



CITY COUNCIL STAFF REPORT

DATE: May 17, 2017

NEW BUSINESS

SUBJECT: APPROPRIATE FUNDING AND AWARD PURCHASE OF NETWORK INFRASTRUCTURE EQUIPMENT

FROM: David H. Ready, City Manager

BY: Information Technology Department

SUMMARY

The current network platform that is utilized by the City is no longer supported by the manufacturer. Because of the age of these systems, they operate at roughly 10% of the speed of the latest systems. New infrastructure equipment will heighten stability and enhance security and auditability by providing a protected and manageable system with permission-based access and network segmentation capabilities. This new equipment will also increase network speeds for computers and servers. The proposed systems provide future support and will be the foundation for our technologies for many years into the future.

RECOMMENDATION:

1. Award IFB 17-04 and authorize the purchase of network infrastructure equipment from ConvergeOne, Inc., of Ontario, CA in the amount of \$103,187 inclusive of all applicable taxes and shipping;
2. Appropriate funding from the Capital Projects Technology Enhancement Fund (261-54046); and
3. Authorize the City Manager to execute all necessary documents.

STAFF ANALYSIS:

In keeping with the goal of the City of Palm Springs to improve citywide technology capabilities, Staff is recommending to upgrade the City's backbone, or network infrastructure. The existing system is not capable of supporting the current and future needs of the City. There are many systems that the City of Palm Springs is looking to deploy over the next three to five years to better support the City's needs, which are not supported by the existing infrastructure. Replacing the current infrastructure with a modern solution allows the city to explore future Voice over Internet Protocol (VoIP) systems for telecommunications, Enterprise Resource Planning (ERP) systems, and many other bandwidth dependent programs. In addition to the support of future

ITEM NO. 5.C.

applications and services, this project resolves many current issues such as slow network speeds and intermittent network availability.


The Procurement and Contracting Department worked closely with the IT Department to prepare the bid documents for a Cisco brand, or equal, competitive solicitation. The IFB (17-04) was posted to the City's website on 3/27, advertised 3/30 and 4/6 in *The Desert Sun*, and the notice electronically sent to over 150 prospective suppliers. Three (3) bids were received by the 4/27 due date from the following:

| Vendor | Bid Price |
|------------------------|------------------|
| ConvergeOne | \$103,186.50 |
| Eaton and Associates | \$122,171.93 |
| System Solutions, Inc. | \$159,496.00 |

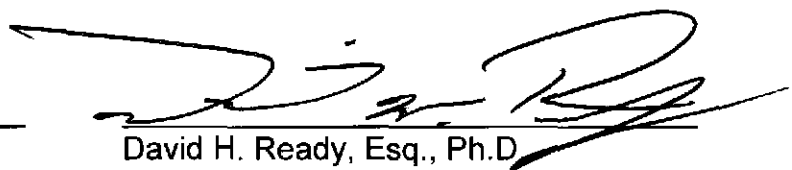
Staff is recommending award to the lowest responsive responsible bidder, ConvergeOne.

FISCAL IMPACT:

There are sufficient funds available in the Technology Enhancement Fund for this purchase.



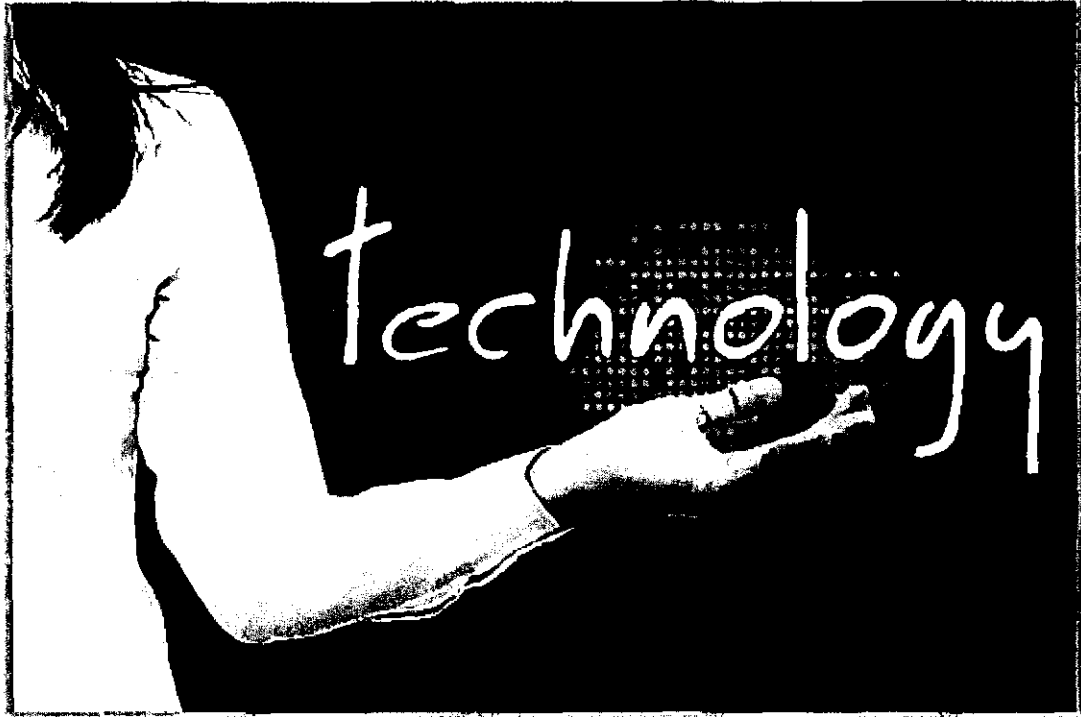
Arron Brown, MBA
IT Director



David H. Ready, Esq., Ph.D.
City Manager

Attachments:

- 1) ConvergeOne bid document



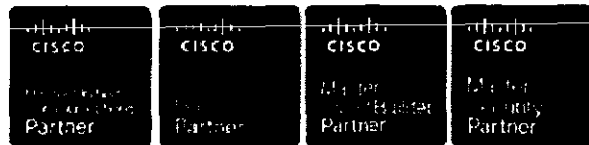
- Unified Collaboration
- User Centered IT
- Managed Services
- Consulting Services
- Technical Staffing
- Cloud
- Analytics
- Mobility
- Security
- Data Center

City of Palm Springs

IFB 17-04 Core & Edge Switching Technology Equipment

April 27, 2017

Providing Technology Solutions for over 22 Years!



Contact Information

Vice President of Sales

Stephen Monteros
Office: 909.230.7007
Email: smonteros@convergeone.com

National Account Manager

Ken Eynon
Office: 909.230.7167
Email: keynon@convergeone.com

Office Locations

Arizona

2800 North Central Avenue, Phoenix, AZ 85004

California

NOC – 4290 East Brickell Street, Ontario, CA 91761
6190 Cornerstone Court East, San Diego, CA 92121
6956 Indiana Ave, Riverside, CA 92506
400 N Brand Blvd, Glendale, CA 91203
9 Corporate Park, Irvine, CA 92606
940 Riverside Parkway Drive, Sacramento CA 95605
2400 East Katella Avenue, Anaheim, CA 92806

Colorado

7807 East Peakview Avenue, Centennial, CO 80111
10700 E Geddes Ave, Englewood, CO 80112

Connecticut

175 Rennell Drive, Southport, CT 06890

Florida

3350 SW 148th Ave, Miramar, FL 33027

Georgia

NOC – 1856 Corporate Drive, Norcross, GA 30093

Idaho

420 West Main Street, Boise, ID 83702

Indiana

9345 Delegates Row, Indianapolis, IN 46240

Iowa

11065 Aurora Ave, Urbandale, IA 50322

Maryland

6021 University Blvd, Ellicott City, MD 21045

Minnesota

HQ – 3344 Highway 149, Eagan, MN 55121
5940 Golden Hills Drive, Golden Valley, MN 55416

Missouri

390 South Woods Mill Road, Chesterfield, MO 63017

Nevada

723 S 3rd St, Las Vegas, NV 89101

New Jersey

NOC – 246 Industrial Way West, Eatontown, NJ 07724

New Mexico

9016-b Washington St NE, Albuquerque, NM 87113

North Carolina

1255 Crescent Green Drive, Cary, NC 27518

Ohio

8800 Lyra Drive, Columbus, OH 43240

Oregon

5335 Meadows Road, Lake Oswego, OR 97035

Pennsylvania

One West First Avenue, Conshohocken, PA 19428

Texas

110 Wild Basin Road South, Austin, TX 78746
101 E Park Blvd, Plano TX 75074
1111 North Loop West, Houston, TX 77008
7000 Southwest 45th Avenue, Amarillo, TX 79109

Utah

849 West Levoy, Suite 100, Salt Lake City, UT 84123

Wisconsin

N19 W24400 Riverwood Drive, Waukesha, WI 53188

Cover Letter

April 27, 2017

Craig Gladders
City of Palm Springs
3200 East Tahquitz Canyon Way
Palm Springs, CA 92262

Dear Craig,

Thank you for the opportunity to present our response to your request for RFP IFB 17-04 Core and Edge Switching Technology Equipment. We understand your requirement to find a Technology Solutions Partner and Consultant to assist with this exciting project.

ConvergeOne has over 22 years of industry experience providing business-driven Professional Services, Products and Solutions. We have more than 1,700 industry certifications and have strategic partnerships with more than 100 global industry leaders, including Cisco, EMC, Dell, VMware, HP, Avaya, IBM, and Microsoft. We have over 30 offices, 3 Network Operating Centers and more than 1,350 employees nationwide.

We are a leading independent integrator of best-in-class communications solutions and services, offering a combination of national reach, in-depth technical expertise, total solution focus and hands-on support. We offer a comprehensive portfolio of expert services, providing a one-stop destination for comprehensive support of the latest technologies and the evolving communication needs of today's businesses.

We can facilitate everything from system design and installment to application development and infrastructure. Our industry-leading Managed Services experts can provide ongoing support for contact centers, collaboration, data centers, networking and security.

We look forward to working with you on this project. If you have any questions, or if I can be of any assistance, please do not hesitate to contact me directly.

Ken Eynon
National Account Manager
ConvergeOne
909.230.7167
keynon@convergeone.com

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1. Proposed Pricing

ConvergeOne is pleased to present the following pricing for your consideration.

| Description | Cost |
|--|--------------|
| ➤ Cisco Core & Edge Switching Technology | \$103,186.50 |

2. Required Documents

Please find enclosed the following required documents.

- Specifications Page
- Deviation from Specifications
- Attachment A
- Request for Local Preference
- Affidavit of Non-collusion
- Exhibit B: References
- Product Warranty Information

CORE AND EDGE SWITCHING TECHNOLOGY EQUIPMENT IFB 17-04 BID OFFERING AND PRICE SHEET

Bidders must state the Brand, part number, and product description being offered. * All products must be from manufacturers recognized by Gartner Inc. as high quality leaders in Wired and Wireless LAN access infrastructure. *Minimum 1 Year full manufacturer's Warranty is required. *Any refurbished parts that are allowed below MUST be FACTORY refurbished by the manufacturer, not 3rd party. Any 3rd party parts that are allowed below MUST be 100 % compatible. *Bidders must state the Unit price and the Extended price. *In the event of an error, Unit Prices shall prevail. *Bidders must state either Yes or No in the column next to each item indicating compliance, or non-compliance, with specs. *Bidders must provide on a separate sheet of paper title "Deviations from Specifications" for any item that is marked "No" with an explanation.

| Line | Brand & Part Number | | Description | Duration | Notes | QTY | Price | Extended Price | Meets Spec |
|--------|---------------------|--------------------|--|----------|------------------------|-----|-------------|----------------|------------|
| Item # | | | | (Months) | | | | | Yes or NO? |
| 1 | Cisco | N9K-C93180YCEXB18Q | 2 Nexus 93180YC - EX with 8 QSFP · 40G SR - BD | | | 1 | \$22,500.00 | \$22,500.00 | YES |
| 2 | Cisco | CON-SNT-93180YB1 | SNTC - 8XSXNBD 2 Nexus 93180YC - qEX w | 12 | Cisco SmartNet Support | 1 | \$0.00 | \$0.00 | YES |
| 3 | Cisco | N3K-C3064-ACC-KIT | Nexus 3K/9K Fixed Accessory Kit | | | 1 | \$0.00 | \$0.00 | YES |
| 4 | Cisco | N3K-C3064-ACC-KIT | Nexus 3K/9K Fixed Accessory Kit | | | 1 | \$0.00 | \$0.00 | YES |
| 5 | Cisco | N9K-C93180YC-EX-B | Nexus 93180YC - X bundle PID | | | 1 | \$0.00 | \$0.00 | YES |
| 6 | Cisco | CON-SNT-93180YBN | SNTC - 8XSXNBD Nexus 93180YC - EX bun | 12 | Cisco SmartNet Support | 1 | \$951.20 | \$951.20 | YES |
| 7 | Cisco | QSFP-40G-SR-BD | QSFP 40G BiDi Short - reach Transceiver | | | 4 | \$0.00 | \$0.00 | YES |
| 8 | Cisco | QSFP-40G-SR-BD | QSFP 40G BiDi Short - reach Transceiver | | | 4 | \$0.00 | \$0.00 | YES |
| 9 | Cisco | N9K-C93180YC-EX-B | Nexus 93180YC - EX bundle PID | | | 1 | \$0.00 | \$0.00 | YES |
| 10 | Cisco | CON-SNT-93180YBN | SNTC 8XSXNBD Nexus 93180YC - EX bun | 12 | Cisco SmartNet Support | 1 | \$951.20 | \$951.20 | YES |
| 11 | Cisco | NXOS-70314.3 | Nexus 9K/3K NX - OS Maintenance Software Rel 7.0(3)4.3 | | | 1 | \$0.00 | \$0.00 | YES |
| 12 | Cisco | CAB-9K12A-NA | Power Cord, 125VAC 13A NEMA 5 -15 Plug, North America | | | 2 | \$0.00 | \$0.00 | YES |
| 13 | Cisco | NXA-PAC-650W-PI | Nexus NEBs AC 650W PSU - Port Side Intake | | | 2 | \$0.00 | \$0.00 | YES |
| 14 | Cisco | NXA-FAN-30CFM-B | Nexus 2K/3K/9K Single Fan, port side intake airflow | | | 4 | \$0.00 | \$0.00 | YES |
| 15 | Cisco | N93-LIC-PAK | N9300 License PAK Expansion | | | 1 | \$0.00 | \$0.00 | YES |
| 16 | Cisco | CON-SAU-N93LPAK | SW APP SUPP + UPGR N9300 License PAK Ex | 12 | Cisco SmartNet Support | 1 | \$0.00 | \$0.00 | YES |
| 17 | Cisco | N93-LAN1K9 | LAN Enterprise License for Nexus 9300 Platform | | Layer 3+ license | 1 | \$3,600.00 | \$3,600.00 | YES |
| 18 | Cisco | NXOS-70314.3 | Nexus 9K/3K NX - OS Maintenance Software Rel 7.0(3)4.3 | | | 1 | \$0.00 | \$0.00 | YES |
| 19 | Cisco | CAB-9K12A-NA | Power Cord, 125VAC 13A NEMA 5 - 15 Plug, North America | | | 2 | \$0.00 | \$0.00 | YES |

| | | | | | | | | | |
|----|-------|--------------------|--|----|-----------------------------|-----|-------------|--------------|-----|
| 20 | Cisco | NXA-PAC-650W-PI | Nexus NEBs AC 650W PSU - Port Side Intake | | | 2 | \$0.00 | \$0.00 | YES |
| 21 | Cisco | NXA-FAN-30CFM-B | Nexus 2K/3K/9K Single Fan, port side Intake airflow | | | 4 | \$0.00 | \$0.00 | YES |
| 22 | Cisco | N93-LIC-PAK | N9300 License PAK Expansion | | | 1 | \$0.00 | \$0.00 | YES |
| 23 | Cisco | CON-SAU-N93LPAK | SW APP SUPP + UPGR N9300 License PAK Ex | 12 | Cisco SmartNet Support | 1 | \$0.00 | \$0.00 | YES |
| 24 | Cisco | N93-LAN1K9 | LAN Enterprise License for Nexus 9300 Platform | | Layer 3+ license | 1 | \$3,600.00 | \$3,600.00 | YES |
| 25 | Cisco | SFP-H10GB-ACU10M= | Active Twinax cable assembly, 10m | | Cisco Original | 2 | \$205.00 | \$410.00 | YES |
| 26 | C1 | SFP-H10GB-ACU10M= | Active Twinax cable assembly, 10m - 3rd Party | | 100% compatible 3rd party | 4 | \$79.00 | \$316.00 | YES |
| 27 | Cisco | N2K-C2348TQ-RF | Nexus 2000, 10GT FEX; 48x1/10T; 6x40G QSFP REMANUFACTURED | | Cisco Factory Refurb (Cisco | 1 | \$4,104.00 | \$4,104.00 | YES |
| 28 | Cisco | CAB-N5K6A-NA | Power Cord, 200/240V 6A North America | | | 2 | \$0.00 | \$0.00 | YES |
| 29 | Cisco | WS-C3650-48FD-L-RF | Cat3650 48Port Full PoE 2x10G Uplink LAN Base REMANUFACTURED | | Cisco Factory Refurb (Cisco | 13 | \$3,454.20 | \$44,904.60 | YES |
| 30 | Cisco | CON-SNT-WS6548FD | SNTC - 8X5XNBD Cisco Catalyst 3650 48 Port Full PoE 2x1 | 12 | Cisco SmartNet Support | 13 | \$508.80 | \$6,614.40 | YES |
| 31 | Cisco | CAB-TA-NA | North America AC Type A Power Cable | | | 13 | \$0.00 | \$0.00 | YES |
| 32 | Cisco | SFP-10G-SR-S= | 10GBASE - SR SFP Module, Enterprise - Class - Cisco Branded | | Cisco Branded Only | 2 | \$299.00 | \$598.00 | YES |
| 33 | Cisco | SFP-10G-LR-S= | 10GBASE - LR SFP Module, Enterprise - Class - Cisco Branded | | Cisco Branded Only | 4 | \$950.00 | \$3,800.00 | YES |
| 34 | C1 | SFP-10G-SR-S= | 10GBASE - SR SFP Module, Enterprise - Class - 3rd Party | | 100% compatible 3rd party | 4 | \$55.00 | \$220.00 | YES |
| 35 | C1 | SFP-10G-LR-S= | 10GBASE - LR SFP Module, Enterprise - Class - 3rd Party | | 100% compatible 3rd party | 40 | \$75.00 | \$3,000.00 | YES |
| | | | | | | 138 | \$41,332.40 | | |
| | | | | | Sub-Total Cost: | | | \$95,569.40 | |
| | | | | | 8.75% applicable Sales Tax: | | | \$7,617.10 | |
| | | | | | Shipping Cost (if any): | | | 0 | |
| | | | | | GRAND TOTAL COST: | | | \$103,186.50 | |
| | | | | | *Basis of Award | | | | |

Exhibit A

NON-COLLUSION AFFIDAVIT TO BE EXECUTED BY BIDDER AND
SUBMITTED WITH BID

State of California)
County of San Bernardino) ss

I, Stephen Monteros, being first duly sworn, deposes and says that he or she is Vice President of Staff ConvergeOne the party making the foregoing bid that the bid is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation, that the bid is genuine and not collusive or sham; that the bidder has not directly or indirectly induced or solicited any other bidder to put in a false or sham bid, and has not directly or indirectly colluded, conspired, connived, or agreed with any bidder or anyone else to put in a sham bid, or that anyone shall refrain from bidding, that the bidder has not in any manner, directly or indirectly, sought by agreement, communication, or conference with anyone to fix the bid price of the bidder or any other bidder, or to fix any overhead, profit, or cost element of the bid price, or of that of any other bidder, or to secure any advantage against the public body awarding the contract of anyone interested in the proposed contract; that all statements contained in the bid are true, and, further, that the bidder has not, directly or indirectly, submitted his or her bid 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 corporation, partnership, company association, organization, bid depository, or to any member or agent thereof to effectuate a collusive or sham bid.

OFFEROR ConvergeOne
BY [Signature]
TITLE VP SALES
ORGANIZATION ConvergeOne
ADDRESS 4290 E. Brickell Street
Ontario, CA 91761

SUBSCRIBED AND SWORN TO BEFORE ME THIS _____ DAY OF _____, 2017.

see attached

NOTARY PUBLIC IN AND FOR SAID
COUNTY AND STATE

MY COMMISSION EXPIRES: _____

Certificate of Acknowledgement of Notary Public

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California
County of San Bernardino

On this 24th day of April, 2017 before me Heather M Lanni,

Notary Public, personally appeared Stephen Monteros, who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/~~are~~ subscribed to the within instrument and acknowledged to me that he/~~she/they~~ executed the same in his/~~her/their~~ authorized capacity(~~ies~~), and that by his/~~her/their~~ signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the state of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.

Signature of Notary Heather M. Lanni



ATTACHMENT "A"
IFB 17-04 CORE AND EDGE SWITCHING TECHNOLOGY EQUIPMENT

NOTE: THIS FORM MUST BE COMPLETED AND INCLUDED WITH YOUR BID

SIGNATURE AUTHORIZATION

NAME OF COMPANY (PROPOSER): ConvergeOne

BUSINESS ADDRESS: 4290 E. Brickell Street, Ontario, CA 91761

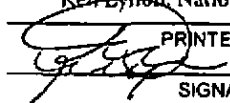
TELEPHONE: 408-664-9118 CELL: _____ FAX: 909-937-9125

CONTACT PERSON: Ken Eynon

EMAIL: keynon@convergeone.com

A. I hereby certify that I have the authority to submit this Bid to the City of Palm Springs for the above listed individual or company. I certify that I have the authority to bind myself/this company in a contract should I be successful in my bid.

Ken Eynon, National Account Manager
PRINTED NAME AND TITLE

 4-24-2017
SIGNATURE AND DATE

B. The following information relates to the legal contractor listed above, whether an individual or a company. Place check marks as appropriate:

1. If successful, the contract language should refer to me/my company as:
- An individual;
- A partnership. Partners' names _____
- A company;
- A corporation If a corporation, organized in the state of MN

Please check below IF your firm qualifies as a Local Business as defined in the RFP:

A Local Business (Licensed within the jurisdiction of the Coachella Valley).
Copy of current business license is required to be attached to this document.

Please check below whichever applies:

Yes, our company certifies that it meets the Non-Discrimination and Equal Benefits requirements as provided herein.

No, our company does not meet the Non-Discrimination and Equal Benefits requirements as provided herein

2 My tax identification number is: 97-708726

ADDENDA ACKNOWLEDGMENT:

Acknowledgment of Receipt of any Addenda issued by the City for this IFB is required by including the acknowledgment with your bid. Failure to acknowledge the Addenda issued may result in your bid being deemed non-responsive.

In the space provided below, please acknowledge receipt of each Addendum:

Addendum(s) # 3 is/are hereby acknowledged.

LATE BIDS WILL NOT BE ACCEPTED – NO EXCEPTIONS!

**Exhibit B
CITY OF PALM SPRINGS, CALIFORNIA
INVITATION FOR BIDS NO. 17-04**

BIDDER'S REFERENCE LIST

List at least five (5) references for which you have provided Core and Edge Switching Technology Equipment to a public agency within the last five years with requirements similar to those outlined in these documents, and who supported public safety operations such as Police, Fire, and airports.

1)
NAME OF BUSINESS/AGENCY : City of Lake Forest
ADDRESS: 25550 Commercentre Dr., Suite 100, Lake Forest,
CA 92630
CONTACT PERSON: Douglas McBratney
TELEPHONE #: (949) 461-3400

2)
NAME OF BUSINESS/AGENCY : City of Rancho Cucamonga
ADDRESS: 10500 Civic Center Drive, Rancho Cucamonga, CA
91730
CONTACT PERSON: Vanessa Williams
TELEPHONE #: (909) 477-2700

3)
NAME OF BUSINESS/AGENCY : City of Indio
ADDRESS: 100 Civic Center Mall, Indio, CA 92201
CONTACT PERSON: Ian Cozens
TELEPHONE #: (760) 391-4000

4)
NAME OF BUSINESS/AGENCY : City of Riverside
ADDRESS: 3900 Main St. Fl6, Riverside, CA 92522
CONTACT PERSON: Alan Lee
TELEPHONE #: (909) 782-5561

5)

NAME OF BUSINESS/AGENCY : Tivo Inc.

ADDRESS: 2160 Gold St., Alviso, CA 95002

CONTACT PERSON: Lenny Diccio

TELEPHONE #: (408) 519-9431



Cisco Technical Services and Warranty Comparison

At-A-Glance

All Cisco hardware and software products are covered by warranty for a minimum of 90 days. Some product warranties may vary. Warranty terms and other information are available at www.cisco.com/go/warranty. In addition, Cisco also offers technical support and technology-specific services designed to meet your business needs and assist you in effectively managing your network. To find the appropriate support service for your Cisco product, visit www.cisco-servicefinder.com. To view details on all Cisco Technical Services, visit www.cisco.com/go/ts.

Technical Services

Cisco technical service contracts can extend the life of your IT investment. Services range from traditional maintenance and support, to proactive and predictive services that utilize smart services capabilities.

| | Standard Hardware | Cisco SMARTnet Services | Cisco Smart Foundation Services | Cisco Smart Care Services | Cisco SP Base Services | Cisco Smart Care Application Support Services (SASU/SASB) | Cisco Smart Care Premium Services |
|--|---|---|---|---|---|---|--|
| Products Covered | All | All hardware products and operating system software ¹ | Select Cisco SMB-class products | Cisco SMB-class, security, and voice products | Select service provider or carrier-class products | Covers most Cisco application software products | All (valid SMARTnet or SP Base coverage is prerequisite) |
| Duration | Standard Hardware: 90 days (specific products: 1 year/limited lifetime) ² Standard Software: 90 days ² | Renewable 1-, 3-, or 5-year contracts depending on product family | Renewable 1-, 3-, and 5-year contracts | Automatic contract renewal | Renewable 1-, 3-, and 5-year contracts | Renewable 1-, 3-, and 5-year contracts | Renewable 1-, 3-, and 5-year contracts |
| Cisco Technical Assistance Center (TAC) Support | No | 24x7 coverage | Business hours access to SMB TAC (access levels vary by region) | Provided through Cisco Smart Care partner | 24x7 coverage | 24x7 coverage | Provided through prerequisite services |
| Advance Hardware Replacement | 10 business days ² | Next business day, 8x5x4, 24x7x4, 24x7x2 delivery options as available ³ | Next business day as available otherwise same day ship | Next business day as available, otherwise same day ship, 24x7x4 option available ³ | Next business day, 8x5x4, 24x7x4, 24x7x2 delivery options as available ³ RTF option available ³ | No | Provided through prerequisite services |
| Remote Monitoring, Diagnostics, and Alerts | No | Available on select devices with Smart Call Home feature | No | Proactive network-wide monitoring, assessments, and notifications | No | No | No |
| Operating System (OS) Updates | No ⁴ | Yes ⁵ | Bug fixes or patches only | Yes ⁵ | Yes ⁵ | No | Provided through prerequisite services |
| Application Software Updates and Upgrades | No ⁴ | No | No | Yes | No | SAS provides updates only; SASU provides updates and upgrades | No |
| Security Threat Mitigation | No | No | No | No | No | No | No |
| Online Technical Resources | Unregistered access only | Direct 24x7 registered access | Available through Smart Foundation Portal | Access through Cisco Smart Care partner | Direct 24x7 registered access | Direct 24x7 registered access | Provided through prerequisite services |
| Engineering/Operations Support | No | SMARTnet Onsite service option available | No | No | SP Base Onsite service option available | No | 3 levels of premium, high-touch services available |

Footnotes:

1. Some equipment exclusions might apply; consult service sales representatives for more details.
2. Optical networking products offer 5 year limited hardware warranty with 15 days return to factory replacement and 1 year limited software warranty; this warranty only applies to the ONS product line.
3. Advance hardware replacement is available in various service-level combinations. For example, 8x5xNBD indicates that shipment will be initiated during the standard 8-hour business day, 5 days a week (the generally accepted business days within the relevant region), with next business day (NBD) delivery. Where NBD is not available, same day ship is provided. Restrictions apply; please review the appropriate service descriptions for details.
4. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications.
5. Cisco Operating System Updates include the following: maintenance releases, minor updates, and major updates within the licensed feature set.



Cisco Technical Services and Warranty Comparison

At-A-Glance

All Cisco hardware and software products are covered by warranty for a minimum of 90 days. Some product warranties may vary. Warranty terms and other information are available at www.cisco.com/go/warranty. In addition, Cisco also offers technical support and technology-specific services designed to meet your business needs and assist you in effectively managing your network. To find the appropriate support service for your Cisco product, visit www.cisco-servicefinder.com. To view details on all Cisco Technical Services visit www.cisco.com/go/ts.

Technology-Specific Technical Services

Cisco offers support services that provide features and capabilities customized for specific technology needs. These services cover our Unified Communications and TelePresence products, as well as security and other advanced capability products.

| | Standard Hardware Support | Cisco SMARTnet Service for Software | Cisco TelePresence Essential Operate Service | Cisco Unified Communications Essential Operate Service | Cisco Services for Intrusion Prevention Systems (IPS) | Cisco Remote Monitoring and Alerts |
|--|---|--|---|--|--|---|
| Products Covered | All | Offered for the Cisco Unified Communications 500 platform; supports up to 64 users | Cisco TelePresence systems | Unified Communications products | Cisco Intrusion Prevention System products ¹ | Select advanced technology products |
| Duration | Standard Hardware: 90 days (special products 1 year/limited lifetime) ² Standard Software: 90 days ² | Renewable 1-, 3-, and 5-year contracts | Renewable 1-, 3-, and 5-year contracts | Renewable 1-, 3-, and 5-year contracts | Renewable 1-, 3-, and 5-year contracts | Renewable 1-, 2-, and 3-year contracts |
| Cisco Technical Assistance Center (TAC) Support | No | 24x7 coverage | 24x7 coverage | 24x7 coverage | 24x7 coverage | No |
| Advance Hardware Replacement | 10 business days ² | Next business day, 8x5x4, 24x7x4 delivery options as available ³ | Next business day, 8x5x4, 24x7x4 delivery options as available ³ | Next business day, 8x5x4, 24x7x4 delivery options as available ^{3, 4} | Next business day, 8x5x4, 24x7x4, 24x7x2 delivery options as available ³ ; RTF option available | No |
| Remote Monitoring, Diagnostics, and Alerts | No | No | No | No | No | 24x365 monitoring, incident identification, problem change, and configuration management, and reporting |
| Operating System (IOS) Updates | No ⁵ | Yes ⁶ | Yes ⁶ | No | Yes ⁶ | No |
| Application Software Updates and Upgrades | No ⁵ | Yes | Yes | Yes ⁷ | No | No |
| Security Threat Mitigation | No | No | No | No | Provides IPS intelligence, signature, and detection engine updates | No |
| Online Technical Resources | Unregistered access only | Direct 24x7 registered access | Direct 24x7 registered access | Direct 24x7 registered access | Direct 24x7 registered access | No |
| Engineering/Operations Support | No | No | Onsite service is included at all service levels | 24x7x4 onsite service option available ⁵ | Onsite service option available | No |

Footnotes:
 1 Supported products include Cisco IPS appliances and blades for Catalyst 65xx switches and ISR routers, adaptive security appliances, and SR routers with IPS integrated in IOS.
 2 Optical networking products offer 5 year limited hardware warranty with 15 days return to factory replacement and 1 year limited software warranty; this warranty only applies to the DNS product line.
 3 Advance hardware replacement is available in various service-level combinations. For example, 8x5xNBD indicates that shipment will be initiated during the standard 8-hour business day, 5 days a week (the generally accepted business days within the relevant region), with next business day (NBD) delivery. Where NBD is not available, same day ship is provided. Restrictions apply; please review the appropriate service descriptions for details.
 4 Parts replacement only available for Unified Communications Business Edition and PhoneProxy. Other UC products require Cisco SMARTnet Service for hardware support.
 5 Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications.
 6 Cisco Operating System Updates include the following: maintenance releases, minor updates, and major updates within the licensed feature set.
 7 Software application upgrades may be purchased by adding a Unified Communications Software Subscription to the Unified Communications Essential Operate Service.

Cisco Limited Lifetime Hardware Warranty Terms

The following are special terms applicable to your hardware warranty. Your formal Warranty Statement, including the warranty applicable to Cisco software, appears below and in the *Cisco Information Packet* that accompanies your Cisco product.

Duration of Hardware Warranty: As long as the original End User continues to own or use the Product. In the event of discontinuance of product manufacture, Cisco warranty support is limited to five (5) years from the announcement of discontinuance.

Replacement, Repair or Refund Procedure for Hardware: Cisco or its service center will use commercially reasonable efforts to ship a replacement part within ten (10) working days after receipt of the RMA request. Actual delivery times may vary depending on Customer location.

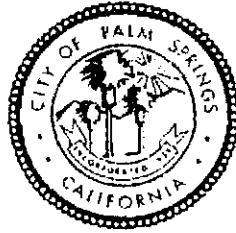
Cisco reserves the right to refund the purchase price as its exclusive warranty remedy.

To Receive a Return Materials Authorization (RMA) Number: Please contact the party from whom you purchased the product. If you purchased the product directly from Cisco, contact your Cisco Sales and Service Representative.

3. Signed Addendums

Please find enclosed the following signed addendums.

- Addendum 1
- Addendum 2
- Addendum 3



INVITATION FOR BID (IFB 17-04)

FOR

CORE AND EDGE SWITCHING TECHNOLOGY EQUIPMENT

ADDENDUM NO. 1

This Addendum is being issued for the following changes and informational items:

THE FOLLOWING REVISIONS AND/OR ADDITIONS TO THE IFB DOCUMENT AND INSTRUCTIONS ARE TO BE INCLUDED AND SHALL TAKE PRECEDENCE OVER ANYTHING CONTRARY ON THE PREVIOUSLY ISSUED SPECIFICATIONS AND INSTRUCTIONS AND SHALL BE REFERRED TO HEREINAFTER AS PART OF THE CONTRACT DOCUMENTS.

The City has received the following questions and is hereby providing answers thereto:

Q 1: Are we able to submit a partial bid, or does the city require all items on IFB 17-04?

A 1: ***No, the bid must be complete with all items – no partial bids allowed.***

Q 2: Do I have to be a registered IT vendor with City of Palm Springs to compete for this bid?

A 2: ***You do not have to be a registered IT vendor with the City to submit a bid. However, it is in your best interest to follow the registration instructions for this specific bid as provided in the Notice so that you will receive Addenda directly via email in a more timely manner. All Addenda will be posted to the website.***

Q 3: Is there any addendums that I should know about?

A 3: ***See the answer to Question #2 above. This is the 1st Addendum.***

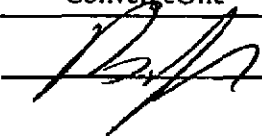
Q 4: What constitutes as acceptable 3rd party vendors?

A 4: ***While we do not have a list of acceptable 3rd party vendors, the devices must be compatible with the switch manufacturer that is quoted. Compatible means that the switch sees the device and allows it to function as if it is an OEM device. 100% compatible devices have been tested by the manufacturer, or reseller, to work in the device without further intervention. These devices are guaranteed to work with the switches in writing.***

As an example of a non-compliant device, a Cisco switch could see the device and disable the port. This is called an "err-disable state." Any device that can cause an "err-disable state" or require commands such as "no errdisable detect cause gbic-invalid" or "service unsupported-transceiver" to be issued in order for the device to function, would not be 100% compatible. Although the devices can be made to work with these workarounds, they are simply ways to work around incompatibility and would not be allowed.


BY ORDER OF THE CITY OF PALM SPRINGS, CALIFORNIA

Craig L. Gladders, C.P.M.
Procurement and Contracting Manager
DATE: April 4, 2017
ADDENDUM ACKNOWLEDGMENT:

Proposer Firm Name: ConvergeOne
Authorized Signature: 
Date: 4/24/17

Acknowledgment of Receipt of Addendum 1 is required by signing and returning a copy of this addendum with your response. Failure to acknowledge this Addendum may result in your bid being deemed non-responsive.

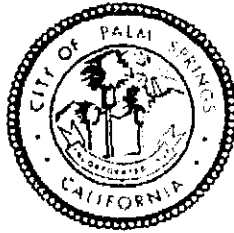
Authorized Signature: _____



A handwritten signature in black ink, appearing to be 'B/M', is written over a horizontal line.

Date: 4/24/17

Acknowledgment of Receipt of Addendum 2 is required by signing and returning a copy of this addendum with your response. Failure to acknowledge this Addendum may result in your bid being deemed non-responsive.



INVITATION FOR BID (IFB 17-04)

FOR

CORE AND EDGE SWITCHING TECHNOLOGY EQUIPMENT

ADDENDUM NO. 2

This Addendum is being issued for the following changes and informational items:

THE FOLLOWING REVISIONS AND/OR ADDITIONS TO THE IFB DOCUMENT AND INSTRUCTIONS ARE TO BE INCLUDED AND SHALL TAKE PRECEDENCE OVER ANYTHING CONTRARY ON THE PREVIOUSLY ISSUED SPECIFICATIONS AND INSTRUCTIONS AND SHALL BE REFERRED TO HEREINAFTER AS PART OF THE CONTRACT DOCUMENTS.

The City has received the following questions and is hereby providing answers thereto:

Q 1: On page #6 it states that Any refurbished parts that are allowed below MUST be FACTORY refurbished by the manufacturer, not 3rd party. Any 3rd party parts that are allowed MUST be 100% compatible. What 3rd party parts are allowed?

A 1: ***Please refer to the "Notes" column on the specifications, page 7, where the items that may be 3rd party parts are specifically identified.***

Q 2: I know for a fact I do not have five references for just Core and Edge Switching Technology Equipment. Would my references still be acceptable?

A 2: ***Submit the references that you do have that meet the requirements.***

BY ORDER OF THE CITY OF PALM SPRINGS, CALIFORNIA

Craig L. Gladders, C.P.M.
Procurement and Contracting Manager
DATE: April 11, 2017

ADDENDUM ACKNOWLEDGMENT:

Proposer Firm Name: ConvergeOne



INVITATION FOR BID (IFB 17-04)

FOR

CORE AND EDGE SWITCHING TECHNOLOGY EQUIPMENT

ADDENDUM NO. 3

This Addendum is being issued for the following changes and informational items:

THE FOLLOWING REVISIONS AND/OR ADDITIONS TO THE IFB DOCUMENT AND INSTRUCTIONS ARE TO BE INCLUDED AND SHALL TAKE PRECEDENCE OVER ANYTHING CONTRARY ON THE PREVIOUSLY ISSUED SPECIFICATIONS AND INSTRUCTIONS AND SHALL BE REFERRED TO HEREINAFTER AS PART OF THE CONTRACT DOCUMENTS.

The City has received the following questions and is hereby providing answers thereto:

Q 1: On Bid IFB-17-04, line # 25 and 26 are the same part number. To be accurate, I'd like to know if you're requiring line #25 QTY 2 to be Cisco original only and line #26 to be 3rd party. Or are you accepting bids with all 3rd party of both lines 25 and 26. Also on lines 32 & 34 are similar. As well as 33 and 35 you also indicate Cisco branded only and 3rd party. Is there a reason for which you've requested to have both? I'm assuming you want original in some switches and 3rd party is acceptable in others. Can you clarify?

A 1: *Lines 25 and 26 are the same because one is a Cisco factory part and one is a 3rd party equivalent. This is the same for 32 and 34, as well as 33 and 35.*

The Cisco branded items are strictly for troubleshooting. Cisco reserves the ability to not troubleshoot further if they think the issue can be attributed to 3rd party equipment. In order to prevent that issue, engineers will typically keep Cisco branded parts on hand to make sure the entire troubled path has Cisco branded equipment. This prevents any support issues from the Cisco TAC.

BY ORDER OF THE CITY OF PALM SPRINGS, CALIFORNIA

Craig L. Gladders, C.P.M.
Procurement and Contracting Manager
DATE: April 19, 2017

ADDENDUM ACKNOWLEDGMENT:

Proposer Firm Name: ConvergeOne

Authorized Signature:  _____

Date: 4/24/17

Acknowledgment of Receipt of Addendum 3 is required by signing and returning a copy of this addendum with your response. Failure to acknowledge this Addendum may result in your bid being deemed non-responsive.

4. Company Background

ConvergeOne is one of the largest IT Consulting, Solutions and Managed Services providers in the country. Our certified professionals use their expertise, experience and proven project execution background to architect innovative IT solutions which drive productive business outcomes for thousands of medium, large and enterprise customers. Business-focused services, methodologies and technology solutions are consistently developed to help customers reduce costs, improve business processes, and support growth. Our qualifications are deep, and we believe our services and support organization is uniquely positioned to effectively partner with you to achieve your business and technical goals. Our solutions provide a flexible, strategic and collaborative approach to implementing and managing your critical systems and services.

- **Communication Resources** – We have a quality reputation as a nationwide provider of cutting-edge communications solutions for businesses of all types and sizes. We offer one of the broadest portfolios of products and services in the industry, including VoIP, contact center, UC, data networking, collaboration, and mobility solutions. Every solution we deliver combines the expertise of our highly trained team, our focused approach to design and implementation, and our commitment to ongoing support — allowing us to provide a communications solution that is tailored to the needs of your organization.
- **Service Desk Resources** – Our 24x7x365 service desk team operates remotely to provide end-user support on desktop related activities. The service desk resources are intended to provide the customer or end user with information and support related to a company's products and services. The purpose of our service desk is usually to troubleshoot problems or provide guidance about products such as computers or software. We provide service desk support to our customers through various methods such as toll-free numbers, online ticketing portal, instant messaging, and email.
- **Network Operations Center Resources (Network, Compute, Application)** – Our three 24x7x365 NOCs employ engineers of a highest technical caliber covering infrastructure technologies (storage, compute (physical/virtual), network, application, and cloud) and telephony platforms. Our NOCs operate as the back-end support operation as well as support the onsite resources.
- **On-site Resources** – The onsite resources will be qualified to support end user/desktop services, infrastructure services (data center/network), application services, telephony and account management where applicable.
- **Management Resources** – As an added layer of oversight, we provide accountable management oversight to manage the performance and customer satisfaction of the engagement. We believe that we provide a comprehensive suite of personnel to exceed your requirements.

Over 22 Years Industry Experience

Headquartered in Eagan, MN, ConvergeOne is one of the largest Value Added Solutions Providers (VASPs) in the United States employing more than 1,350 team members across the U.S. Our Expertise includes:

- Customers ranging from small and mid-size companies to global enterprises, including 40% of the Fortune 100
- In-house engineers, design specialists, and technicians holding 1,700+ active, industry certifications

Our Portfolio

- VoIP, UC, contact center, mobility, collaboration, video, converged network integration, and more
- Cloud, data center, storage, automation, software-defined networking, virtualization, and applications
- Comprehensive design, implementation, network monitoring, maintenance, and managed services
- Center of Excellence: Extensive technical and administrative training courses with multiple delivery options: web, instructor led, on-site, etc.

Our Resources

- 1,350+ employees in offices nationwide — and growing
- Strategic partnerships for integration of best-of-breed hardware, software, and applications
- Three state-of-the-art Network Operations Centers for multivendor support
- High-tech Performance Readiness Center® for configuration, staging, and testing
- One source for systems integration, data networking, IT specialty consulting, application development, program management, and more

We provide the highest level of product knowledge and technical expertise to architect and deploy network and infrastructure solutions. As a Gold Certified Partner for many major manufactures, we have achieved Advanced Specializations in Data Center Networking and Infrastructure, Security, Data Center Storage Networking, Unified Communications, and Wireless LAN.

We offer unmatched technical knowledge, extensive regional experience, and a deep network of relationships with all major manufactures and solution providers. We help our clients make the right strategic decisions and implement the right solutions. Our technology experts will help you apply the latest networking and data center solutions to support the demands of your business. From assessing existing infrastructure and technology as part of a planning process to deploying an advanced network infrastructure in a newly acquired facility, we offer comprehensive services and support to maximize the efficiency of your network.

Our planning, procurement, integration, support, and management services help clients gain control of their technology investments. Our deep industry experience provides comprehensive technology solutions tailored to the specific need of our clients. Our solutions provide a flexible, strategic and collaborative approach to implementing and managing your critical systems and services.

5. Trust

ConvergeOne holds a SOC 2 Type II certification that demonstrates that an independent accounting and auditing firm has reviewed and examined an organization's control objectives and activities, and tested those controls to ensure that they are operating effectively.

Because we deliver a mission-critical, enterprise solutions to some of the largest and most advanced organizations, this audit is an important component in providing our customers and prospects the transparency and visibility they need. With our strong internal controls, we are also able to help our customers meet their own regulatory and compliance requirements. In addition to this independent audit, we conduct our own internal compliance reviews of key operational policies and processes. We continue to invest in data security to give our customers the highest level of confidence that their information is safe and secure.



SOC 2 is based on Policies, Communications, Procedures and Monitoring. The specific Trust Service Principles explained below must be met in order to successfully achieve certification.

Security - The system has controls in place to protect against unauthorized access (both physical and logical).

Availability - The system is available for operation and use as committed or agreed.

Processing Integrity - System processing is complete, accurate, timely and authorized.

Confidentiality - Information that is designated as "confidential" by a user is protected.

Privacy - Personal information is collected, used, retained and disclosed in accordance with the operation's privacy notice and principles set by the American Institute of Certified Public Accountants (AICPA).

The Type II report is issued to organizations that have audited controls in place and the effectiveness of the controls have been audited over a specified period of time.

6. Additional Solution Offerings

As technology becomes more complex, the need for a partner who understands the ever-evolving landscape becomes more critical. Information about clients is available at the touch of a button. Customer journeys can be tracked end to end.



Cloud



Contact Center



Collaboration



Data Center



Enterprise Apps



Networking



Mobility + BYOD



Security

But as technology increases at an exponential pace, it becomes difficult to make decisions on solutions in technology. This is why you will need a partner who is not just trending what others are doing, but one that invests in understanding what your unique needs are for your business.

What also becomes important is keeping the complex part of the equation up and running – and all your valuable data safe and secure. Because that data can be mined to provide valuable competitive insights, or it can be compromised with malicious intent.

And that's where we come in. Our 97% customer retention rate is a testament to our "customer-first" model. First and foremost, our mission is to serve as a trusted IT advisor to our customers, to offload mission-critical processes that detract from their core lines of business.

We can be your one connection for whatever technologies you may need today, tomorrow and ten years from now.

7. Vendor Certifications

We work with more than 100 technology partners – leading hardware companies and software providers – so we can deliver the right solution for your unique needs. Our experience with these other leading companies enables us to design, implement, manage and support even the most complex multivendor environments.

Virtualization

- Cisco Networking Infrastructure Sales Specialist
- Cisco Data Center Networking Infrastructure Support Specialist
- Cisco Data Center Application Services Support Specialist
- Cisco Data Center Application Services Design Specialist
- Cisco Data Center Networking Infrastructure Solutions Design
- VMware Certified Professional
- VMware Certified Professional – Datacenter Virtualization
- VMware Certified Design Expert
- APC – HP Virtualization Solutions
- ASC – HP Virtualization Solutions

Server

- HP ProLiant Servers Service Qualifications
- AIS - ProCurve Networking
- Dell Blade Server Solutions
- HP Blade Systems
- Dell Server Basics
- Microsoft Certified Solutions Expert
- Microsoft Certified Technology Specialist
- Microsoft Certified Solutions Associate
- Microsoft Certified Systems Administrator
- Microsoft Certified Application Developer
- Microsoft Certified Professional in Systems Integration
- Microsoft Certified Solutions Expert
- Microsoft Certified Technology Specialist
- Dell Blade Servers Solutions
- Dell Tower and Rack Server Solutions
- Dell Compellent Storage Technical Architect
- Dell EqualLogic Sales Training

Network

- Cisco Certified Internetwork Expert – Routing & Switching
- Cisco Building Scalable Internetworks
- Cisco Certified Internetwork Professional
- Cisco Certified Network Associate
- Cisco Certified Design Associate
- Cisco Certified Network Professional
- Cisco Certified Design Professional
- Microsoft Certified Network Product Specialist



Storage

- Cisco Data Center Storage Networking Design Specialist
- Cisco Data Center Storage Networking Support Specialist
- Cisco Storage Networking Sales Specialist
- EMC Technology Architect – VNX Storage Solution
- EMC Technology Architect – ISILON Solutions
- EMC Technology Architect – Data Protection
- EMC Implementation Engineer – VNX Solutions
- EMC Implementation Engineer – ISILON Solutions
- EMC Implementation Engineer – Recover Point Solutions
- EMC Implementation Engineer – Symmetrix Solutions
- AIS – Specialty in HP StorageWorks P400 SAN Solutions



Security

- Cisco Certified Internetwork Expert – Security
- Cisco Securing Hosts Using Cisco Security Agents
- Cisco VPN Security for Account Managers
- Cisco Implementing Intrusion Prevention Systems
- Cisco Implementing Secure Converged Wide Area Networks
- Cisco IOS Security Specialist
- Cisco Securing Cisco Network Devices
- Cisco Securing Networks with PIX and ASA
- Cisco Information Security Specialist
- Cisco Security Sales Specialist
- Cisco Secure VPN
- Cisco Security Solutions and Design Specialist
- Cisco Firewall Specialist
- Cisco Certified Security Professional
- Cisco IPS Specialist
- Microsoft Certified Systems Administrator Security



Elite Partner



Unified Communications

- Cisco Certified Internetwork Expert – Voice
- Cisco Certified Voice Professional
- Cisco Advanced IP Communications Sales Specialist
- Cisco IP Contact Center Express – Sales
- Cisco Implementing QOS
- Cisco Deploying QOS in the Enterprise
- Cisco Rich Media Communications Specialist
- Cisco Voice Over IP
- Cisco Voice Over Frame Relay
- Cisco Unified Presence Specialist
- Cisco Unity Support Specialist
- Cisco Unity Design and Networking
- Cisco IP Telephony Troubleshooting
- Cisco IP Telephony Express
- Cisco IP Telephony Design Specialist
- Cisco Rich Media Communications
- Cisco IP Contact Center Express Specialist
- Cisco Customer Response Solution
- Cisco Unified Communication Systems Engineer
- Unified Contact Center Enterprise Implementation Specialist



8. Cisco Certifications

372 Certifications

- Cisco Master Collaboration Specialization
- Cisco Master Cloud and Managed Services Program
- Cisco Master Security Specialization
- Cisco Advanced Technology Partner for Contact Center Enterprise (UCCE)
- Cisco Advanced Technology Partner for Customer Voice Portal (CVP)
- Cisco Advanced Technology Partner for TP Video Master
- Cisco Advanced Technology Partner for Identity Services Engine
- Cisco Advanced Technology Partner for IP Interoperability and Collaboration Systems
- Advanced Borderless Networks Architecture Specialization
- Advanced Collaboration Architecture Specialization
- Advanced Data Center Architecture Specialization
- Cisco Powered Managed Business Communications
- Cisco Powered Managed Unified Communications

Individual Certifications

- Advanced WLAN for Software Engineers
- Building Scalable Cisco Internetworks
- CCDA –Design Associate
- CCDP –Design Professional
- CCENT –Networking Technician
- CCIE –Internetwork Expert
- CCIP –Internetwork Professional
- CCNA –Advanced Routing & Switching
- CCNA –Network
- CCNA –Data Center
- CCNA –Voice
- CCNA –Wireless
- CCNP
- CCNP –Advanced Wireless
- CCNP –Voice
- Collaboration
- IP Telephony
- Advanced Collaboration Architecture
- CallManager Express
- Data Center Unified Computing
- Express Collaboration Systems
- Express Foundation
- Network Security
- QoS
- Sales Expert

- Secure PIX Firewall Advanced
- Secure VPN
- Telepresence Video
- Wireless LAN
- Unified Computing Technology
- Unified Contact Center Enterprise
- Advanced WLAN for Software Engineers
- Building Scalable Cisco Internetworks
- CCDA –Design Associate
- CCDP –Design Professional
- CCENT –Networking Technician
- CCIE –Internetwork Expert
- CCIP –Internetwork Professional
- CCNA –Advanced Routing & Switching
- CCNA –Network
- CCNA –Data Center
- CCNA -Voice
- CCNA –Wireless
- CCNP
- CCNP –Advanced Wireless
- CCNP –Voice
- Collaboration
- IP Telephony
- Advanced Collaboration Architecture
- CallManager Express
- Data Center Unified Computing
- Express Collaboration Systems
- Express Foundation
- Network Security
- QoS
- Sales Expert
- Secure PIX Firewall Advanced
- Secure VPN
- Telepresence Video
- Wireless LAN
- Unified Computing Technology
- Unified Contact Center Enterprise

Cisco Implementation and Support

- IP Contact Center Expert
- IP Telephony
- Unified Communications Manager
- Unity Connection
- Voice

