- Test for required functionality
- Provide post cutover support
- Phase Completion & Acceptance**

4.1.7. Phase VII– Cisco IM & Presence (CIMP) w/ Jabber Pilot

- Install the Cisco IM & Presence Publisher server
- Integrate CIMP with the Galveston County UCM and Unity Connection
- Assist Galveston County staff with installing five (5) Jabber for Windows desktop clients
- Test for required functionality
- Prepare custom setup guide to allow Galveston County to install the remaining Jabber clients
- Phase Completion & Acceptance**

4.1.8. Phase VIII– Migration to SIP

- Participate in Planning Meetings with SIP vendor
- Initial Setup and Test of (5) SIP Trunks
- Redesign the Dial Plan to accommodate SIP trunks
- Migrate each of 5 locations to SIP trunks for PSTN calling
- Test for required functionality
- Phase Completion & Acceptance**

4.1.9. Phase IX– Prime Collaboration and Assurance Deployment

- Install Prime Collaboration Provisioning Standard server
- Install Prime Collaboration Assurance Standard server
- Configure Prime Collaboration Provisioning integration with UCM, Unity Connection and Cisco IM/Presence Servers.
- Configure Prime Collaboration Assurance and integration with UCM, Unity Connection, UCCX and Cisco IM/Presence Servers
- Test for required functionality
- Phase Completion & Acceptance**

4.1.10. Phase X– Galveston County Video Communications Server Deployment

- Install Cisco VCS Control Primary and Secondary servers
- Install Cisco VCS Expressway Primary and Secondary servers
- Phase Completion & Acceptance**

4.1.11. Phase XI – Training and Knowledge Transfer

- Provide administrative training to staff on operation and setup of Jabber for Windows clients
- Provide administrative training to staff on operation and configuration of Prime Collaboration

- Provide administrative training to Galveston County staff on operation and configuration of Video Communications Server
- Phase Completion & Acceptance**

4.1.12. Phase XII – Documentation and Project Closure

- Complete any outstanding action items
- Prepare final documentation and deliver to GCHD, League City and Galveston County staff
- Project Completion & Acceptance**

4.2. Galveston County, League City and GCHD Tasks

4.2.1. Phase I – Pre-Installation

- Participate in the Project Kickoff meeting
- Assist with scheduling and participating in planning meetings
- Complete any outstanding tasks from the Planning Phase
- Physically install new voice gateways after Vendor has preconfigured.
- Phase Completion & Acceptance**

4.2.2. Phase II – UCS Server and VMware Provisioning

- Assist Vendor with mounting and installing the UCS servers
- Provide access as necessary to all facilities where servers will be installed
- If required, move servers from the staging area to the final installation site
- Provide network cabling and power outlets for all servers
- Phase Completion & Acceptance**

4.2.3. Phase III – UCM and UCCX Upgrade/Migration

- Provide AD account and credentials for the LDAP integration
- Provide IP Addressing and hostname for new UCM and UCCX servers
- Help install Attendant Console and test
- Schedule maintenance windows as needed
- Assist with testing the call routing through UCCX
- Phase Completion & Acceptance**

4.2.4. Phase IV – GCHD Unity Connection Upgrade and Migration

- Provide AD account and credentials for the LDAP integration
- Schedule maintenance windows as needed
- Assist Vendor with testing and verification
- Phase Completion & Acceptance**

4.2.5. Phase V - League City Unity to Unity Connection Upgrade and Migration

- Provide AD account and credentials for the LDAP integration
- Schedule maintenance windows as needed
- Assist Vendor with testing and verification
- Phase Completion & Acceptance**

4.2.6. Phase VI - Galveston County Unity Connection Upgrade and Migration

- Schedule maintenance windows as needed
- Assist Vendor with testing and verification
- Phase Completion & Acceptance**

4.2.7. Phase VII - Cisco IM & Presence (CIMP) w/ Jabber Pilot

- Assist Vendor with installing five (5) Jabber for Windows desktop clients
- Test for required functionality
- Train any end users that will participate in the Jabber Pilot
- Phase Completion & Acceptance**

4.2.8. Phase VIII - Migration to SIP

- Place all orders for SIP service and own the communications with the SIP vendor
- Schedule and participate in planning meetings
- Assist with scheduling of cutovers
- Test for required functionality
- Phase Completion & Acceptance**

4.2.9. Phase IX - Prime Collaboration and Assurance Deployment

- Test for required functionality
- Phase Completion & Acceptance**

4.2.10. Phase X - Galveston County Video Communications Server Deployment

- Assist Vendor with testing for required features and functionality
- Phase Completion & Acceptance**

4.2.11. Phase XI - Training and Knowledge Transfer

- Schedule administrator training
- Phase Completion & Acceptance**

4.2.12. Phase XII - Documentation and Project Closure

- Communicate any outstanding action items to Vendor

- Review final documentation provided by Vendor
- Project Completion & Acceptance**

4.3. Out of Scope Tasks

The following tasks are outside of Vendor's Scope of work for this project

- ⊗ Tasks not listed in the scope of work above
- ⊗ Cabling for servers
- ⊗ End user training
- ⊗ SIP Trunks for PSTN

5. PROJECT TIMELINE

The Project Timeline will be provided at a later date following the ordering of the hardware and software.

6. TRAINING PLAN

6.1. Administrator Training

In addition to informal knowledge transfer during this project, administrator training will be broken up into the following sessions:

Training Session	Duration	Location
Session 1 – UCCX Changes for Linux Version	2 hr	Galveston County
Session 1 – Cisco Attendant Console Standard	1 hr	Galveston County
Session 1 – Jabber and IM/Presence	2 hr	Galveston County
Session 2 – Prime Collaboration and PLM	2 hr	Galveston County
Session 3 – Cisco VCS	2 hr	Galveston County

6.2. Additional Formal Administrator Training

None required

6.3. User Training

End User training will not be conducted by Vendor for this engagement.

6.3.1. Basic User Training

Not required

6.3.2. Attendant/Operator Training

Not required

6.3.3. Contact Center Training

Not required

6.3.4. Executive Training

Not required

6.3.5. Executive Admin. Training

Not required

6.3.6. Trainer/Super User Training

Not required

6.3.7. Other User Training

Not required

6.3.8. Training Plan Summary

Not Required

6.4. Training Setup & Preparation

6.4.1. Training Facility

Training can be held at any adequate facility or using a WebEx conference.

6.4.2. PoE Network Ports Availability

POE is only required if the required phone doesn't have a power adaptor.

6.4.3. Phone Availability

One phone will be required for the Attendant Console training

6.4.4. Computer Availability

One computer will be required for the Attendant Console training

6.4.5. Projector Availability

A projector would be beneficial, but not required.

6.4.6. Training Materials

Vendor will provide setup guides for enabling end users for Jabber for Windows.

6.4.7. Scheduling and Attendance Tracking

Vendor will not track attendance. The agencies are responsible for working with Vendor to schedule the sessions and ensure the required administrators attend.

7. FINAL PROJECT DOCUMENTATION

Final documentation will be provided upon completion of the project and will consist of the following:

- Final Systems Engineering Report
- Final UC SE Design Workbook
- Jabber for Windows setup procedure

8. SUPPORT PLAN

8.1. Initial Go Live Support and Freeze Period

A well planned and executed initial support system is critical for project success and user adoption. The project Freeze Period is a specific period of time and well defined plan from a go-live event to formal project and/or phase closure. At the completion of the project Freeze Period all project related tasks should be completed and Solution Support begins.

All changes to the system during the Freeze Period should either be performed by Vendor or approved by Vendor prior to implementation. During this period troubleshooting issues that are a result of project implementation are included in the cost of this project. Also, any "minor" changes to the system during this period are included in the cost of this project. "Minor" changes are modifications of features invoked as part of the project, as defined within this document and Scope of Work. "Major" changes include the invocation of features not included in this project, and/or additions to existing features that were not agreed upon prior to the project.

Any "major" changes to the system as a result of a design change requested, and/or an item requested in addition to those defined in the Scope of Work within this document, would be handled by a Project Change Request. Such changes may either be treated as an add-on phase to the project, or delayed until after the Freeze Period is complete.

At the end of the designated Freeze Period, Solution Support will begin. The Vendor project team will meet with or contact you to formally close the project or phase.

8.1.1. Duration of Freeze Period

- Specify how long the freeze period will last

8.1.2. First Day of Live System – "Go Live" Day

- Vendor will provide a senior network engineer onsite who will be focused on making sure all systems are stable and functioning properly
- Vendor will provide an escalation resource onsite that will work with the Galveston County agency's IT management. If so who will this person be and what will be their availability

8.1.3. Second Day of Freeze Period

- Vendor will provide a senior network engineer onsite or remote who will be focused on making sure all systems are stable and functioning properly
- Depending on load from the first day, will Vendor may provide a trainer/analyst onsite to assist and answer any questions Galveston County employees may have, and to seek out users who are in need and issues that need attention

8.1.4. Third Day of Freeze Period

Depending on load from the first day, will Vendor may provide a senior network engineer onsite or remote as necessary to make minor adjustment to system and/or answer questions concerning administration

The Agencies will provide a resource to be the primary point of contact for Cisco Unified Communications support and communicate to Vendor lead engineer any problems or questions that arise

The Agencies will provide internal resources as necessary to provide end user feedback to make sure any issue that should arise gets addressed

8.1.5. Remote Access During Freeze Period

The Agencies will provide Vendor with remote secure access for troubleshooting or maintenance by Vendor engineers during the Freeze Period. If remote access is not available, additional charges may apply due to onsite support and travel costs.

County of Galveston UC upgrade - Bill of Materials
EXHIBIT - B

Line #	# Part	Description	Price	Qty
	Cisco			
1	UCS-B230M2-VCDL1	UCS B230 M2 Blade Server w/ 2-E72870, 12-8GB DDR, 1-VIC, no		2
2	CON-SNT- B23VCDL1	SMARTNET 8X5XNBD UCS B230 M2 Blade Server w/ 2-E72870		2 for 60 mo(s)
3	UCS-CPU-E72870	2.4 GHz E7-2870 130W 10C / 30M Cache		4
4	UCS-MR-2X082RX-C	2X8GB DDR3-1333-MHz RDIMM/PC3-10600/dual rank/x4/1.35v		24
5	UCS-VIC-M82-8P	Cisco UCS VIC 1280 mezzanine adapter for blade servers		2
6	N20-BBLKD-7MM	UCS 7MM SSD Blank Filler		4
7	N20-BHTS6	CPU heat sink for UCS B230 Blade Server		4
8	UCS-MKIT-082RX-C	Mem kit for UCS-MR-2X082RX-C		48
9	R-UCL-UCM-MIG-K9	Top Level Sku For 9.X and Later User License		1
10	CON-ESW- RUCLUCMG	ESSENTIAL SW Top Level Sku For 9.X and Later User Lic		1 for 60 mo(s)
11	MIG-CUCM-ESS- USR-A	Migration to UC Manager Essential - Less than 1K Users		250
12	UCSS-UUCMESS-A-5-1	UC Manager UCSS - 1 Essential User 5 Year Sub Tier A		250 for 60 mo(s)
13	CON-ESW- MIGCUCM8	ESSENTIAL SW Migration to UC Manager Essential		250 for 60 mo(s)
14	JABBER-GUEST	Jabber Guest Session		250
15	JABBER-IM-ADDON	Jabber for Everyone Additional IM Users		250
16	CUCM-VERS-10.X	CUCM Software Version 10.X		1
17	EXPWY-VE-C-K9	Cisco Expressway-C Server, Virtual Edition		1
18	CON-ESW- EXPWYVEC	ESSENTIAL SW Cisco Expressway-C S		1 for 60 mo(s)
19	EXPWY-VE-E-K9	Cisco Expressway-E Server, Virtual Edition		1
20	CON-ESW- EXPWYVEE	ESSENTIAL SW Cisco Expressway-E Server, Virtual Editi		1 for 60 mo(s)
21	SW-EXP-8.X-K9	Software Image for Expressway with Encryption, Version X8		1
22	LIC-EXP-E-PAK	Expressway Series, Expressway-E PAK		1
23	LIC-SW-EXP-K9	License Key Software Encrypted		2
24	JABBER-IM-RTU	Jabber for Everyone Right to Use		1
25	JAB-GUEST-RTU-K9	Jabber Guest Right to Use		
26	LIC-EXP-GW	Enable GW Feature (H323-SIP)		2
27	LIC-EXP-SERIES	Enable Expressway Series Feature Set		2
28	PC-10X-STANDARD-K9	Prime Collaboration Standard 10.x		1
29	LIC-EXP-TURN	Enable TURN Relay Option		1
30	LIC-EXP-E	Enable Expressway-E Feature Set		1
31	LIC-EXP-AN	Enable Advanced Networking Option		1
32	L-CUAC10X	Cisco Unified Attendant Consoles 10.x		1
33	CON-ESW- CUACX10M	ESSENTIAL SW Cisco Unified Attendant Consoles 10.x		1 for 60 mo(s)
34	L-CUAC10X-STND	Cisco Unified Attendant Console Standard 10.x - 1 Lic		6
35	UCSS-U-UACSTND-5-1	UCSS for Cisco UAC Standard - 1 instance Five Year Sub		6 for 60 mo(s)
36	CON-ESW- CUAC10XS	ESSENTIAL SW Cisco Unified Attend		6 for 60 mo(s)
37	CCX-10-ADD-K9	CCX 10.0 Add-on Licenses		1
38	CON-ESW- CCX10AK9	ESSENTIAL SW CCX 10.0 Add-on Licenses		1 for 60 mo(s)
39	CCX-10-PHA-LIC	CCX 10.0 PRE HA LICENSE ONLY		1
40	CCX-10-PAK	CCX 10.0 autoexpanded PAK		1
41	VG224-4PACK	4 Pack of VG224 High Density Analog Gateway		2
42	VG224-MP	VG224 for MultiPack		8
43	CON-SNT-VG224-MP	SMARTNET 8X5XNBD VG224 for MultiPack		8 for 60 mo(s)

County of Galveston UC upgrade - Bill of Materials

44	CAB-AC	AC Power Cord (North America), C13, NEMA 5-15P, 2.1m		8
45	SVGVG-15104M	Cisco VG200 Series IP SUBSET/VOICE		8
46	MEM-224-1X128D-U	128MB DRAM Memory for VG224 (Factory Upgrade)		16
47	MEM-224-1X64F-U	64MB Flash Memory for VG224 (Factory Upgrade)		8
48	VG224	24 Port Voice over IP analog phone gateway		2
49	CON-SNT-VG224	SMARTNET 8X5XNBD 24 Port Voice over I		2 for 60 mo(s)
50	CAB-AC	AC Power Cord (North America), C13, NEMA 5-15P, 2.1m		2
51	SVGVG-15104M	Cisco VG200 Series IP SUBSET/VOICE		2
52	MEM-224-1X128D-U	128MB DRAM Memory for VG224 (Factory Upgrade)		4
53	MEM-224-1X64F-U	64MB Flash Memory for VG224 (Factory Upgrade)		2
54	C2901-CME- SRST/K9	2901 Voice Bundle w/PVDM3-16,FL-CME-SRST-25,UC Lic,FL-CUBE10		4
55	CON-SNT-2901CMST	SMARTNET 8X5XNBD 2901 Voice Bundle w/ UC License PAK		4 for 60 mo(s)
56	S29UK9-15401T	Cisco 2901-2921 IOS UNIVERSAL		4
57	FL-SRST	Cisco Survivable Remote Site Telephony License		4
58	FL-CME-SRST-5	Communication Manager Express or SRST - 5 seat license		8
59	VIC2-2FXO	Two-port Voice Interface Card - FXO (Universal)		4
60	PWR-2901-AC	Cisco 2901 AC Power Supply		4
61	CAB-AC	AC Power Cord (North America), C13, NEMA 5-15P, 2.1m		4
62	FL-CME-SRST-25	Communication Manager Express or SRST - 25 seat license		4
63	FL-CUBEE-5	Unified Border Element Enterprise License - 5 sessions		8
64	PI-MSE-PRMO-INSRT	Insert, Packout - PI-MSE		4
65	SL-29-IPB-K9	IP Base License for Cisco 2901-2951		4
66	SL-29-UC-K9	Unified Communication License for Cisco 2901-2951		4
67	HWIC-BLANK	Blank faceplate for HWIC slot on Cisco ISR		12
68	ISR-CCP-EXP	Cisco Config Pro Express on Router Flash		4
69	MEM-2900-512MB- DEF	512MB DRAM for Cisco 2901-2921 ISR (Default)		4
70	MEM-CF-256MB	256MB Compact Flash for Cisco 1900, 2900, 3900 ISR		4
71	PVDM3-16	16-channel high-density voice and video DSP module		4
72	C2901-CME- SRST/K9	2901 Voice Bundle w/PVDM3-16,FL-CME-SRST-25,UC Lic,FL-CUBE10		1
73	CON-SNT-2901CMST	SMARTNET 8X5XNBD 2901 Voice Bundle w/ UC License PAK		1 for 60 mo(s)
74	S29UK9-15401T	Cisco 2901-2921 IOS UNIVERSAL		1
75	FL-SRST	Cisco Survivable Remote Site Telephony License		1
76	FL-CME-SRST-5	Communication Manager Express or SRST - 5 seat license		2
77	VIC2-2FXO	Two-port Voice Interface Card - FXO (Universal)		1
78	VIC2-4FXO	Four-port Voice Interface Card - FXO (Universal)		1
79	PVDM3-16U32	PVDM3 16-channel to 32-channel factory upgrade		1
80	PWR-2901-AC	Cisco 2901 AC Power Supply		1
81	CAB-AC	AC Power Cord (North America), C13, NEMA 5-15P, 2.1m		1
82	FL-CME-SRST-25	Communication Manager Express or SRST - 25 seat license		1
83	FL-CUBEE-5	Unified Border Element Enterprise License - 5 sessions		2
84	PI-MSE-PRMO-INSRT	Insert, Packout - PI-MSE		1
85	SL-29-IPB-K9	IP Base License for Cisco 2901-2951		1
86	SL-29-UC-K9	Unified Communication License for Cisco 2901-2951		1
87	HWIC-BLANK	Blank faceplate for HWIC slot on Cisco ISR		2
88	ISR-CCP-EXP	Cisco Config Pro Express on Router Flash		1
89	MEM-2900-512MB- DEF	512MB DRAM for Cisco 2901-2921 ISR (Default)		1
90	MEM-CF-256MB	256MB Compact Flash for Cisco 1900, 2900, 3900 ISR		1
91	C2901-CME- SRST/K9	2901 Voice Bundle w/PVDM3-16,FL-CME-SRST-25,UC Lic,FL-CUBE10		1
92	CON-SNT-2901CMST	SMARTNET 8X5XNBD 2901 Voice Bundle w/ UC License PAK		1 for 60 mo(s)

County of Galveston UC upgrade - Bill of Materials

93	S29UK9-15401T	Cisco 2901-2921 IOS UNIVERSAL		1
94	FL-SRST	Cisco Survivable Remote Site Telephony License		1
95	FL-CME-SRST-5	Communication Manager Express or SRST - 5 seat license		2
96	FL-CUBEE-5	Unified Border Element Enterprise License - 5 sessions		3
97	VVIC3-1MFT-T1/E1	1-Port 3rd Gen Multiflex Trunk Voice/WAN Int. Card - T1/E1		1
98	PVDM3-16U64	PVDM3 16-channel to 64-channel factory upgrade		1
99	PWR-2901-AC	Cisco 2901 AC Power Supply		1
100	CAB-AC	AC Power Cord (North America), C13, NEMA 5-15P, 2.1m		1
101	FL-CME-SRST-25	Communication Manager Express or SRST - 25 seat license		1
102	FL-CUBEE-5	Unified Border Element Enterprise License - 5 sessions		2
103	PI-MSE-PRMO-INSRT	Insert, Packout - PI-MSE		1
104	SL-29-IPB-K9	IP Base License for Cisco 2901-2951		1
105	SL-29-UC-K9	Unified Communication License for Cisco 2901-2951		1
106	HWIC-BLANK	Blank faceplate for HWIC slot on Cisco ISR		3
107	ISR-CCP-EXP	Cisco Config Pro Express on Router Flash		1
108	MEM-2900-512MB-DEF	512MB DRAM for Cisco 2901-2921 ISR (Default)		1
109	MEM-CF-256MB	256MB Compact Flash for Cisco 1900, 2900, 3900 ISR		1
110	BE7K-K9	Cisco BE7000 UCS C240M3 TRC2 Srv,RST		3
111	CON-SNT-BE7KK9IP	SMARTNET 8X5XNBD Cisco BE7000 UCS C240M3 TRC2 Srv,RST		3 for 60 mo(s)
112	CAB-9K12A-NA	Power Cord, 125VAC 13A NEMA 5-15 Plug, North America		6
113	BE7K-SW-9X10X	Media (no lic) for Cisco Collaboration 9.x 10.x		3
114	CIT2-A03-D300GA2	300GB 6Gb SAS 10K RPM SFF HDD/hot plug/drive sled mounted		36
115	CIT2-CPU-E5-2640	2.50 GHz E5-2640/95W 6C/15MB Cache/DDR3 1333MHz		6
116	CIT2-MR-1X082RY-A	8GB DDR3-1333-MHz RDIMM/PC3-10600/2R/1.35v		24
117	CIT2-PCIE-IRJ45	Intel i350 Quad Port 1Gb Adapter		6
118	CIT2-PSU2-1200	1200W 2u Power Supply For UCS		6
119	CIT2-RAID-9271CV	MegaRAID 9271CV Raid card with 8 internal SAS/SATA parts, S		3
120	R2XX-RAID5	Enable RAID 5 Setting		3
121	VMW-VS5-HYP-K9	Cisco UC Virt. Hypervisor 5.x (2-socket)		3
122	VMW-VS5-SNS	Cisco UC Virt. Hypervisor 5.x - SnS		3
123	UCSC-C220-M3SBE	= UCS C220 M3 SFF TRC2 Server		2
124	CON-SNT-UCSC-C22	SMARTNET 8X5XNBD UCS C220 M3S BE Serv		2 for 60 mo(s)
125	CAB-9K12A-NA	Power Cord, 125VAC 13A NEMA 5-15 Plug, North America		2
126	CIT-PSU-BLKP	Power Supply Blanking Panel/Filler		2
127	CIT-SD-16G-C220	16GB SD Card Module for C220 servers		2
128	R2XX-RAID10	Enable RAID 10 Setting		2
129	UC-A03-D500GC3	500GB 6Gb SATA 7.2K RPM SFF Hot Plug/Drive Sled Mounted		8
130	UC-CPU-E5-2609	2.4 GHz E5-2609/80W 4C/10MB Cache/DDR3 1066MHz		4
131	UC-MR-1X082RY-A	8GB DDR3-1600-MHz RDIMM/PC3-12800/Dual Rank/1.35v		8
132	UC-PSU-650W	650W Power Supply Unit For UCSC C220 Rack Server		2
133	UC-RAID-9271	MegaRAID 9271-8i + Battery Backup for C240 and C220		2
134	UCSC-PSU-650W=	650W power supply for C-series rack servers		1
135	CAB-9K12A-NA=	Power Cord, 125VAC 13A NEMA 5-15 Plug, North America		1
136	VMW-VS5-ST-5A=	VMware vSphere 5 Standard (1 CPU), 5yr, Support Required		14
137	CON-ISV1-VS5STD5A	ISV 24X7 VMware vSphere Standard, List Price is ANNUAL		14 for 60 mo(s)
138	UCS-VMW-TERMS	Acceptance of Terms, Standalone VMW License for UCS Servers		14
139	R-CUWL-STD-K9	Unified Workspace Licensing - Top Level for STD - 9.x		1
140	CON-ESW-RCUWLK9	ESSENTIAL SW Unified W-space Lic - Top Level for STD		1 for 60 mo(s)
141	WEBEX-UWL-S-PAK	WebEx PAK for CUWL Standard		1
142	LIC-UWL-STD-B	Services Mapping SKU, 1K-10K UWL STD users		2450
143	CON-ESW-LICUWLB	ESSENTIAL SW Services Mapping SKU		2450 for 60 mo(s)

County of Galveston UC upgrade - Bill of Materials

144	UCSS-U-UWL-STD-5-1	Cisco UWL STD UCSS - 1 user 5 Year Sub		2450 for 60 mo(s)
145	WBX-IM1-NH-UWL	Included WebEx Messenger Users (1 Year Term)		2450
146	MIGE-CMAPP-UWL- STD	Migrate Enhanced UCM UCAPP single user to STD - install base		2450
147	UCXN	Migrating from Unity Connection Standalone to CUWL		1
148	UC-8.X-OR-EARLIER	Version 8.x or Earlier		1
149	UCAPPS-SW-10.X-K9	Version 10.x Software Kit		1
150	CP-9971-C-CAM-K9=	Cisco UC Phone 9971, Charcoal, Std Hndst with Camera		2
151	CON-SNT-9971CSTD	SMARTNET 8X5XNBD Cisco Unified IP Phone 9971, Charcoal, S		2 for 60 mo(s)
152	CP-DX70-W-K9=	Cisco Desktop Collaboration Experience DX70 (White)		2
153	CON-SNT-CPDX70WK	SMARTNET 8X5XNBD Cisco Desktop Collaboration Experience D		2 for 60 mo(s)
154	CP-PWR-CORD-NA	Power Cord, North America		2
155	R-SC-CN-CTP=	Smart+Connected City Wi-Fi, City Transformational Playbook		1
IPMIC				
156	VNXB6GSDAE15F	VNXB 15X3.5 6G SAS EXP DAE-FIELD INST		1
157	VNXB6GSDAE25F	VNXB 25X2.5 6G SAS EXP DAE-FIELD INST		1
158	V4-2S10-600TU	VNX 600GB 10K SAS 25X2.5 DPE/DAE UPG		11
159	V4-VS6FX-100TU	VNX 100GB FAST VP EFD 15X3.5 DAE UPG		6
160	M-PRESWE-001	PREMIUM SW SUPPORT		1
161	VNXBOEPERFTBU	VNXB OE PER TB PERFORMANCE UPGRADE		8
Infotel				
162	11271	Upgrade Infotel Select 5000 to latest version 10.x		1
163	51434	INFORTEL ISI REMOTE INSTALL OF		1
164	51305	3 years support on Infotel Select 5000		1
165	51381	INFORTEL ISI 1YR OF 3YR SELECT		1
166	91110	3 years support on software for add'l data source		1
167	008969S-QL	3 year Rate table subscription (4 updates per year) for main site 409/795		1
168	008969S-R	3 year Rate table subscription (4 updates per year) for remote gateways 168281/534, 281/316,		3
169	008969S-QL	3 year Rate Table licenses		2

PROPOSAL FORM
UNIFIED COMMUNICATIONS UPGRADE & DATA CENTER
FOR GALVESTON COUNTY
COUNTY OF GALVESTON, TEXAS

THE FIRM OF: _____

Address: _____

FEIN (TAX ID): _____

The following shall be returned with your proposal. Failure to do so may be ample cause for rejection of proposal as non responsive. It is the responsibility of the Proposer to ensure that Proposer has received all addenda.

Items:	Confirmed (X):
1. References (if required)	_____
2. Addenda, if any	#1_____ #2_____ #3_____ #4_____
3. One (1) original and six (6) copies of submittal	_____
4. Proposal Form	_____
5. Vendor Qualification packet	_____
6. Debarment Certification	_____
7. Payment Terms:	_____ net 30 _____ Other
8. Anti-Collusion Affidavit	_____
9. Exhibit A & B	_____

Person to contact regarding this proposal: _____

Title: _____ Phone: _____ Fax: _____

E-mail address: _____

Name of person authorized to bind the Firm: _____

Signature: _____ Date: _____

Title: _____ Phone: _____ Fax: _____

E-mail address: _____

PROPOSAL FORM
UNIFIED COMMUNICATIONS UPGRADE & DATA CENTER
FOR GALVESTON COUNTY

GALVESTON COUNTY, TEXAS

Proposer shall use this form to provide the information for notice.

1. Contact information for notice:

Name: _____
Address: _____
Telephone Number: _____ Facsimile number: _____

2. If a copy of notice is requested, please complete below:

Name: _____
Address: _____
Telephone Number: _____ Facsimile number: _____

3. If second or more copies are requested for notice, please supplement this form and clearly mark the supplement as "Supplementary Notice Information."

Proposer to submit reference information. Proposer shall use this form to provide minimum required reference information. If Proposer wishes to provide more than the minimum, Proposer should supplement this form and should clearly mark the supplement as "Supplementary Reference Information."

1. References who can attest to the Proposer's capability to carry out the requirements set forth in this proposal:

Business Name of Organization: _____
Name of Person: _____
Title of Individual within Organization, if applicable _____
Business address: _____
Telephone number: _____ Facsimile number: _____

Business Name of Organization: _____
Name of Person: _____
Title of Individual within Organization, if applicable _____
Business address: _____
Telephone number: _____ Facsimile number: _____

Business Name of Organization: _____
Name of Person: _____
Title of Individual within Organization, if applicable _____
Business address: _____
Telephone number: _____ Facsimile number: _____

PROPOSAL FORM

**UNIFIED COMMUNICATIONS UPGRADE & DATA CENTER
FOR GALVESTON COUNTY**

GALVESTON COUNTY, TEXAS

References of major supplier of Proposer who can speak to the financial capability of the Proposer to carry out the requirements set forth in this proposal:

1. Business Name of Supplier _____
Name of Person: _____
Title of Individual within business: _____
Business address: _____

Telephone number: _____ Facsimile number: _____

2. Business Name of Supplier _____
Name of Person: _____
Title of Individual within business: _____
Business address: _____

Telephone number: _____ Facsimile number: _____

3. Business Name of Supplier _____
Name of Person: _____
Title of Individual within business: _____
Business address: _____

Telephone number: _____ Facsimile number: _____

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PROPOSER MUST SIGN HERE BELOW:

By signing here, the firm does hereby attest that it has fully read the instructions, conditions and general and special provisions and understands them.

Firm Name: _____

Authorized Signature: _____

Name & Title Printed: _____

Telephone No.: _____ FAX No.: _____

E-Mail Address: _____

Date: _____

EXCEPTIONS (if no exceptions are taken, state NONE):

The remainder of this page intentionally left blank



County of Galveston

**ACKNOWLEDGMENT AND CERTIFICATION REGARDING DEBARMENT,
SUSPENSION, AND OTHER INELGIBILITY**

Executive Orders 12549 & 12689 Certification, Debarment and Suspension

Solicitation Number: RFP #B151011

Solicitation Title: Unified Communications Upgrade & Data Center for Galveston County

Contractor hereby CERTIFIES that:

Contractor, and all of its principals, is not presently debarred, suspended, proposed for debarment, proposed for suspension, or declared ineligible under Executive Order 12549 or Executive Order 12689, Debarment and Suspension, and is not in any other way ineligible for participation in Federal or State assistance programs;

Contractor, and all of its principals, were not and have not been debarred, suspended, proposed for debarment, proposed for suspension, or declared ineligible under Executive Order 12549 or Executive Order 12689, Debarment and Suspension, and were not and have not been in any other way ineligible for participation in Federal or State assistance programs at the time its' proposal was submitted in the procurement identified herein and at any time since submission of its' proposal;

Contractor has included, and shall continue to include, this certification in all contracts between itself and any sub-contractors in connection with services performed under this contract; **and**

Contractor shall notify Galveston County in writing immediately, through written notification to the Galveston County Purchasing Agent, if Contractor is not in compliance with Executive Order 12549 or 12689 during the term of its contract with Galveston County.

Contractor **Represents and Warrants** that the individual executing this Acknowledgment and Certification on its behalf has the full power and authority to do so and can legally bind the Contractor hereto.

Name of Business

Date

By: _____
Signature

Printed Name & Title

State of Texas
County of Galveston

§
§
§

NON-COLLUSION AFFIDAVIT

Before me, the undersigned notary, on this day personally appeared _____ (Affiant), whom being first duly sworn, deposes and certifies that:

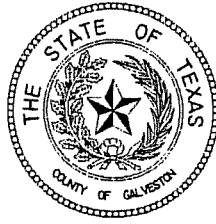
- Affiant is the _____ of _____, that
(Individual, Partner, Corporate Officer) (Name of Proposer)
submitted the attached Bid/Proposal in **RFP No. B151011 Unified Communications Upgrade & Data Center for Galveston County**
- Affiant is a duly authorized representative of Proposer and is authorized to make this Non-Collusion Affidavit;
- The attached Proposal/Bid is genuine and is not a collusive or sham Proposal/Bid;
- The attached Proposal/Bid has been independently arrived at without collusion with any other bidder, proposer, person, firm, competitor, or potential competitor;
- Bidder/Proposer has not colluded, conspired, connived or agreed, directly or indirectly, with any other bidder, proposer, person, firm, competitor, or potential competitor, to submit a collusive or sham bid or that such other bidder, proposer, person, firm, competitor, or potential competitor shall refrain from bidding/proposing;
- Bidder/Proposer has not in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other bidder, proposer, person, firm, competitor, or potential competitor to fix the price or prices in the attached Bid/Proposal or of the bid/proposal any other bidder/proposer;
- Bidder/Proposer has not in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other bidder, proposer, person, firm, competitor, or potential competitor to fix the overhead, profit or cost element of the Bid/Proposal price or prices of any other bidder/proposer, or to secure through any collusion, conspiracy, connivance, or unlawful agreement any advantage against Galveston County or any person interested in the proposed contract;
- Affiant has not in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other bidder, proposer, person, firm, competitor, or potential competitor, paid or agreed to pay any other bidder, proposer, person, firm, competitor, or potential competitor any money or anything of value in return for assistance in procuring or attempting to procure a contract or in return for establishing the price or prices in the attached Bid/Proposal or the bid/proposal of any other Bidder/Proposer; and
- Affiant certifies that Affiant is fully informed regarding the accuracy of the statements contained herein, and under penalties of perjury, certifies and affirms the truth of the statements herein, such penalties being applicable to the Bidder/Proposer as well as to Affiant signing on its behalf.

Signature of Affiant

SWORN TO and SUBSCRIBED before me this _____ day of _____, 2014.

Notary Public

My Commission Expires: _____



County of Galveston Purchasing Department Vendor Qualification Packet

(rev. 1.2, March 29, 2010)

All interested parties seeking consideration for qualified vendor status with the County of Galveston should complete and return only the following attached forms to:

Galveston County Purchasing Department
722 Moody Avenue, (21st Street), 5th Floor
Galveston, Texas 77550
(409) 770-5371 office
(409) 621-7987 fax

- Form PEID:** Person /Entity Information Data
Form W-9: Request for Taxpayer Identification Number and Certification
(please note that the included form may not be the latest revised form issued by the Internal Revenue Service. Please check the IRS website at <http://www.irs.gov/pub/irs-pdf/fw9.pdf> for the latest revision of this form.)
Form CIQ: Conflict of Interest Questionnaire
(please note that the included form may not be the latest revised form issued by the State of Texas Ethics Commission. Please check the Texas Ethics Commission website at for the latest revision of this form. Please note that Galveston County Purchasing Agent is not responsible for the filing of this form with the Galveston County Clerk per instructions of the State of Texas Ethics Commission).

Certificate(s) of Insurance: If the person or entity seeking qualified vendor status with the County will be performing work at or on any County owned facility and/or property, Certificate(s) of Insurance are required to be submitted prior to performing any work.

Insurance requirements are as follows:

Public Liability and Property Damage Insurance:

Successful vendor agrees to keep in full force and effect, a policy of public liability and property damage insurance issued by a casualty company authorized to do business in the State of Texas, and in standard form approved by the Board of Insurance Commissioners of the State of Texas, with coverage provisions insuring the public from any loss or damage that may arise to any person or property by reason of services rendered by vendor. Vendor shall at its own expense be required to carry the following minimum insurance coverages:

- For damages arising out of bodily injury to or death of one person in any one occurrence – one hundred thousand and no/100 dollars (\$100,000.00);
- For damages arising out of bodily injury to or death of two or more persons in any one occurrence – three hundred thousand and no/100 dollars (\$300,000.00); and
- For injury to or destruction of property in any one occurrence – one hundred thousand and no/100 dollars (\$100,000.00).

This insurance shall be either on an occurrence basis or on a claims made basis. Provided however, that if the coverage is on a claims made basis, then the vendor shall be required to purchase, at the termination of this agreement, tail coverage for the County for the period of the County's relationship with the vendor under this agreement. Such coverage shall be in the amounts set forth in subparagraphs (1), (2), and (3) above.

Worker's Compensation Insurance:

Successful vendor shall also carry in full force Workers' Compensation Insurance policy(ies), if there is more than one employee, for all employees, including but not limited to full time, part time, and emergency employees employed by the vendor. Current insurance certificates certifying that such policies as specified above are in full force and effect shall be furnished by the vendor to the County.

The County of Galveston shall be named as additional insured on policies listed in subparagraphs above and shall be notified of any changes to the policy(ies) during the contractual period.

Insurance is to be placed with insurers having a Best rating of no less than A. The vendor shall furnish the County with certificates of insurance and original endorsements affecting coverage required by these insurance clauses. The certificates and endorsements for each insurance policy are to be signed by a person authorized by the insurer to bind coverage on its behalf. The vendor shall be required to submit annual renewals for the term of any contractual agreement, purchase order or term contract, with Galveston County prior to expiration of any policy.

In addition to the remedies stated herein, the County has the right to pursue other remedies permitted by law or in equity.

The County agrees to provide vendor with reasonable and timely notice of any claim, demand, or cause of action made or brought against the County arising out of or related to utilization of the property. Vendor shall have the right to defend any such claim, demand, or cause of action at its sole cost and expense and within its sole and exclusive discretion. The County agrees not to compromise or settle any claim or cause of action arising out of or related to the utilization of the property without the prior written consent of the vendor.

In no event shall the County be liable for any damage to or destruction of any property belonging to the vendor unless specified in writing and agreed upon by both parties.

Procurement Policy - Special Note:

Understand that it is, according to Texas Local Government Code, Section 262.011, Purchasing Agents, subsections (d), (e), and (f), the sole responsibility of the Purchasing Agent to supervise all procurement transactions.

Therefore, be advised that all procurement transactions require proper authorization in the form of a Galveston County purchase order from the Purchasing Agent's office prior to commitment to deliver supplies, materials, equipment, including contracts for repair, service, and maintenance agreements. Any commitments made without proper authorization from the Purchasing Agent's office, pending Commissioners' Court approval, may become the sole responsibility of the individual making the commitment including the obligation of payment.

Code of Ethics - Statement of Purchasing Policy:

Public employment is a public trust. It is the policy of Galveston County to promote and balance the objective of protecting the County's integrity and the objective of facilitating the recruitment and

retention of personnel needed by Galveston County. Such policy is implemented by prescribing essential standards of ethical conduct without creating unnecessary obstacles to entering public office.

Public employees must discharge their duties impartially so as to assure fair competitive access to governmental procurement by responsible contractors. Moreover, they should conduct themselves in such a manner as to foster public confidence in the integrity of the Galveston County procurement organization.

To achieve the purpose of these instructions, it is essential that those doing business with Galveston County also observe the ethical standards prescribed here.

General Ethical Standards: It shall be a breach of ethics to attempt to realize personal gain through public employment with Galveston County by any conduct inconsistent with the proper discharge of the employee's duties.

It shall be a breach of ethics to attempt to influence any public employee of Galveston County to breach the standards of ethical conduct set forth in this code.

It shall be a breach of ethics for any employee of Galveston County to participate directly or indirectly in procurement when the employee knows that:

- The employee or any member of the employee's immediate family has a financial interest pertaining to the procurement.
- A business or organization in which the employee, or any member of the employee's immediate family, has a financial interest pertaining to the procurement.
- Any other person, business or organization with which the employee or any member of the employee's immediate family is negotiating or has an arrangement concerning prospective employment is involved in the procurement.

Gratuities: It shall be a breach of ethics to offer, give or agree to give any employee of Galveston County, or for any employee or former employee of Galveston County to solicit, demand, accept or agree to accept from another person, a gratuity or an offer of employment in connection with any decision, approval, disapproval, recommendation, preparation of any part of a program requirement or purchase request, influencing the content of any specification or procurement standard, rendering of advice, investigation, auditing, or in any other advisory capacity in any program requirement or a contract or subcontract, or to any solicitation or proposal therefore pending before this government.

Kickbacks: It shall be a breach of ethics for any payment, gratuity or offer of employment to be made by or on behalf of a subcontractor under a contract to the prime contractor or higher tier subcontractor for any contract for Galveston County, or any person associated therewith, as an inducement for the award of a subcontract or order.

Contract Clause: The prohibition against gratuities and kickbacks prescribed above shall be conspicuously set forth in every contract and solicitation by Galveston County.

Confidential Information: It shall be a breach of ethics for any employee or former employee of Galveston County to knowingly use confidential information for actual or anticipated personal gain, or for the actual or anticipated gain of any person.

Questions/Concerns:

If you have any questions or concerns regarding the information or instructions contained within this packet, please contact any member of the Purchasing Department staff at (409) 770-5371.

CONFLICT OF INTEREST DISCLOSURE REPORTING

Proposer may be required under Chapter 176 of the Texas Local Government Code to complete and file a conflict of interest questionnaire (CIQ Form). If so, the completed CIQ Form must be filed with the County Clerk of Galveston County, Texas.

If Proposer has an employment or other business relationship with an officer of Galveston County or with a family member of an officer of Galveston County that results in the officer or family member of the officer receiving taxable income that exceeds \$2,500.00 during the preceding 12-month period, then Proposer **MUST** complete a CIQ Form and file the original of the CIQ Form with the County Clerk of Galveston County.

If Proposer has given an officer of Galveston County or a family member of an officer of Galveston County one or more gifts with an aggregate value of more than \$250.00 during the preceding 12-months, then Proposer **MUST** complete a CIQ Form and file the original of the CIQ Form with the County Clerk of Galveston County.

The Galveston County Clerk has offices at the following locations:

Galveston County Clerk
Galveston County Justice Center, Suite 2001
600 59th Street
Galveston, Texas 77551

Galveston County Clerk
North County Annex, 1st Floor
174 Calder Road
League City, Texas 77573

Again, if Proposer is required to file a CIQ Form, the original completed form is filed with the Galveston County Clerk (not the Purchasing Agent).

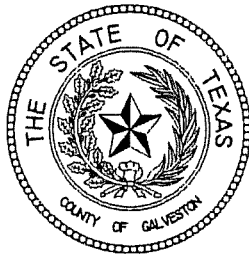
For Proposer's convenience, a blank CIQ Form is enclosed with this proposal. Blank CIQ Forms may also be obtained by visiting the Galveston County Clerk's website and/or the Purchasing Agent's website – both of these web sites are linked to the Galveston County homepage, at <http://www.co.galveston.tx.us>.

As well, blank CIQ Forms may be obtained by visiting the Texas Ethics Commission website, specifically at http://www.ethics.state.tx.us/whatsnew/conflict_forms.htm.

Chapter 176 specifies deadlines for the filing of CIQ Forms (both initial filings and updated filings).

It is Proposer's sole responsibility to file a true and complete CIQ Form with the Galveston County Clerk if Proposer is required to file by the requirements of Chapter 176. Proposer is advised that it is an offense to fail to comply with the disclosure reporting requirements dictated under Chapter 176 of the Texas Local Government Code.

If you have questions about compliance with Chapter 176, please consult your own legal counsel. Compliance is the individual responsibility of each person, business, and agent who is subject to Chapter 176 of the Texas Local Government Code.



COUNTY of GALVESTON
Purchasing Department

rev. 1.3, March 29, 2010

FORM PEID:	Request for Person-Entity Identification Data
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Instructions: Please type or print clearly when completing sections 1 thru 4 and return completed form to:

Galveston County Purchasing Agent
722 Moody Avenue (21st. Street), 5th Floor
Galveston, Texas 77550
(409) 770-5371 office
(409) 621-7987 fax

1.

Business Name:			
Attention Line:			

2.

Physical Address:			
City:		State:	Zip+4:

3.

Billing / Remit Address:			
City:		State:	Zip+4

4.

Main Contact Person:			
Main Phone Number:			
Fax Number:			
E-mail Address:			

Areas below are for County use only.

Requested By:	Phone / Ext. #
Department:	Date:

Action Requested - Check One:	IFAS PEID Vendor Number:	
<input type="checkbox"/> Add New	<input type="checkbox"/> Change Data	<input type="checkbox"/> Re-activate
<input type="checkbox"/> Inactivate	<input type="checkbox"/> Employee	<input type="checkbox"/> Attorney
<input type="checkbox"/> Landlord	<input type="checkbox"/> Foster Parent	<input type="checkbox"/> Refund
<input type="checkbox"/> One Time	<input type="checkbox"/> Foster Child	

Request for Taxpayer Identification Number and Certification

Give form to the
 requester. Do not
 send to the IRS.

Print or type See Specific Instructions on page 2.	Name (as shown on your income tax return)	
	Business name, if different from above	
	Check appropriate box: <input type="checkbox"/> Individual/Sole proprietor <input type="checkbox"/> Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=partnership) ▶ <input type="checkbox"/> Exempt payee <input type="checkbox"/> Other (see instructions) ▶	
	Address (number, street, and apt. or suite no.)	Requester's name and address (optional)
	City, state, and ZIP code	
List account number(s) here (optional)		

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Social security number
OR
Employer identification number

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. citizen or other U.S. person (defined below).

Certification Instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. See the instructions on page 4.

Sign Here	Signature of U.S. person ▶	Date ▶
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General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

The person who gives Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the following cases:

- The U.S. owner of a disregarded entity and not the entity,

- The U.S. grantor or other owner of a grantor trust and not the trust, and
- The U.S. trust (other than a grantor trust) and not the beneficiaries of the trust.

Foreign person. If you are a foreign person, do not use Form W-9. Instead, use the appropriate Form W-8 (see Publication 515, Withholding of Tax on Nonresident Aliens and Foreign Entities).

Nonresident alien who becomes a resident alien. Generally, only a nonresident alien individual may use the terms of a tax treaty to reduce or eliminate U.S. tax on certain types of income. However, most tax treaties contain a provision known as a "saving clause." Exceptions specified in the saving clause may permit an exemption from tax to continue for certain types of income even after the payee has otherwise become a U.S. resident alien for tax purposes.

If you are a U.S. resident alien who is relying on an exception contained in the saving clause of a tax treaty to claim an exemption from U.S. tax on certain types of income, you must attach a statement to Form W-9 that specifies the following five items:

1. The treaty country. Generally, this must be the same treaty under which you claimed exemption from tax as a nonresident alien.
2. The treaty article addressing the income.
3. The article number (or location) in the tax treaty that contains the saving clause and its exceptions.
4. The type and amount of income that qualifies for the exemption from tax.
5. Sufficient facts to justify the exemption from tax under the terms of the treaty article.

Example. Article 20 of the U.S.-China income tax treaty allows an exemption from tax for scholarship income received by a Chinese student temporarily present in the United States. Under U.S. law, this student will become a resident alien for tax purposes if his or her stay in the United States exceeds 5 calendar years. However, paragraph 2 of the first Protocol to the U.S.-China treaty (dated April 30, 1984) allows the provisions of Article 20 to continue to apply even after the Chinese student becomes a resident alien of the United States. A Chinese student who qualifies for this exception (under paragraph 2 of the first protocol) and is relying on this exception to claim an exemption from tax on his or her scholarship or fellowship income would attach to Form W-9 a statement that includes the information described above to support that exemption.

If you are a nonresident alien or a foreign entity not subject to backup withholding, give the requester the appropriate completed Form W-8.

What is backup withholding? Persons making certain payments to you must under certain conditions withhold and pay to the IRS 28% of such payments. This is called "backup withholding." Payments that may be subject to backup withholding include interest, tax-exempt interest, dividends, broker and barter exchange transactions, rents, royalties, nonemployee pay, and certain payments from fishing boat operators. Real estate transactions are not subject to backup withholding.

You will not be subject to backup withholding on payments you receive if you give the requester your correct TIN, make the proper certifications, and report all your taxable interest and dividends on your tax return.

Payments you receive will be subject to backup withholding if:

1. You do not furnish your TIN to the requester,
2. You do not certify your TIN when required (see the Part II instructions on page 3 for details),
3. The IRS tells the requester that you furnished an incorrect TIN,

4. The IRS tells you that you are subject to backup withholding because you did not report all your interest and dividends on your tax return (for reportable interest and dividends only), or

5. You do not certify to the requester that you are not subject to backup withholding under 4 above (for reportable interest and dividend accounts opened after 1983 only).

Certain payees and payments are exempt from backup withholding. See the instructions below and the separate instructions for the Requester of Form W-9.

Also see *Special rules for partnerships* on page 1.

Penalties

Failure to furnish TIN. If you fail to furnish your correct TIN to a requester, you are subject to a penalty of \$50 for each such failure unless your failure is due to reasonable cause and not to willful neglect.

Civil penalty for false information with respect to withholding. If you make a false statement with no reasonable basis that results in no backup withholding, you are subject to a \$500 penalty.

Criminal penalty for falsifying information. Willfully falsifying certifications or affirmations may subject you to criminal penalties including fines and/or imprisonment.

Misuse of TINs. If the requester discloses or uses TINs in violation of federal law, the requester may be subject to civil and criminal penalties.

Specific Instructions

Name

If you are an individual, you must generally enter the name shown on your income tax return. However, if you have changed your last name, for instance, due to marriage without informing the Social Security Administration of the name change, enter your first name, the last name shown on your social security card, and your new last name.

If the account is in joint names, list first, and then circle, the name of the person or entity whose number you entered in Part I of the form.

Sole proprietor. Enter your individual name as shown on your income tax return on the "Name" line. You may enter your business, trade, or "doing business as (DBA)" name on the "Business name" line.

Limited liability company (LLC). Check the "Limited liability company" box only and enter the appropriate code for the tax classification ("D" for disregarded entity, "C" for corporation, "P" for partnership) in the space provided.

For a single-member LLC (including a foreign LLC with a domestic owner) that is disregarded as an entity separate from its owner under Regulations section 301.7701-3, enter the owner's name on the "Name" line. Enter the LLC's name on the "Business name" line.

For an LLC classified as a partnership or a corporation, enter the LLC's name on the "Name" line and any business, trade, or DBA name on the "Business name" line.

Other entities. Enter your business name as shown on required federal tax documents on the "Name" line. This name should match the name shown on the charter or other legal document creating the entity. You may enter any business, trade, or DBA name on the "Business name" line.

Note. You are requested to check the appropriate box for your status (individual/sole proprietor, corporation, etc.).

Exempt Payee

If you are exempt from backup withholding, enter your name as described above and check the appropriate box for your status, then check the "Exempt payee" box in the line following the business name, sign and date the form.

Generally, individuals (including sole proprietors) are not exempt from backup withholding. Corporations are exempt from backup withholding for certain payments, such as interest and dividends.

Note. If you are exempt from backup withholding, you should still complete this form to avoid possible erroneous backup withholding.

The following payees are exempt from backup withholding:

1. An organization exempt from tax under section 501(a), any IRA, or a custodial account under section 403(b)(7) if the account satisfies the requirements of section 401(f)(2),
2. The United States or any of its agencies or instrumentalities,
3. A state, the District of Columbia, a possession of the United States, or any of their political subdivisions or instrumentalities,
4. A foreign government or any of its political subdivisions, agencies, or instrumentalities, or
5. An international organization or any of its agencies or instrumentalities.

Other payees that may be exempt from backup withholding include:

6. A corporation,
7. A foreign central bank of issue,
8. A dealer in securities or commodities required to register in the United States, the District of Columbia, or a possession of the United States,
9. A futures commission merchant registered with the Commodity Futures Trading Commission,
10. A real estate investment trust,
11. An entity registered at all times during the tax year under the Investment Company Act of 1940,
12. A common trust fund operated by a bank under section 584(a),
13. A financial institution,
14. A middleman known in the investment community as a nominee or custodian, or
15. A trust exempt from tax under section 664 or described in section 4947.

The chart below shows types of payments that may be exempt from backup withholding. The chart applies to the exempt payees listed above, 1 through 15.

IF the payment is for . . .	THEN the payment is exempt for . . .
Interest and dividend payments	All exempt payees except for 9
Broker transactions	Exempt payees 1 through 13. Also, a person registered under the Investment Advisers Act of 1940 who regularly acts as a broker
Barter exchange transactions and patronage dividends	Exempt payees 1 through 5
Payments over \$600 required to be reported and direct sales over \$5,000 ¹	Generally, exempt payees 1 through 7 ²

¹See Form 1099-MISC, Miscellaneous Income, and Its Instructions.

²However, the following payments made to a corporation (including gross proceeds paid to an attorney under section 6045(f), even if the attorney is a corporation) and reportable on Form 1099-MISC are not exempt from backup withholding: medical and health care payments, attorneys' fees, and payments for services paid by a federal executive agency.

Part I. Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. If you are a resident alien and you do not have and are not eligible to get an SSN, your TIN is your IRS individual taxpayer identification number (ITIN). Enter it in the social security number box. If you do not have an ITIN, see *How to get a TIN* below.

If you are a sole proprietor and you have an EIN, you may enter either your SSN or EIN. However, the IRS prefers that you use your SSN.

If you are a single-member LLC that is disregarded as an entity separate from its owner (see *Limited liability company (LLC)* on page 2), enter the owner's SSN (or EIN, if the owner has one). Do not enter the disregarded entity's EIN. If the LLC is classified as a corporation or partnership, enter the entity's EIN.

Note. See the chart on page 4 for further clarification of name and TIN combinations.

How to get a TIN. If you do not have a TIN, apply for one immediately. To apply for an SSN, get Form SS-5, Application for a Social Security Card, from your local Social Security Administration office or get this form online at www.ssa.gov. You may also get this form by calling 1-800-772-1213. Use Form W-7, Application for IRS Individual Taxpayer Identification Number, to apply for an ITIN, or Form SS-4, Application for Employer Identification Number, to apply for an EIN. You can apply for an EIN online by accessing the IRS website at www.irs.gov/businesses and clicking on Employer Identification Number (EIN) under Starting a Business. You can get Forms W-7 and SS-4 from the IRS by visiting www.irs.gov or by calling 1-800-TAX-FORM (1-800-829-3676).

If you are asked to complete Form W-9 but do not have a TIN, write "Applied For" in the space for the TIN, sign and date the form, and give it to the requester. For interest and dividend payments, and certain payments made with respect to readily tradable instruments, generally you will have 60 days to get a TIN and give it to the requester before you are subject to backup withholding on payments. The 60-day rule does not apply to other types of payments. You will be subject to backup withholding on all such payments until you provide your TIN to the requester.

Note. Entering "Applied For" means that you have already applied for a TIN or that you intend to apply for one soon.

Caution: A disregarded domestic entity that has a foreign owner must use the appropriate Form W-8.

Part II. Certification

To establish to the withholding agent that you are a U.S. person, or resident alien, sign Form W-9. You may be requested to sign by the withholding agent even if items 1, 4, and 5 below indicate otherwise.

For a joint account, only the person whose TIN is shown in Part I should sign (when required). Exempt payees, see *Exempt Payee* on page 2.

Signature requirements. Complete the certification as indicated in 1 through 5 below.

1. Interest, dividend, and barter exchange accounts opened before 1984 and broker accounts considered active during 1983. You must give your correct TIN, but you do not have to sign the certification.

2. Interest, dividend, broker, and barter exchange accounts opened after 1983 and broker accounts considered inactive during 1983. You must sign the certification or backup withholding will apply. If you are subject to backup withholding and you are merely providing your correct TIN to the requester, you must cross out item 2 in the certification before signing the form.

3. Real estate transactions. You must sign the certification. You may cross out item 2 of the certification.

4. Other payments. You must give your correct TIN, but you do not have to sign the certification unless you have been notified that you have previously given an incorrect TIN. "Other payments" include payments made in the course of the requester's trade or business for rents, royalties, goods (other than bills for merchandise), medical and health care services (including payments to corporations), payments to a nonemployee for services, payments to certain fishing boat crew members and fishermen, and gross proceeds paid to attorneys (including payments to corporations).

5. Mortgage interest paid by you, acquisition or abandonment of secured property, cancellation of debt, qualified tuition program payments (under section 529), IRA, Coverdell ESA, Archer MSA or HSA contributions or distributions, and pension distributions. You must give your correct TIN, but you do not have to sign the certification.

Secure Your Tax Records from Identity Theft

Identity theft occurs when someone uses your personal information such as your name, social security number (SSN), or other identifying information, without your permission, to commit fraud or other crimes. An identity thief may use your SSN to get a job or may file a tax return using your SSN to receive a refund.

To reduce your risk:

- Protect your SSN,
- Ensure your employer is protecting your SSN, and
- Be careful when choosing a tax preparer.

Call the IRS at 1-800-829-1040 if you think your identity has been used inappropriately for tax purposes.

Victims of identity theft who are experiencing economic harm or a system problem, or are seeking help in resolving tax problems that have not been resolved through normal channels, may be eligible for Taxpayer Advocate Service (TAS) assistance. You can reach TAS by calling the TAS toll-free case intake line at 1-877-777-4778 or TTY/TDD 1-800-829-4059.

Protect yourself from suspicious emails or phishing schemes.

Phishing is the creation and use of email and websites designed to mimic legitimate business emails and websites. The most common act is sending an email to a user falsely claiming to be an established legitimate enterprise in an attempt to scam the user into surrendering private information that will be used for identity theft.

The IRS does not initiate contacts with taxpayers via emails. Also, the IRS does not request personal detailed information through email or ask taxpayers for the PIN numbers, passwords, or similar secret access information for their credit card, bank, or other financial accounts.

If you receive an unsolicited email claiming to be from the IRS, forward this message to phishing@irs.gov. You may also report misuse of the IRS name, logo, or other IRS personal property to the Treasury Inspector General for Tax Administration at 1-800-366-4484. You can forward suspicious emails to the Federal Trade Commission at: spam@uce.gov or contact them at www.consumer.gov/idtheft or 1-877-IDTHEFT(438-4338).

Visit the IRS website at www.irs.gov to learn more about identity theft and how to reduce your risk.

What Name and Number To Give the Requester

For this type of account:	Give name and SSN of:
1. Individual	The individual
2. Two or more individuals (joint account)	The actual owner of the account or, if combined funds, the first individual on the account ¹
3. Custodian account of a minor (Uniform Gift to Minors Act)	The minor ²
4. a. The usual revocable savings trust (grantor is also trustee)	The grantor-trustee ³
b. So-called trust account that is not a legal or valid trust under state law	The actual owner ³
5. Sole proprietorship or disregarded entity owned by an individual	The owner ³
For this type of account:	Give name and EIN of:
6. Disregarded entity not owned by an individual	The owner
7. A valid trust, estate, or pension trust	Legal entity ⁴
8. Corporate or LLC electing corporate status on Form 8832	The corporation
9. Association, club, religious, charitable, educational, or other tax-exempt organization	The organization
10. Partnership or multi-member LLC	The partnership
11. A broker or registered nominee	The broker or nominee
12. Account with the Department of Agriculture in the name of a public entity (such as a state or local government, school district, or prison) that receives agricultural program payments	The public entity

¹List first and circle the name of the person whose number you furnish. If only one person on a joint account has an SSN, that person's number must be furnished.

²Circle the minor's name and furnish the minor's SSN.

³You must show your individual name and you may also enter your business or "DBA" name on the second name line. You may use either your SSN or EIN (if you have one), but the IRS encourages you to use your SSN.

⁴List first and circle the name of the trust, estate, or pension trust. (Do not furnish the TIN of the personal representative or trustee unless the legal entity itself is not designated in the account title.) Also see *Special rules for partnerships* on page 1.

Note. If no name is circled when more than one name is listed, the number will be considered to be that of the first name listed.

Privacy Act Notice

Section 6109 of the Internal Revenue Code requires you to provide your correct TIN to persons who must file information returns with the IRS to report interest, dividends, and certain other income paid to you, mortgage interest you paid, the acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA, or Archer MSA or HSA. The IRS uses the numbers for identification purposes and to help verify the accuracy of your tax return. The IRS may also provide this information to the Department of Justice for civil and criminal litigation, and to cities, states, the District of Columbia, and U.S. possessions to carry out their tax laws. We may also disclose this information to other countries under a tax treaty, to federal and state agencies to enforce federal nontax criminal laws, or to federal law enforcement and intelligence agencies to combat terrorism.

You must provide your TIN whether or not you are required to file a tax return. Payers must generally withhold 28% of taxable interest, dividend, and certain other payments to a payee who does not give a TIN to a payer. Certain penalties may also apply.

CONFLICT OF INTEREST QUESTIONNAIRE

FORM CIQ

For vendor or other person doing business with local governmental entity

This questionnaire reflects changes made to the law by H.B. 1491, 80th Leg., Regular Session. This questionnaire is being filed in accordance with Chapter 176, Local Government Code by a person who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the person meets requirements under Section 176.006(a).

By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the person becomes aware of facts that require the statement to be filed. See Section 176.006, Local Government Code.

A person commits an offense if the person knowingly violates Section 176.006, Local Government Code. An offense under this section is a Class C misdemeanor.

OFFICE USE ONLY

Date Received

1 Name of person who has a business relationship with local governmental entity.

2 Check this box if you are filing an update to a previously filed questionnaire.

(The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date the originally filed questionnaire becomes incomplete or inaccurate.)

3 Name of local government officer with whom filer has employment or business relationship.

Name of Officer

This section (item 3 including subparts A, B, C & D) must be completed for each officer with whom the filer has an employment or other business relationship as defined by Section 176.001(1-a), Local Government Code. Attach additional pages to this Form CIQ as necessary.

A. Is the local government officer named in this section receiving or likely to receive taxable income, other than investment income, from the filer of the questionnaire?

Yes No

B. Is the filer of the questionnaire receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer named in this section AND the taxable income is not received from the local governmental entity?

Yes No

C. Is the filer of this questionnaire employed by a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership of 10 percent or more?

Yes No

D. Describe each employment or business relationship with the local government officer named in this section.

4

Signature of person doing business with the governmental entity

Date