**EXHIBIT 3-A**

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# Monterey Peninsula Water Management District
## *Cloud* Unified Communications Proposal

Prepared by Dean Maynard                                                                 06.06.18

### Overview
MPWMD currently uses an older Nortel phone system and a 10mbs AT&T IP Flex at the main office and also has a couple staff at the Carmel Valley Field office and an ASR office. This proposal is implement an organization-wide communications system and Internet at all sites.

### Primary Criteria for New Communications System
Based upon the initial consultative needs review, we have found that our company and the new communications system must meet the following criteria:

- We will serve as a single point of contact to coordinate all aspects of new phone system implementation, including AT&T services, transition of existing phone numbers, setup of hardware, audit of billing, and any other details. This will ensure that MPWMD has one accountable contact to manage all aspects of the project.

- Provide a phone system that is both powerful in capabilities and extremely easy to use. Features such as forwarding, hold, transfer and checking voicemail must be simple.

- Provide intuitive management portal so that day to day changes can easily be performed in house.

- Create custom system documentation so that all aspects of the system setup, instructions for use and telco circuits are recorded and easily accessible.

- Responsive Support – Our caring team is local and responsive. We provide 24/7 emergency support, are accountable and handle both AT&T and onsite hardware issues, and locally stock replacement parts.

- Training – We provide quality and thorough onsite training whenever it is needed, for new users and system administrators.

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## Scope of Project

- Coordinate with MPWMD IT Team for network configuration and POE Switching.

- Setup AT&T 4G wireless Voice redundancy for Harris Ct.

- Coordinate with AT&T to install multiple U-VERSE SDWAN in Seaside.

- Implement Viasat SDWAN (working with present Verizon) for Sleepy Hollow.

- Coordinate migration of existing phone numbers to managed Cloud VoIP service.

- Configure and Install VoIP- optimized Routers.

- Setup Cloud phone service for approximately 45 users, features to include:
    - ✓ Caller ID, Intercom, Call Transfer and Call Forward
    - ✓ Voice Mail Message Delivery to Email
    - ✓ Multi-party audio conferencing
    - ✓ Local and Long Distance Calling Included
    - ✓ Day/Night Auto Attendant with Professional Voice Recordings
    - ✓ Music on Hold

- Configure and install 45 VoIP desk phones.
    - ✓ Monterey 40, Carmel Valley 3, Sleepy Hollow 1, ASR 1

- Reuse and integrate to system existing conference phones and fax machines.

- Provide on-site user training.

- Provide 24/7 rapid replacement warranty and customer support.

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## Quote Summary

**45 Color VoIP Phones**

**0 Basic VoIP Phones**

**2  Expansion Modules**

**Voicemail to Email**

**Reception Console App**

**Administrative Portal**

**3 PoE Switch**

**Wireless Backup**

**1 Wireless SDWAN**

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## Primary Features Include

| | |
|---|---|
| Auto attendant with directory | Call history (placed, received, missed) |
| Browser-based system administration | Conference calling |
| Caller ID name and number | Do not Disturb |
| Call forward to another phone or offsite | Paging to all phones |
| Call transfer | Voice Mail |
| Call park | Voice Mail delivery to email |

## Service and Support Includes

| | |
|---|---|
| 24/7 local emergency response | Repair of phones, hardware, applications, wiring and Internet connection. |
| Advance, same day replacement for any failed hardware. | Software updates from manufacturer |
| Help Desk and Tech Support | System documentation and management |
| Onsite moves, adds, changes | Training and orientation |
| Monitor tools for system up/down and performance. | Troubleshooting and testing |
| Phone bill review and audit for savings and cost reductions. | User guides - customized for the organization's users |

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## Quote

| QTY | Unified Communications System |
|---|---|
| 3 | Ubiquiti Edge ER-4 Gigabit VoIP Router |
| 1 | Ubiquiti Edge Switch 48 Port Gigabit POE |
| 2 | Ubiquiti Edge Switch 8 Port Gigabit POE |
| 45 | Yealink T46S Color Gigabit VoIP phones |
| 2 | Yealink EXP-40 Color Expansion Modules |
| 4 | Interface for Fax or Conference Phone |
| 49 | Program and configure VoIP phones, Fax or Conference Phone |
| 1 | Administrator training |
| 1 | Onsite User Training |
| 1 | Project Manager |

| QTY | Service and Support |
|---|---|
| 1 | 24/7 Service and Support |
| 1 | 24/7 Remote Support |
| 1 | No cost replacement of failed hardware |
| 1 | Software updates:  VoIP Router |
| 1 | Software updates:  PoE Switching - when included in project |

| QTY | VoIP Services |
|---|---|
| 45 | Cloud Standard VoIP Users with Voice Messaging |
| 15 | Cloud Desktop and Presence |
| 15 | Could Mobile App with Presence |
| 2 | Fax Connections |
| 2 | Conference Phone Connections |
| 80 | DID Numbers |
| 1 | Auto Attendant with Directory |
| 4 | System Status Monitoring Tool |

| Hardware and Setup Cost | Cloud VoIP, Software Updates and Onsite Maintenance/Support |
|---|---|
| **$312**<br>**Monthly x60**<br>**or $14,877** | **$925**<br>**Monthly**<br>**-**<br>**Replaces AT&T Costs** |

Excludes taxes and fees. Quote assumes existing Broadband Internet and wiring is CAT5 or better

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## Options

| Option | Description | Cost |
|---|---|---|
|  | **Call Recording** Records and stores audio from telephone calls. Calls may be searched by extension or Caller ID. A message must play on all calls alerting the caller that the conversation is being recorded. | **$220/month** |
|  | **User Desktop** Desktop control of phone Click to Dial from computer Call History on computer Instant messaging and chat User phone directory | **$3/month each** |
|  | **Mobile App** for iPhone or Android Place/receive calls through office phone system using mobile phone over Internet connection. Priced for customer self install Download from App store | **$3/month each** |
|  | **IMAP Messaging Waiting Integration** Custom integration to link messages stored in Cloud phone with IMAP compatible email service, so that a message stored in Cloud access is deleted at the same time a VM message is deleted from email. | **$145/month** |



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## Cost and Savings Assessment

| Description of Existing and Proposed Services | Current Monthly | Future Monthly |
|---|---|---|
| | | |
| **Existing Telecom Services** | | |
| AT&T 831 644-9560 337 - 10 lines | $1,615.17 | $0.00 |
| AT&T 831 659-6094 428 - 1 line | $197.54 | $0.00 |
| AT&T 171-797-9125 193 - IP Flex | $803.80 | $0.00 |
| Comcast 8155 10 024 0241582 - Carmel Vly 25Mbs, 3 Lines | $248.05 | $140.00 |
| City of Monterey 5480 ($697.75 quarterly / 3 = $232.58) | $232.58 | $232.58 |
| Nortel Maintenance ($1,800 annual / 12) | $150.00 | $0.00 |
| | | |
| **New Telecom Services** | | |
| AT&T 20Mbs SDWAN - Budgetary- 1910 General Jim Moore Blvd | | $185.00 |
| Viasat 35Mbs SDWAN (blend with customer Verizon) - Sleepy Hollow | | $225.00 |
| AT&T 4G/LTE Backup - 5 Harris Ct | | $75.00 |
| Cloud VoIP Includes Maintenance and Support | | $925.00 |
| Cloud Hardware and Installation ($14,877 financed for 60 months) | | $312.00 |
| Wireless Alarm Budgetary | | $30.00 |
| Estimated Tax | | $140.00 |
| Budgetary for contingency, such as carrier construction | | $400.00 |
| | | |
| **Total estimated charges** | **$3,247.14** | **$2,664.58** |
| | | |
| **Comparative Data All amounts are estimates. Actual results will vary.** | | |
| Monthly difference | | **($582.56)** |

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## Option to Relocate Data/Communications Room

This is a quote for an optional project to relocate the servers and install new, Gigabit CAT6 cabling to a new location downstairs.

## Scope of Project

- Install and anchor two 42U Data Racks in downstairs space.
- Install/extend connectivity from existing Fiber MPOE to new space.
- Install a CAT6 cable to each location - total of apprx 73 plus 5 wireless APs.
- Install new Gigabit patch cords
- Optionally coordinate with AT&T to move MPOE downstairs and HVAC vendor for climate control.  Not included, budget apprx $18,000 for this option.



**2 Data Racks**    **2 48 Port Patch Panel**    **CAT6 Cable**    **78 CAT6 Jacks**

| QTY | Server Rack and Cable Hardware and Installation |
|---|---|
| 2 | Rack Solutions 42U 4 Post Enclosure |
| 2 | Rack Shelves |
| 2 | Concrete Anchor Kit |
| 2 | 48 Port Patch Panel |
| 78 | New CAT6 Cables, CAT6 Jacks, Faceplates |
| 10 | Panduit Wire Covering - per location.  Estimated |
| 78 | 1' CAT6 Patch Cables |
| 78 | 10' CAT6 Patch Cables |

| Hardware and Setup Cost | |
|---|---|
| **$512** **Monthly x60** **or $24,754** | |

Excludes taxes and fees.



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