



**OFFICE OF THE INSPECTOR GENERAL  
BALTIMORE CITY**

100 N. Holliday Street, Rm 640  
BALTIMORE, MD 21202



**Public Synopsis**

**Synopsis of OIG Report #IG 2012-0070: Voice Over Internet Protocol Procurements and Expenditures**

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<b>FROM</b>	NAME & TITLE	David N. McClintock – Inspector General	CITY of <b>BALTIMORE</b> <b>MEMO</b>	
	AGENCY NAME & ADDRESS	Office of Inspector General 640 City Hall		
	SUBJECT	Synopsis of OIG Final Report #2012-0070 (MOIT)		

**TO**

Hon. President and Members of the City Council  
400 City Hall

DATE: 09/27/2012

Attached please find the Office of the Inspector General’s (OIG) Public Synopsis of our Final Report of Investigation relating to the Voice of Internet Protocol (hereinafter “VIOP”) based allegations that arose in early 2012 involving procurements inside the Mayor’s Office of Information Technology (hereinafter “MOIT”) while under the direction of Chief Information Officer Rico Singleton. Upon Mr. Singleton’s separation several inquiries were initiated into MOIT affairs, by both the OIG and independently the Department of Law. Additional allegations were publically raised regarding in June of 2012 surrounding the purchase of telephone equipment and other involving the City’s VOIP efforts.

In this synopsis the OIG considers the allegations that improper or illegal procurement action may have occurred and/ or that the somewhat divergent efforts of the MOIT and MTE resulted in government waste. The question of whether MOIT was legally able to purchase telephone hardware at the heart of this review is separate and distinct from the question of whether that procurement was conducted in accordance with the laws, rules, and procedures governing the procurement process. The OIG accepts the legal analysis of the Department of Law on the subject of purchases made by the City that are part and parcel of City’s telephone system or service.

The OIG also recognizes the long history of the MTE being under the auspices of the Comptroller and takes no position as to the propriety of the system being overseen by MOIT, MTE or any combination thereof.

The investigation did reveal procurement irregularities that were compounded by the lack of procedural clarity in the procurement process and the questionable actions of a sub-contractor who was acting in the capacity of a senior manager in the MOIT. It is the position of the OIG that hardware purchases in the amount of \$673,542.83 were completed without the appropriate and required quotations. Further, that there has been a lack of resource coordination resulting in a less than desirable return on the dollars expended as it pertains to the \$955,077.83 for hardware and consultants expended for VOIP efforts to date, as well as, a \$415,000 infrastructure assessment currently underway.

Pursuant to the Draft Report of 08/20/2012 the Mayor’s Office of Information Technology, The Department of Finance (hereinafter “DOF”) and the Department of Law (hereinafter “DOL”) submitted valuable comments and supporting material. The

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comments have been considered and adjustments made where considered appropriate by the OIG. In addition, the DOL provided much appreciated support in several areas including assisting in the review of tens-of-thousands of emails.

### Mayor's Office of Information Technology Response

The MOIT response to this report which concurs with the OIG recommendations regarding the administration of blanket contracts and the process of documenting vendor quotes.

The MOIT also seeks to clarify the dollar figure spent on Cisco equipment exclusively dedicated to VOIP. The OIG report spends considerable effort to explain the utility of the items ordered and also the context and environment under which they were ordered and maintains the accuracy of the reported figures.

Lastly, the MOIT clarifies the purpose of the infrastructure assessment that is currently underway as pertaining only to eight City agencies while noting that only partial payment of \$280,000 of the \$415,000 allocated has been made to date. The OIG does not contest that the information presented by the MOIT concerning the application of the study; however, the OIG maintains that under the procurement of the infrastructure assessment there are no limits placed on the scope of its application. Further, the OIG notes that the current effort may be beneficial to both MOIT and MTE if applied with both purposes in mind.

### Department of Finance Response

The DOF provided a significant response to this report which generally accepts the recommendations proposed by the OIG and sets forth actions that have been initiated, including some prior to the report issuance. In addition the DOF response includes a series of general comments and observations. Several points merit brief comment.

#### *DOF Response to OIG Recommendation Action Item 1.c: Timeframe for Quotes*

In responding to this recommendation the DOF indicates that the timeframe for requesting quotes from vendors is "never less than two days and are always clearly noted in the vendor communication." The OIG notes that we can find no written protocol or directive establishing this timeframe and that evidence developed in this matter reflected a quote request that fell below the target threshold. We maintain the value of a written protocol and supporting documentation.

#### *DOF Response to OIG Recommendation Action Item 1.d: Delineation of Authority to Approve and Proceed.*

In responding to this recommendation the DOF indicates that the review of procurements for approval is already established in CitiBuy's electronic approval paths as further evidenced in the attached charts. The OIG believes that buyer education and increased communications (both written and spoken) within the DOF Bureau of Purchases about

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the specific responsibility and accountability placed on each position within the Bureau will reduce confusion and improve procedural performance.

### *City Employee Role In Procurement*

In response to the OIG concerns with the involvement of contractors in the procurement process the DOF accurately indicates that at times the City must rely upon the technical expertise available and also that City Employees were "heavily involved in the processing" of the reviewed purchases. In support of this position the DOF included a flow chart outlining the approval process and City employee involvement.

The OIG reviewed the attached charts and agrees that all parties on the charts are City employees. However, these charts reflect the administrative side of the procurement approval process. The OIG remains troubled by the involvement of contractors on the operational side of the purchases. The OIG is confident that no one shown on the attached charts was actually involved in the operational elements of the purchase such as: the decision to purchase equipment and the selection of equipment to purchase. The OIG also notes that operationally, both procurements were approved by the CIO. However, in approving the purchases, the CIO relied on the quote requests and quote reviews in which contractors were significantly involved.

### *Cisco Gold Partner Status*

The DOF Bureau of Purchases indicated that it was reasonable to accept the MOIT recommendation that a vendor's status as a Cisco Gold Certified Partner can provide significant added value to the City in a major network switch implementation that included unified communications.

In considering this specific situation the OIG does not concur that selecting a vendor designated as a Cisco Gold Certified Partner provides any value to the City. The OIG believes there may be instances in which selecting a vendor with a Gold or Silver Cisco certification over a vendor with a lesser Cisco certification may be beneficial to the City. The OIG believes these instances would occur when a vendor has been selected to implement a new solution or manage a service that requires a high level of technical expertise, etc. However, in this instance the equipment was selected by City contractors/staff in consultation with Cisco directly. Furthermore, the equipment was then installed by City contractors/staff. Therefore, Digicon's role (aside from supplying some of said contractors) was limited to being a reseller.

Significantly, the Administration has also requested the release of supporting documents noted in the report in an effort to enhance governmental transparency. These documents accompany the report as footnote supporting material addendums.

Please also be advised that a synopsis of the report, the findings, and responses will be made available to the general public in order to enhance transparency and the public's

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trust. The OIG appreciates the assistance rendered and effort provided during the course of the investigation by the Comptroller, the DOL, the MOIT, and the DOF. We look forward to continuing our partnership to strengthen policy, procedure, and internal oversight protocols.

Sincerely yours,



David N. McClintock  
Inspector General  
City of Baltimore

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- To obtain a printed copy, please call or write:

Office of Inspector General  
100 N. Holliday Street  
Suite 640, City Hall  
Baltimore, MD 21202

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### Public Synopsis

#### **Synopsis of OIG Report #IG 2012-0070: Voice Over Internet Protocol Procurements and Expenditures**

#### **ISSUE**

In early 2012, the Office of Inspector General (hereinafter “OIG”) received allegations of impropriety occurring inside the Mayor’s Office of Information Technology (hereinafter “MOIT”) while under the direction of Chief Information Officer Rico Singleton. At that point the OIG launched a preliminary investigation into these allegations. Beginning in mid-June 2012, the OIG received/became aware of various allegations concerning impropriety and waste. Many of the allegations regarded the purchase of telephone equipment and other efforts to update the City’s telephone system.

#### **SCOPE**

The scope of review in this investigation is restricted to the purchases and related issues surrounding the VOIP initiative engaged in by MOIT and to the extent relevant those elements of the Municipal Telephone Exchange’s (hereinafter “MTE”) procurement in the same area. A great hullabaloo has surrounded these related but distinctly separate initiatives. Of the many concerns expressed, the OIG is concerned with those assertions that indicated that improper or illegal procurement actions have occurred and/or that the efforts expended by the somewhat divergent efforts of the MOIT and MTE have resulted in government waste.

Concerning the assessment of procurement legality, a further clarification is merited. The careful reader will recognize that the question of whether MOIT was legally able to purchase telephone hardware at the heart of this review is separate and distinct from the question of whether that procurement was conducted in accordance with the laws, rules, and procedures governing the procurement process. It is this second question concerning the manner in which the hardware was acquired that we consider in some detail.

The first question concerning the ability to make the purchase was addressed by the Department of Law in a memorandum made public on 06/19/2012. The OIG accepts the analysis of the Department of Law on the subject of purchases by the City that are part and parcel of City telephone systems or services. The OIG also recognizes the long history of the MTE being under the auspices of the Comptroller and takes no position as to the propriety of the system being overseen by either entity.

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## **SUMMARY**

### **Background**

The policy, procedures, and related nuances of City procurement are oft debated within City government. This is, in large part, due to an array of purchasing law and regulation that drives decisions beyond a simple question of the lowest price. City procurement favors the “best option” based on an assessment of many factors. The OIG understands there will be readers who do not have prior experience with City procurement and, as such, may benefit from a more detailed description of relevant issues related to the telephone system procurement efforts at issue.

### Staffing Contracts

The City engages contractors for certain information technology support services. In order to facilitate and manage this process for information and technology staff, the City issued Solicitation Numbers BP-05136 and BP-06162, Request for Bids to Provide City-Wide Network and Systems Support and Request for Proposals to Provide City-Wide Network and System Support, respectively. Bids for the two solicitations were due on 05/04/2005 and 07/19/2006, respectively. The respective contracts were set to begin on or about 07/15/2005 and 09/01/2006 and to remain in force for a period of three years with the option to extend each contract for two additional one-year periods.

The City awarded the contract for Solicitation BP-05136 to TeleCommunication Systems, Inc. (hereinafter “TCS”). The City awarded the contract for Solicitation BP-06162 to Digicon Corporation (hereinafter “Digicon”). The solicitations for staffing services stated that each contractor will supply approximately half of the City’s requirements. The purpose of the staggered dates was to ensure that the City would not be faced with losing or changing all of its contractors at the same time. As such, the engagement of contractors by MOIT and other users of similar staff services within the City would necessarily turn to either Digicon or TCS. Both contracts were ultimately extended to continue staffing support through 06/30/2012. As such, these contracts served as the primary staffing mechanism for MOIT during the period of telephone system procurement activity.

### Blanket Hardware Contract

The City uses what is referred to as a “blanket contract” to procure computer hardware, software, and related equipment. Blanket contracts are generally required to be used by any agency/department City-wide in need of the items or work type covered. The blanket contract originated with Solicitation Number B50001422, Request for Bids for Computer Hardware, Software, and Related Equipment. Bids in response to the solicitation were due on 06/16/2010. The contracts awarded cover the period from 08/11/2010 to 08/11/2013 and authorized purchases up to \$5,000,000. On 01/10/2012, the blanket



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contract amount was increased from \$5,000,000 by \$12,000,000 to authorize purchases up to a total of \$17,000,000. The contract expiration date was not extended.

This solicitation was a bit more complex than some as the solicitation required bidders to bid specifically on any number of the fourteen enumerated equipment category types. Examples of Item Types are #1 Desktop Computers, #3 Servers, and #6 Peripherals. Further, within each category type bidders were required to identify manufacturers they were offering to supply along with a discount level from manufacturer's suggested retail prices (hereinafter "MSRP") that they were willing, at a minimum, to provide. A key note within the solicitation states that City agencies will contact the awarded vendors for specific prices on specific items with the lowest priced vendor being awarded that specific purchase.<sup>1</sup>

The solicitation stated that the contract will be awarded to the three bidders offering the highest discount off the MSRP for each manufacturer under each item. To clarify further, below is an example:

Company A bids Item Type 4 (Networking & Infrastructure) from manufacturer X at 35% off MSRP
Company B bids Item Type 4 (Networking & Infrastructure) from manufacturer X at 37% off MSRP
Company C bids Item Type 4 (Networking & Infrastructure) from manufacturer X at 45% off MSRP
Company D bids Item Type 4 (Networking & Infrastructure) from manufacturer X at 45% off MSRP
Companies B, C, and D, representing the best three bids, will be awarded the ability to provide equipment from manufacturer X that falls within Item Type 4.

A total of fourteen companies were awarded the opportunity to sell the City equipment under various item types with many combinations of manufacturers under this blanket contract. **See Exhibit #1.** In October 2010 a Purchaser<sup>2</sup> from the Bureau of Purchases (hereinafter "Purchases"), prepared a spreadsheet for the user agencies that detailed which item type and manufacturer combinations were awarded to each vendor. The spreadsheet also included contact information for each vendor and contained a note stating, "For quickest quote response, email all three vendors simultaneously by clicking the email links and await the separate quote response from the vendor." **See Exhibit #2.**

<sup>1</sup> Solicitation Number B50001422, Page 8, SW20 Method of Award, Section B.

<sup>2</sup> Purchasers are City Employees who work within the Bureau of Purchases and manage the acquisitions made by any City entity under contracts within their area of expertise.

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### Prior VOIP Efforts

A final piece of necessary background information is that the recent activities undertaken by MOIT and MTE to update the City's phone systems were not the first time that the City government has dealt with VOIP telephones. During 2003, the Housing Authority of Baltimore City (hereinafter "HABC") was having problems with telephone service in their Section 8 Call Center. In 2003, HABC and MTE worked together on transferring the Section 8 Call Center to a VOIP-based telephone system. Approximately two years later, HABC issued a Request for Proposal (hereinafter "RFP") to expand VOIP beyond their Section 8 Call Center. Digicon won the contract and worked with HABC and MTE to complete HABC's migration to a VOIP telephone system. That migration to VOIP also included the City's Department of Housing and Community Development (hereinafter "HCD"). Only a small percentage of telephone lines in HABC and HCD remain on the City's existing Centrex telephone system; those lines are primarily used for fax machines, elevator emergency lines, and building alarms.

Prior to the migration to VOIP, telephone expenses for HABC and HCD were approximately \$1,400,000 per year. The migration began in September 2005 and was completed in January 2006 and cost approximately \$960,000. Since then, HABC/HCD's telephone costs have gradually decreased as they have eliminated the bulk of their Centrex billings, and current annual costs are approximately \$660,000 per year. The result is a savings of approximately \$1,900,000 to date. The migration did not require network upgrades at that time because the HABC/HCD network infrastructure was upgraded in 2002 with VOIP-compatible equipment. MOIT was not involved in the HABC/HCD migration to VOIP.<sup>3</sup>

Also in 2003, the Enoch Pratt Free Library (hereinafter "EPFL") began efforts in conjunction with MTE to implement a VOIP pilot project for several departments in their central branch, the reference desk call center, and one library branch. They began to realize cost savings from the pilot and beginning in 2007, EPFL issued an RFP to expand VOIP and other telephone system improvements throughout their enterprise. EPFL issued an RFP and selected Presidio Corporation to provide a Nortel based system. To date this migration is approximately 70% complete. Network upgrades have been required to implement VOIP; however, these upgrades were already in progress in an effort to bring high speed internet to all library branches. MTE has been involved in this process throughout the implementation. MOIT has not been involved in EPFL's VOIP efforts.<sup>4</sup>

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<sup>3</sup> Information based on multiple interviews/discussions held by OIG personnel, synopsis of VOIP efforts completed by MTE, and discussion with the CIO of HABC.

<sup>4</sup> Information based on multiple interviews/discussions held by OIG personnel, synopsis of VOIP efforts completed by MTE, and discussion with the CIO of EPFL.

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### Recent Telephone Procurement Activities

The series of events that eventually led to the current period of tension over telephone procurement and authority was initiated in earnest in 2008. The following rendering of relevant events, communications, procurements, and facts is presented in chronological order for clarity.

Recognizing the need to update and upgrade the City's Centrex-based telephone system, MTE entered into a professional services contract with The Battles Group, LLC, (hereinafter "Battles Group") on 01/09/2008. The total fee for the contract was not to exceed \$131,450. The contract outlined the four phases of work that the Battles Group would provide for the City:

1. Project Plan Development: The objective of this phase is to develop the project plan for the study.
2. Baseline Development and Requirements Analysis: The purpose of this phase is to identify the City's primary requirements for its telecommunications infrastructure.
3. System Design and Request for Proposal Development: The objectives of this phase are to prepare a high level system design and to assist the Comptroller's Office and MTE in preparing a detailed RFP.
4. Contract Negotiation Support: The objective of this phase is to support the City's contract negotiation activities with the selected vendor(s).

In March 2010, MTE, with assistance from the Battles Group, issued Solicitation B50001834 for the Telecommunications Improvement & Procurement Project (hereinafter "TIPP"). It is noted that this RFP included a new voicemail system for the City. Proposals were due on 06/23/2010. On 08/03/2010, the City's Board of Estimates (hereinafter "BOE") was requested to reject all bids received because the Law Department had determined all three bids to be materially non-responsive because the submitting entities were not prequalified as required.<sup>5</sup> At that point MTE and the Battles Group began to review and revise the specifications of their RFP for re-bid at a later date.

Records indicate that MOIT became interested in upgrading the City's telephones to VOIP in early February 2011 when the newly acquired CIO, Rico Singleton, held discussions with a MOIT Network Engineer about VOIP options. Shortly thereafter a MOIT Wide Area Network Engineer working for MOIT under a TCS contract, had discussions with the Account Manager for the public sector with Cisco Systems, Inc. (hereinafter "Cisco") about providing equipment for a VOIP demo. The Cisco Account Manager, who was aware of MTE's pending RFP for VOIP, offered a selection of Cisco demo equipment. On 02/08/2012 the MOIT Wide Area Network Engineer contacted the Acting Director of MTE about reconfiguring some telephone network equipment to allow

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<sup>5</sup> Law Department Memos to the Board of Estimates, dated 07/14/2010 and 07/30/2010.

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Cisco VOIP demo equipment to be installed and functional. In the following email chain, the Acting Director of MTE replied that MTE has been working on a RFP for a VOIP telephone system. The reply also stated MTE believes a demo by MOIT would be counterproductive and that MTE's goal is to collaborate with MOIT on implementing a VOIP solution.<sup>6</sup> Prior to this, it appears that CIO Singleton was unaware of MTE's VOIP efforts. On 02/09/2011, CIO Singleton was advised of the history of MTE's VOIP efforts.

While MTE's RFP for the new telephone system was being refocused, MTE determined that the City needed to replace its aging Octel voicemail system as soon as possible. In early 2011, MTE issued Solicitation Number B50001883, Request for Offers to Provide Octel Voice Mail Replacement, with proposals due on 03/09/2011. This solicitation marked a deviation from the prior solicitation process that had been for combined telephone and voicemail services.

On 02/17/2011, the Cisco Account Manager announced concerns to MTE that a separate RFP for a voicemail system would limit the City's future VOIP options by requiring whatever future VOIP system selected to be compatible with the third-party voicemail solution.<sup>7</sup> MTE's response indicated that the type of voicemail system being selected would integrate well with many different telephone systems, including Cisco's.<sup>8</sup> The Cisco Account Manager also emailed CIO Singleton with concerns about the separate RFP for a new voicemail system. CIO Singleton's response indicated that he was aware that the new voicemail system will be compatible with VOIP.<sup>9</sup>

MTE ultimately selected and contracted with Altura Communication Solutions, LLC for a new voicemail system, CallXpress 8 manufactured by AVST, Inc., that would be likely compatible with any new telephone system implemented in the City. The dollar value of the contract was \$70,000. The voicemail component was then removed from the new telephone system RFP being revised by MTE.

On 03/08/2011, The Cisco Account Manager emailed CIO Singleton stating that MTE is about to release the second RFP for VOIP. In CIO Singleton's reply, he requests a memo that expresses Cisco's concerns with the City's approach to VOIP. CIO Singleton also writes, "It's very difficult for us to battle this if the primary providers aren't willing to publicly express opposition as well." The Cisco Account Manager replies that he will work on a white paper for CIO Singleton to review.<sup>10</sup> Also that day, CIO Singleton emailed the Deputy Mayor overseeing MOIT stating that there are serious flaws with

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6 Acting Director of MTE, Electronic Communication, 02/08/2011.

7 Cisco Account Manager, Electronic Communication, 02/17/2011; the Account Manager also posted his concerns on the Question and Answer Section of the Solicitation on the City's CitiBuy system.

8 Response to the Account Manager's concerns posted on CitiBuy.

9 Cisco Account Manager, Electronic Communication, 02/17/2011.

10 Cisco Account Manager, Electronic Communication, 03/08/2011.

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MTE's pending RFP for a new telephone system and that MTE may be expediting their RFP release because they became aware that MOIT was looking into VOIP options. Also in this email, CIO Singleton wrote, "I've already had meetings from Cisco, Avaya, and IBM the big VOIP folks [*sic*] and they have all expressed disbelief in the City's direction."<sup>11</sup> CIO Singleton then requested that the Deputy Mayor advise him on how to proceed.

Information received by the OIG indicates that around this time, CIO Singleton began to advise the Deputy Mayor that MOIT could implement VOIP faster, better, and cheaper than MTE could. CIO Singleton and the Deputy Mayor developed an understanding that MOIT would initiate a VOIP pilot to demonstrate a proof of concept. If successful, MOIT would complete their VOIP proposal which would be compared to MTE's plan.

On 03/15/2011, the Cisco Account Manager emailed an MOIT Program Manager who had recently started working for the City through the staffing contract with Digicon, stating that he "had offered MOIT a small (20) IP phone Cisco system to do some testing."<sup>12</sup>  
<sup>13</sup>Also in the email, the Cisco Account Manager asks MOIT Project Manager if he and CIO Singleton would be interested in this testing.

MTE released their second RFP, Solicitation Number B50001894, Telecommunications Improvement and Procurement Project on 03/18/2011 with proposals due on 05/25/2011. Additionally, a pre-bid meeting was held on 03/31/2011. A Digicon Business Development Manager who attended the pre-bid meeting, emailed his concerns about the meeting to the MOIT Project Manager who was working under a Digicon contract. The Digicon Business Development Manager's concerns were about the lack of MOIT personnel at the pre-bid meeting, and he felt that many of the questions asked were inadequately addressed by either MTE or the Battles Group. The MOIT Program Manager forwarded this email to CIO Singleton.<sup>14</sup>

On 03/29/2011, a conference call was held between MOIT staff/contractors, Digicon representatives, and HABC staff to discuss how VOIP was implemented at HABC. Based on electronic communication records, the conference call likely included, but was not limited to, the following:<sup>15</sup>

- CIO Singleton, MOIT
- Network Manager, MOIT

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11 R. Singleton, Electronic Communication, 03/08/2011.

12 Cisco Account Manager, Electronic Communication, 03/15/2011.

13 The MOIT Program Manager was reflected on Digicon's invoices as a Subject Matter Expert, however, all work product and electronic communications received reflect that he was a Program Manager during the invoiced period.

14 MOIT Program Manager, Electronic Communication, 04/01/2011.

15 HABC CIO, Electronic Communication, 03/28/2011.

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- Network Engineer, MOIT
- Wide Area Network Engineer, TCS Contractor for MOIT
- Chief Information Officer, HABC
- Network Manager, HABC
- Telecommunications Specialist, HABC
- Network Engineer, Digicon Contractor for HABC
- Digicon Representative
- Digicon Account Coordinator for MOIT

Over the next two weeks, MOIT staff/contractors met with Digicon representatives to receive further information on VOIP options and implementation. Information received indicates that these meetings also included the MOIT Program Manager, as well as, the Digicon Business Development Manager and another Digicon Representative.

On 04/04/2011, an email circulates between some MOIT staff and CIO Singleton stating that they are now working on a MOIT VOIP plan.<sup>16</sup> Around 04/08/2011, MOIT begins drafting a job description and searching for a VOIP project manager. The completed job description is sent to Digicon and TCS who are directed to send qualified resumes to MOIT Program Manager for review.<sup>17</sup>

On 04/13/2011, CIO Singleton sends an email blast to members of the Metropolitan Information Exchange which is a group of chief information officers for large municipal governments. In this email, CIO Singleton states that Baltimore is preparing a City-wide VOIP migration and inquires if other cities or counties have done so and if so, what were their results and savings.<sup>18</sup>

On 04/21/2011, MOIT holds a VOIP kickoff meeting. Present at the meeting is CIO Singleton, the MOIT Program Manager, seven other City staff/contractors, and four representatives from Cisco. Minutes from this meeting state that CIO Singleton provided an overview of the expectations and direction of the VOIP project. The minutes indicate that CIO Singleton explained that the Mayor wants MOIT to deploy VOIP across the City. The minutes also indicate that CIO Singleton explained that Cisco was the only vendor invited to the meeting, because MOIT may issue a RFP for VOIP, which would utilize Cisco equipment.<sup>19</sup> The VOIP kickoff meeting minutes were completed by the MOIT Program Manager. **See Exhibit #3.**

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16 MOIT Systems Program Manager, Electronic Communication, 04/04/2011.

17 R. Singleton, Electronic Communication, 04/12/2011.

18 R. Singleton, Electronic Communication, 04/13/2011.

19 Cisco was referred to as a vendor in the meeting minutes. It is noted that Cisco is a manufacturer that does not do business with the City directly but instead partners with different vendors that are registered to do business with the City.

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On 05/10/2011, MOIT selects a Digicon Contractor as the first VOIP Project Manager. He is acquired through the Digicon's staffing contract. The decision to select this VOIP Project Manager was made by the MOIT Program Manager who was also a Digicon contractor at the time and was involved in hourly pricing negotiations for the position. This first VOIP Project Manager starts working at MOIT shortly thereafter where he, along with other MOIT staff/contractors, work with Cisco representatives to develop a Bill of Materials (hereinafter "BOM") detailing what equipment MOIT will need to begin implementing VOIP. These BOMs are then sent to Digicon for quote preparation. The OIG obtained a copy of Digicon's quote, Quote DGCQ-5841-01, for VOIP equipment, dated 05/23/2011, in the amount of \$218,030.33.

On 05/24/2011, the current VOIP Project Manager receives Quote DGCQ5841 from Digicon for equipment related to the VOIP project. The total cost on this quote was \$251,998.32.<sup>20</sup> This quote was forwarded to other MOIT staff/contractors for review; the MOIT Program Manager working under a Digicon contract was carbon copied.<sup>21</sup>

On 05/25/2011, proposals on MTE's TIPP project were due. Two proposals were received; one from International Business Machines Corporation (hereinafter "IBM") and the other from a joint venture between ShoreTel, Inc. and TelephonoNET Corporation. Information received by the OIG indicates that Verizon had partnered with Cisco and prepared a bid for submission; however, the bid was never submitted due to prequalification issues.<sup>22</sup> A five-person evaluation team was formed to evaluate the two bids. The team consisted of information technology or communications personnel from the HABC, the EPFL, MOIT, the Baltimore Police Department, and MTE.

On 05/26/2011, the VOIP Project Manager sends an email to a Digicon representative requesting that some items be added to the VOIP equipment quote.<sup>23</sup>

On 06/06/2011, a Digicon representative emailed the VOIP Project Manager inquiring about having a conference call to discuss what Digicon can expect in the pipeline from MOIT. The VOIP Project Manager responded that he is available for the conference call.<sup>24</sup>

Also on 06/06/2011, CIO Singleton receives an email from a staff member of the City Council President's Office. This email states that City Council President Bernard "Jack"

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20 It is noted that the dollar amount of this invoice is different from the \$218,030.33 that the City paid. At that time, the quotes were going back and forth between Digicon and MOIT staff/contractors as the quotes were being refined. On multiple occasions, the quote had the same date and quote number listed, but the breakdown of parts differed, which resulted in different total pricing.

21 VOIP Project Manager/Digicon Contractor, Electronic Communication, 05/24/2011.

22 Cisco Account Manager, Electronic Communication, 05/27/2011.

23 VOIP Project Manager/Digicon Contractor, Electronic Communication, 05/26/2011.

24 VOIP Project Manager/Digicon Contractor, Electronic Communication, 06/06/2011.

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Young had met with a Senior Account Manager and a Sales Manager from Verizon who informed Council President Young that MOIT was working on a phone pilot project separate from the MTE's TIPP project. The staff member stated that Council President Young was interested in hearing about potential cost savings from MOIT's pilot project. CIO Singleton then emailed the Deputy Mayor to inquire how he should respond to the email. The Deputy Mayor then advises CIO Singleton to inform the City Council President that MOIT is closely watching the phone project being implemented by MTE, but it does not have a pilot project underway and has no cost savings information. In one of the following emails to the Deputy Mayor, CIO Singleton writes, "Meanwhile we have 4 VOIP phone [*sic*] working in MOIT." Equipment ordered for all of MOIT phase 1, new networking core to support whole city and we will be operational in 60 days ready to begin turning up other agencies. We should be done with half the city before they get around to awarding a bid."<sup>25</sup> CIO Singleton's response to the City Council President's Office was sent on 07/05/2011 and stated that a pilot project is not underway and that there is no cost savings analysis.<sup>26</sup>

On 06/08/2011, MOIT staff/contractors are working on counting the number of Cisco network switches to order for the City's downtown campus area. The VOIP Project Manager sends a preliminary quote request for network switches to a Digicon representative.<sup>27</sup> The quote for Cisco network switches was received by MOIT staff/contractors as early as 06/10/2011, which is the date listed on Digicon Quote DGCQ5874 for \$441,450.<sup>28</sup>

On approximately 06/24/2011, the first VOIP Project Manager resigns and the MOIT Program Manager begins searching for a replacement VOIP project manager.

On 07/06/2011, a MOIT Network Manager emails a bullet list of her concerns with the MOIT's VOIP project scope document to the MOIT Program Manager, who is at that time a Digicon contractor, who responds that he will set up a meeting with her and a MOIT Network Engineer to discuss the matter further.<sup>29</sup>

On 07/29/2011, a Procurement Supervisor in Purchases writes a note on the CitiBuy purchase order for Digicon Quote DGCQ-5841-01 for VOIP equipment totaling \$218,030.33, stating that the purchase order needs to have two more quotes attached. Later that day a Purchaser emailed the MOIT Network Engineer stating that he needs the other quotes that MOIT obtained to demonstrate that Digicon's price was the lowest before the transaction can be approved. The Network Engineer replies, "I don't believe

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25 Deputy Mayor, Electronic Communication, 06/06/2011.

26 R. Singleton, Electronic Communication, 07/05/2011.

27 VOIP Project Manager/Digicon Contractor, Electronic Communication, 06/08/2011.

28 MOIT Network Engineer, Electronic Communication, 06/10/2011.

29 MOIT Program Manager, Electronic Communication, 07/06/2011.



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we requested any quotes. You should be able to use the part numbers and quantities on Digicon's to obtain any additional quotes that may be necessary though."<sup>30</sup>

On 08/02/2011 at 6:39pm, the Purchaser sends an email to En-Net Services and Daly Computers with a list of the part numbers and quantities from Digicon's quote and requests a quote for the equipment by the close of business on 08/03/2011.

On 08/04/2011 at 12:22pm, a Daly Computers Sales Manager sends an email to the Purchaser with a quote for the "Switches, Access, and Distribution" portion of the quote request (Daly Computers Quote #SQ0129653). In his email, the Daly Computers Sales Manager cites a 2:00pm deadline and states, "Given more time, I am confident that we could get the remainder of the quotation processed for you (1-2 days)."<sup>31</sup> <sup>32</sup> This partial quote is not attached to the purchase order in the CitiBuy system.

Also on 08/04/2011, the City Purchaser responds to the note of 07/29/2011 in CitiBuy by writing:

"Additional quotes were requested but not received. Since Digicon is a gold partner with Cisco, the other Cisco awarded vendors are not authorized to provide some of the equipment items listed. This PO release is part of a huge VOIP (Voice Over Internet Protocol) project that is time sensitive."<sup>33</sup> **See Exhibit #4.**

On 08/01/2011, the MOIT Program Manager who was working under a Digicon contract becomes a City employee and becomes the Chief of Staff /Program Director. On approximately 08/17/2011, MOIT personnel select a replacement VOIP Project Manager who is secured through the staffing contract with TCS.

08/22/2011 is the date of Digicon's invoice #7614-053-001 for Cisco network switches totaling \$441,450 that was quoted on 06/10/2011.

08/24/2011 is the date of Digicon's quote #DGCQ6027-01 for 50 Cisco Catalyst Network Modules totaling \$14,062.50. Supporting documentation completed by MOIT personnel indicates that these network modules are required to support the new network switches and were not included in the invoice for network switches due to a configuration error.

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30 MOIT Network Engineer, Electronic Communication, 07/29/2011.

31 The OIG believes that additional communication occurred between the Purchaser and the Daly Computers Sales Manager in which the quote deadline was extended from the close of business on 08/03/2011 to 2:00pm on 08/04/2011.

32 Daly Computers Sales Manager, Electronic Communication, 08/04/2011.

33 CitiBuy Release Purchase Order P514950:54 Notes.

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On 09/27/2011, former MOIT Program Manager contractor, now an employee acting as Chief of Staff, emails CIO Singleton stating they expect to have Phase 1 of the VOIP implementation completed by the coming weekend. He further states that Phase 1 includes MOIT's offices in the 2<sup>nd</sup>, 3<sup>rd</sup>, and 4<sup>th</sup> floors of the MECU building at 401 East Fayette Street.<sup>34</sup> Information received by the OIG indicates that a few VOIP phones were also installed in City Hall at this point. Records indicate that on 09/27/2011 an electronic funds transfer for \$441,450 is sent from the City to Digicon as payment for the Cisco network switches under invoice #7614-053-001. Phase 1 of MOIT's VOIP implementation is completed on 09/30/2011.

Digicon issues invoice #7614-054-001 on 10/06/2011 for VOIP hardware in the amount of \$218,030.33.

On 10/12/2011, CIO Singleton sends an email to all MOIT personnel, with an attached memo about VOIP and the new phones placed on desks throughout MOIT. The memo outlines the advantages of VOIP and provides MOIT personnel with brief instructions on using their new phones. The memo also advises MOIT personnel that their old phones need to remain plugged in and working because the VOIP phones are not completely integrated with the old telephone system. The lack of integration results in the old telephone ringing when being called from City employees who are on the old Centrex system.<sup>35</sup>

On approximately 10/18/2011, MOIT staff/contractors are researching the costs of the City's current Centrex-based telephone system operated by MTE. MOIT is also working with a CitiStat Analyst on developing financial assumptions and estimates for MOIT's VOIP plan. On 10/25/2011, CitiStat issues a memo to members of the City's senior administration in favor of MOIT's plan to implement VOIP throughout City government.

On 11/01/2011, the City's BOE received the results of the technical evaluations of TIPP proposals. The TIPP evaluation team ultimately found that only IBM was qualified because the joint venture between ShoreTel, Inc. and TelephonoNET Corporation did not meet the minimum technical score required. The City was then able to enter into performance and pricing negotiations with IBM.

On 11/17/2011, records indicate that electronic funds transfers of \$218,030.33 and \$14,062.50 are sent from the City to Digicon as payment for the Cisco VOIP equipment under invoice #7614-054-001 and for the Cisco network modules under quote #DGCQ6027-01, respectively.

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34 MOIT Chief of Staff/Former Program Manager, Electronic Communication, 09/27/2011.

35 R. Singleton, Electronic Communication, 10/12/2011.

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On 11/28/2011, CIO Singleton sends a letter to City Comptroller Joan Pratt. The letter states that MOIT has not been involved in the MTE TIPP procurement but has been following the progress closely. The letter also states that MOIT has evaluated MTE's proposed solution and has some concerns about the proposal, costs, scope, and schedule. The letter ends by requesting a meeting to discuss these concerns.

On 11/30/2011, MTE requests Purchases to set up Best and Final Offer (hereinafter "BAFO") negotiations with IBM for the TIPP procurement.<sup>36</sup> Also on 11/30/2011, a meeting is held that includes MTE staff, the Comptroller, Deputy Comptroller, CIO Singleton, the Deputy Mayor, and the Deputy Director of Operations. In this meeting, CIO Singleton presents MOIT's concerns with MTE's TIPP procurement. Documents indicate that a second meeting is scheduled for 12/14/2011. MOIT's concerns are then sent by MTE to the Battles Group to be addressed.

On 12/06/2011, MTE inquires with Purchases to see if IBM has responded to a meeting request for the BAFO negotiations. The City's Chief Purchasing Agent responds that they have not yet contacted IBM because it may be premature to enter into BAFO negotiations before the second meeting between MOIT and the Comptroller's Office.<sup>37</sup>

On 12/09/2011, MOIT personnel are working on financial and performance comparisons between MOIT's and MTE's VOIP plans. Also on 12/09/2011, MTE contacts Purchases to inform them that the Comptroller would like BAFO negotiations with IBM to proceed and requests that a meeting with IBM be arranged. This email is then forwarded to City's Finance Director who emails the Deputy Mayor stating that it looks like MTE is rejecting MOIT's concerns about the TIPP procurement.<sup>38</sup>

On 12/14/2011, there is a second meeting with staff from the Comptroller's Office, the Battles Group, CIO Singleton, a Deputy Mayor, the VOIP Project Manager, and the City Finance Director. In this meeting, CIO Singleton presents MOIT's VOIP plan and compares costs between their plan and MTE's. The proposal documents do not indicate that MOIT has already purchased and installed VOIP equipment. However, information received by the OIG indicates that MTE became aware of some of the actions taken by MOIT either in this meeting or within the surrounding timeframe. Other than the initial VOIP pilot emails requesting a reconfiguration to allow for Cisco demo equipment in February 2011, it appears the MTE was unaware of MOIT's VOIP activities up until this point.

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36 Acting Director of MTE, Electronic Communication, 11/30/2011.

37 Chief Purchasing Agent, Electronic Communication, 12/06/2011.

38 Deputy Mayor, Electronic Communication, 12/09/2011.

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On 12/29/2011, the Battles Group emails CIO Singleton with their responses to MOIT's concerns that were presented at the original meeting.<sup>39</sup> The Battles Group is also reviewing MOIT's VOIP proposal at this time.

Between 02/09/2012 and 02/13/2012, MOIT staff/contractors are installing additional VOIP phones, including video phones, into selected offices within City Hall.

On 02/28/2012, an audit report is released by the New York State Office of the State Comptroller that includes multiple allegations and findings involving CIO Singleton's tenure with the New York State Office for Technology. On that day, CIO Singleton's resignation was sought and obtained by the Deputy Mayor.

On 02/29/2012, MTE requests information from MOIT about the quantities, locations, and users of telephone equipment that had been purchased by MOIT. The MOIT Chief of Staff responds that MOIT has placed a few Cisco phones out for testing purposes to ensure their capability to support VOIP.<sup>40</sup> MTE repeats their information request on 03/09/2012. The MOIT Chief of Staff responds that he is awaiting further direction from the Deputy Mayor before providing this information to MTE.<sup>41</sup> Based on information received by the OIG, it appears that the requested information was never supplied to the MTE.

On 03/12/2012, MOIT senior staff is continuing to work on documentation that solidifies the details of their plan and compares it to MTE's TIPP plan. MOIT staff is also preparing a presentation and supporting documentation for presentation to the senior administration in favor of the plan for MOIT implementation of VOIP City-wide.

On 03/15/2012, Mr. Singleton sends an email to a vendor looking to do business with the City to offer his assistance in procuring City business as a subcontractor. The vendor forwards this memo to MOIT personnel alerting them of the offer. Shortly thereafter, the OIG and Law Department are notified of this email offer by Mr. Singleton. On 03/26/2012, the City Solicitor takes actions to stop a violation by Mr. Singleton of post-employment restrictions contained in the City's Ethics code.

On 03/19/2012, the second VOIP Project Manager announces his resignation effective 03/30/2012. MOIT has not sourced a replacement VOIP project manager since.

On approximately 03/20/2012, MTE informs the Department of Human Resources that MTE would like to install VOIP telephones in their offices in about 90 days.

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39 The Battles Group, Electronic Communication, 12/29/2011.

40 Acting Director of MTE, Electronic Communication, 02/29/2012.

41 MOIT Chief of Staff/Former Program Manager, Electronic Communication, 03/12/2012.

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On 03/27/2012, the MOIT Chief of Staff emails Comptroller Pratt and the Deputy Comptroller stating that MOIT would like to install Cisco VOIP phones in their offices and MOIT will need network layout information to ensure that the phones can be installed and work correctly.<sup>42</sup>

On 03/29/2012, VOIP Project Manager Hoffman sends an email to CIO Thomas of HABC inquiring as to the cost savings they have benefitted from by implementing VOIP.<sup>43</sup>

In May 2012, the City finalized its negotiations with IBM for the TIPP procurement. Between May and early June 2012, MTE, along with the Battles Group, is working on briefings and presentations to the Mayor's Office and City Council President on the benefits of their TIPP program.

On 06/13/2012, the TIPP contract was submitted to the City's BOE for award. The decision to award was deferred until 07/11/2012. On 07/06/2012, TelephonoNET Corporation submitted a protest against the pending decision to award the TIPP contract to IBM. On 07/11/2012, the TIPP contract award was voted down by the City's BOE.

## **INVESTIGATION**

### **Document/Report Examination**

In the course of the investigation, the OIG obtained and reviewed the following documents and/or reports:

- Synopsis of VOIP Conversions within then EPFL and HABC
- Solicitation Number: BP-05136 Request for Bids to Provide City-Wide Network and Systems Support
- Solicitation Number: BP-06162 Request for Proposals to Provide City-Wide Network and System Support
  - BP-06162 Proposal Response from TCS
  - BP-06162 Proposal Response from Digicon
- Solicitation Number: B50001422 Request for Bids for Computer Hardware, Software, and Related Equipment
  - Bid Price Sheets Submitted by Offerors
  - BOE Award Request Letter Dated 08/04/2010
  - BOE Award Increase Request Letter Dated 01/10/2012
  - Spreadsheet of Awarded Vendors by Item and Manufacturer
- Solicitation Number: B500001883 Request for Offers to Provide Octel Voice Mail Replacement

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42 MOIT Chief of Staff/Former Program Manager, Electronic Communication, 03/27/2012.

43 VOIP Project Manager/TCS Contractor, Electronic Communication, 03/29/2012.

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- BOE Award Request Letter Dated 03/15/2011
- Agreement by and between the Mayor and City Council of Baltimore and the Battles Group, LLC
  - BOE Award Request Dated 01/09/2008
  - BOE Extension Request Dated 04/15/2009
  - Invoices Received from the Battles Group
  - TIPP Baseline Assessment and Requirements Analysis Completed by the Battles Group – November 2008
- BOE Letter Requesting Rejection of all Bids for Solicitation Number B50001384 Request for Telecommunications Improvement & Procurement Project
  - Law Department Memo to the BOE – 07/14/2010
  - Law Department Memo to the BOE – 07/30/2010
- Solicitation Number B50001894 Request for Proposals for Telecommunications Improvement and Procurement Project
  - Bureau of Purchases Bid Tabulation Sheet – 05/25/2011
  - B50001894 Proposal Response from IBM
  - B50001894 Proposal Response from a joint venture between ShoreTel, Inc., and TelephonoNET Corporation
  - TIPP Proposal Technical Evaluation Documents
  - BOE Letter Requesting Acceptance of Technical Proposal from IBM - 11/01/2011
  - Performance and Pricing Negotiations between City and IBM
  - Total Cost of Ownership Comparisons by MTE – 06/12/2012
  - BOE Award Letter Request – 06/05/2012
  - Protest Letter Received from TelephonoNET Corporation
    - The Battles Group Review of Protest Letter from TelephonoNET Corporation
- MOIT Work Product
  - MOIT Staff and Contractor's Weekly Status Reports
  - MOIT VOIP Kickoff Meeting Minutes
  - MOIT VOIP Project Charter
  - MOIT VOIP Project Scope Statement

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- MOIT VOIP Future Rollout Step Procedures
- MOIT VOIP Phase 1 Project Roles and Responsibilities
- MOIT VOIP Risk Issues
- MOIT VOIP Issues
- MOIT City VOIP Implementation Report – 10/07/2011
- MOIT’s Concerns with TIPP procurement – 11/30/2011
- MOIT VOIP Proposals and Financial Analysis
- MOIT VOIP Mayor’s Briefing Items
- MOIT City VOIP Implementation Project Status – 03/31/2012
- MOIT VOIP Migration Process Phase II
- MTE’s Response to MOIT’s Concerns with TIPP Procurement – 12/29/2011
- MTE’s concerns with MOIT VOIP Proposal
- Selected Quotes, Purchase Orders, Invoices, and Internal MOIT Approvals to and from Authorized Vendors made under Blanket Purchase Orders originating from B50001422 Request for Bids for Computer Hardware, Software, and Related Equipment
- Selected Invoices from Digicon made under staffing contract BP-06162 Request for Proposals to Provide City-Wide Network and System Support
- Selected Invoices from TCS made under staffing contract, BP-05136 Request for Bids to Provide City-Wide Network and Systems Support
- VOIP Memo from CitiStat to Senior Administration – 10/25/2011
- Letter from CIO Singleton to City Comptroller Pratt – 11/28/2011
- Various Email Correspondence

### **INTERVIEWS**

Throughout the course of this investigation, OIG staff have held numerous discussions and conducted multiple interviews with a number of individuals inside and outside of the MOIT. The details of the interviews have been omitted in accordance with standard OIG reporting practices.

### **ANALYSIS, FINDINGS, GAPS, AND RECOMMENDATIONS**

#### **ANALYSIS**

The OIG does not aim to weigh in on the proprietary advantages and disadvantages of either MTE’s or MOIT’s VOIP implementation plans. As noted in the introduction, we

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also do not contest the position of the Department of Law concerning the ability of MOIT to make purchases or engage in VOIP-related procurement. The decisions concerning which department, office, or entity carries out an initiative is one that is properly left to those elected and appointed individuals charged with that responsibility. We recognize that both MTE's and MOIT's VOIP plans have merit and that a well-conceived move to VOIP technology on a broader scale promises significant savings for the City.

Our review has considered whether or not the methods, manner, and cost of the procurement actions taken during this effort were conducted legitimately according to City laws, regulation, and policy.

### Infrastructure Assessments

During our review of material related to the VOIP acquisition, concerns developed over certain statements and positions taken during MOIT's VOIP efforts. It was noted that in MOIT's assessment of MTE's VOIP plan, one of MOIT's written concerns was that:

The IBM proposal provides no cost or estimates associated with the level of effort necessary to complete a comprehensive network assessment with accompanying recommendations for the implementation of the VOIP solution. It is estimated that any proposed survey/assessment would require approximately six months to complete and will cost Baltimore City \$500,000 or more.<sup>44</sup>

While the OIG does not contest the statement or assess the validity of the figure, we did note that MOIT had already contracted with Technology Partners International, Inc., as a subcontractor to Digicon, to conduct an assessment of the City's network infrastructure with a total cost of \$415,000. The OIG has also noted that in the Battles Group's response to MOIT's concern's, it stated that IBM's TIPP proposal included a VOIP readiness assessment for nine sites covered within the RFP and that this assessment was quoted at \$47,000.<sup>45</sup>

While the project is not yet complete, the subject matter appears to include assessments of the nature that would be beneficial to any eventual VOIP installation. The OIG was unable to locate any reference of the \$415,000 expenditure within the MOIT cost assessment material. We recognize that any significant assessment may well deal with components that do not impact a potential VOIP project; however, we believe that, at

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44 Acting Director of MTE, Electronic Communication, 11/30/2011 – MOIT's concerns were presented to MTE in paper format. This was scanned in and emailed by the Acting Director of MTE.

45 The Battles Group, Electronic Communication, 12/29/2011. In a follow-up conversation, the Battles Group stated that the \$47,000 was a base price for the assessment and subject to increase based on the assessments needed for each location. The Battles Group also stated that these costs were all included within IBM's pricing proposal.



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least in part, the effort would likely add significant value to the VOIP effort. As such, the OIG believes the cost of the MOIT assessment via Technology Partners International, Inc., and Digicon should, to some degree, off-set any potential expenditure for similar studies or assessments engaged in for VOIP deployment.

### MOIT and MTE Cost Assessments

The OIG has noted an additional key difference between the VOIP solutions offered by MTE and MOIT that bears consideration as VOIP efforts continue. The MTE's plan and effort engages the traditional competitive bidding process that is structured to retain a vendor, seemingly IBM, while MOIT's plan was to implement VOIP in-house utilizing MOIT staff and contractors.

While both options have merit, our review did not locate any significant effort to evaluate the costs of the contractor element by MOIT. On its surface, MOIT's in-house plan may offer significant savings; however, any cost overruns would have to be absorbed by the City. Under the MTE plan and working contract documents, the prospective vendor would be accountable for absorbing the cost of many potential overrun issues. As the nature and extent of cost overruns are not often foreseeable, any finite cost analysis is a matter that involves a significant element of informed judgment that is best left to those charged with making such assessments.

### Hardware Purchases

The OIG has analyzed MOIT's two large purchases of equipment made during the period of their VOIP efforts which included a substantial number of network switches and found that these were not made in full accordance with the City's blanket contract for computer hardware, software, and related equipment.

As noted previously, the blanket hardware and software contract requires that quotes be sought from multiple vendors approved to sell the particular item type and/or manufacturer. Further, the responsibility for engaging the vendors approved to provide the equipment is that of the procuring agency, which in this case is MOIT. Therefore, for the two purchases in question, MOIT staff should have contacted Digicon, En-Net Services, and Daly Computers, as each was awarded the ability to sell network and infrastructure equipment made by Cisco.

The OIG had found documentation that the process of requesting quotes was fairly common under the contract. While not a regimented process, the most common approach is to email quote requests for specific equipment to all approved vendors with a timeframe for a response. After expiration of the timeframe provided, the responses could

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be uploaded into CitiBuy for review and processing by Purchases.<sup>46</sup>

### Initial VOIP Switch Purchase - \$218,030.33

With regard to the purchase of VOIP equipment costing \$218,030.33, a Procurement Supervisor in Purchases noted that MOIT had only uploaded one quote from Digicon and that two additional quotes were needed. The Purchaser then contacted the MOIT Network Engineer to request the additional quotes that MOIT had received. The Network Engineer indicated that he was unaware of additional quotes being requested and stated that the Purchaser can request quotes if needed. It appears that the Purchaser then copied and pasted the part numbers, descriptions, and quantities from the Digicon quote into an email that he sent to En-Net Services and Daly Computers to request quotes. The OIG notes that the Purchaser's email was sent after usual business hours and requested quotes by the close of business on the next day. It appears that the Purchaser may have extended the quote response time until 2:00pm on the following day for Daly Computers which allowed them to submit a partial quote. There are no records from En-Net Services indicating that they responded to this quote request and it is unknown if the Purchaser extended their quote response time as well.

It also appears that the Purchaser wrote the note in the CitiBuy system after receiving the partial quote from Daly Computers and no response from En-Net Services. Based on documentation received and interviews conducted, the OIG believes that the information in the Purchaser's note came from a combination of his actions and prior knowledge and information received from MOIT personnel. After the note was entered, the transaction process was completed.

The OIG believes that the Purchaser's actions in requesting the quotes from En-Net Services and Daly Computers were an appropriate course-of-action at that point in time, however, providing the vendors with a significantly abbreviated timeframe hampered the vendors ability to prepare such a large and complex quote. This resulted in the receipt of only one partial quote to compare against Digicon's quote that was developed in conjunction with MOIT personnel over multiple weeks.

The OIG did compare prices between the line items quoted by Daly Computers to those quoted by Digicon. The OIG notes that Digicon's prices were lower than Daly Computer's on all items quoted by Daly Computers.

Network Switches and Modules Purchases - \$441,450 and \$14,062.50, Respectively  
With regard to MOIT's purchase of network switches and network modules costing

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<sup>46</sup> No specific timeframe has been dictated by contract documents. However, discussions with personnel at BOP and MOIT indicated that 48 hours was generally provided for the vendors to respond to quote requests.

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\$441,450 and \$14,062.50, respectively, the transactions were approved and processed by Purchases without any evidence of efforts to ensure that MOIT had properly requested quotes from En-Net Services and Daly Computers.

The purchases of network switches and modules were processed through the CitiBuy system without documented notes from the Purchaser about the lack of additional quotes. However, the OIG notes that the responsibility for ensuring that multiple quotes are requested does not fall solely on the Purchaser. The blanket contract states that the user agencies will contact the vendors for quotes. While the Purchaser is in a position to hold the user agency to their responsibilities by not approving and processing purchases until evidence of quote requests is provided. The OIG has noted that purchases of these dollar amounts are further reviewed and approved by the Purchaser's supervisors. It was also observed that there was no indication that Purchases engaged in any verification efforts to ensure that quotes were received by vendors.

The OIG believes that based on documentation and evidence obtained, no quotes for the network switches or network modules were requested from vendors other than Digicon. Further, had quotes been requested from En-Net Services and Daly Computers, they would have been responded to in a competitive manner. Accordingly, the City is now unable to produce documentation to support a legitimate cost comparison ensuring that the City received the best possible pricing. The OIG believes that the City has missed significant cost savings opportunities by not taking full advantage of the benefits of the blanket contract.<sup>47</sup>

### Purchase Rationale

During the course of this inquiry, the OIG was informed by multiple personnel that MOIT's purchase of VOIP equipment for \$218,030.33 was not entirely VOIP related and that only approximately \$60,000 of equipment was specific to VOIP. While the OIG recognizes that a selection of the equipment included in the \$218,030.33 purchase has uses outside of VOIP, the OIG does not concur with this breakdown, and asserts that the entire purchase was VOIP related. This is supported by the involvement of MOIT's first VOIP Project Manager in the purchase. This is also supported by the note entered into CitiBuy attributing the purchase to MOIT's VOIP project. And it is also supported by Digicon's quote and invoice documents that segment the equipment being purchased into the following categories:

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<sup>47</sup> This is further supported by the En-Net Sales Manager's statements during his interview. During inquiries about if En-Net Services carried one of the Cisco network switches and the pricing of said switches, he stated, "List price is \$4,200. There are 166 in stock today...So I would have taken that \$4,200 and were at 37 (%) off, so that would have been \$2,646 unless there was some additional discounts available and for quantity again, I would have gone to the manufacturer and requested special pricing...It's all over the map depending on the manufacturer but it could be anywhere from say 10% to 25%. En-Net Sales Manager's Interview at 17:25.

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- “SWITCHES, ACCESS & DISTRIBUTION:”
- “CUWL LICS”
- “MECU CALL MANAGER SERVER”
- “MUNI CM SERVER”
- “PHONES”

By delineating the equipment purchased between switches, call managers in two different buildings, phones, and licenses related to Cisco’s unified communications offerings, the OIG is confident that all items included in the \$218,030.33 purchase were VOIP related.

Also during the course of this inquiry, the OIG was repeatedly informed that the purchase of network switches would have been made anyway because the switches were due for upgrade. The OIG concurs that the switches purchased are viable selections and that all indicators are that upgrades were reasonable. Further, a query of vendors that was not part of the purchases made indicates that while the switches do support VOIP, they are commonly used in the environments where VOIP is not present. Therefore, it is not believed that the switches purchased would have been any different had the VOIP project not been underway.

The OIG does not concur with the notion that the purchases of network switches would have happened at that time, regardless of the VOIP project. This notion has been perpetuated with statements such as the following made by former Digicon contractor turned MOIT Chief of Staff who stated “Say there was no VOIP, these switches still had to go in because the problems; they’re old, we’re talking about 15-year-old switches.”<sup>48</sup> There is ample evidence to indicate the most significant factor behind the purchase of the switches was the VOIP initiative being carried forward by MOIT. One key example is “Request to Purchase” documentation prepared by the MOIT Network Engineer that was approved by CIO Singleton. The purchase description states, “Switches to support downtown campus VOIP deployment.”<sup>49</sup> Another supporting example is CIO’s “Sign-Off Form” that was prepared by the MOIT Network Engineer. In the summary for the network switches it states that, “The attached proposal will provide PoE / VOIP switch infrastructure for buildings in the downtown Baltimore Campus.”<sup>50</sup> Also on the summary, it states, “NOTE - This quote is ONLY for switches. There will be other items required to fully deploy VOIP to the downtown campus.”<sup>51</sup> This last note was written by the MOIT Network Engineer, but also reviewed by MOIT’s first VOIP Project Manager prior to submission to CIO Singleton.<sup>52</sup>

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48 MOIT Chief of Staff/Former Program Manager Interview at 41:50.

49 MOIT Request to Purchase – 06/10/2011, Attached to purchase documents for Quote DGCQ5874.

50 CIO’s Sign-Off Form – 06/13/2011, Attached to purchase documents for Quote DGCQ5874.

51 CIO’s Sign-Off Form – 06/13/2011, Attached to purchase documents for Quote DGCQ5874.

52 VOIP Project Manager/Digicon Contractor, Electronic Communication, 06/13/2011.

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The OIG also considers that the purchase of the network modules went hand-in-hand with the purchase of network switches. This is supported by a CIO sign-off form prepared by a MOIT Network Manager which includes under the statement, “Additional Components for VOIP Switches,” an explanation of the network modules being purchased: “Item #1 is a new Cisco component that is required on the new 3560 model switches to support fiber uplink interfaces. This was not included in the original switch configuration due to a configuration tool error by the Cisco partner vendor.”<sup>53</sup>

The OIG also believes that if MOIT were looking to upgrade its network infrastructure for a number of reasons, it would have tasked one of MOIT’s network managers to oversee the selection and process. Instead the selection and quoting of network switches was largely led by the first VOIP Project Manager, a contractor whose sole task for the City was to implement a VOIP pilot project.

### Contractors

Recognizing that several of the key personnel in MOIT’s VOIP effort were both contractors secured through Digicon under the Personal Services contract and also may have played a role in the subsequent procurement actions that financially benefitted Digicon, the OIG believes that MOIT failed to take reasonable and appropriate measures to ensure that contractors did not engage in activity that either created conflicts of interest or the appearance thereof.

For instance, the OIG noted that during the period when the MOIT Program Manager was working under a Digicon contractor, 02/01/2011 through 07/31/2011, he selected the first VOIP Project Manager through Digicon’s Personal Services contract on or about 05/10/2011.<sup>54</sup> The OIG does not believe that a Digicon contractor should be permitted to engage in discussions and/or make decisions that have a direct financial impact on the company that has engaged them as a contractor, in this case Digicon.

The MOIT Program Manager was also involved in MOIT’s purchases from Digicon during his tenure as a Digicon contractor. Documentation indicates that he requested and received VOIP-related quotes directly from Digicon on or about the following dates: 06/07/2011 and 06/13/2011. Additionally, he was provided numerous quotes from Digicon for review by email forwarding and carbon copies from MOIT personnel. Further exacerbating the conflict of interest concerns are his affirmative efforts to dissuade the first VOIP Project Manager from seeking quotes from additional vendors under the City’s blanket contract provisions detailed above.<sup>55</sup> The OIG notes that the former Program Manager who became the MOIT Chief of Staff acknowledged freely

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53 CIO’s Sign-Off Form – 08/17/2011, Attached to purchase documents for Quote DGCQ6027-01.

54 MOIT Chief of Staff/Former Program Manager, Electronic Communication, 05/10/2011.

55 This is supported by interview with MOIT’s first VOIP Project Manager.

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during his interview that he was aware of the provisions for multiple quotations.<sup>56</sup>

The OIG also noted that while serving as a Digicon contractor, the MOIT Program Manager was required to prepare weekly status reports for CIO Singleton that documented tasks completed in the past week and tasks outlined for the next week. A review of these weekly status reports show that he was heavily involved throughout MOIT's VOIP activities. One example is a status report for the week ending 05/28/2011 in which his accomplishments include completing VOIP infrastructure for enterprise service configuration, completing VOIP draft of project charter, completing VOIP draft of project scope, and submitting VOIP quotes for phases one and two.<sup>57</sup> This supports the significant evidence received by the OIG that directly conflicts with the statements made by the former Digicon contractor who became the MOIT Chief of Staff during his interview.<sup>58</sup>

The OIG recognizes that many MOIT staff and contractors were acting under the direction of CIO Singleton who was the one that ultimately signed off on MOIT's purchases and contractor decisions. However, the MOIT Program Manager had significant management and decision-making authority while acting as a contractor. Further, many of CIO Singleton's approvals were based off of the recommendations and decisions of this individual. The OIG is deeply concerned with the level of apparent authority and autonomy that were clearly vested to the MOIT Program Manager to commit City resources and do so in a way that financially benefited Digicon during the period between 02/01/2011 and 07/31/2011 when he was an actual subcontractor for them.

It is also relevant that the general conditions of the staffing contract with Digicon include a condition covering conflicts of interest. A relevant excerpt from this condition follows:

Offeror agrees to refrain from entering into all such practices of contracts during the term of this instant contract (and any extensions thereto), including any agreements and/or practices that could give rise to even the appearance of a conflict of interest. Furthermore, the Offeror asserts that it has fully disclosed to the City any and all practices and/or contracts of whatever nature or duration that could give rise to even the appearance of a conflict of interest with the parties or subject matter of the instant agreement and will continue

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56 MOIT Chief of Staff/Former Program Manager Interview at 01:05:30

57 MOIT Chief of Staff/Former Program Manager: Program Management Status Report, Week Ending 05/28/2011

58 This is based on electronic communications involving the MOIT Chief of Staff/Former Program Manager and the weekly status reports he prepared for CIO Singleton, which show that he was heavily involved throughout MOIT's VOIP activities.

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to do so during the term of this contract and any extensions thereto.<sup>59</sup>

It is apparent that either the conflict issues were not recognized or that they were dismissed. The OIG has noted that the solicitation does not place limitations on the tasks and or responsibilities that may be assigned to contractors. However, we are gravely concerned with an interpretation of this provision that permits the level of control and involvement in financial negotiations in the instant matter.

### CitiBuy Approval Process

The OIG recognizes that clarification may be necessary about the process by which the two hardware purchases were approved in the CitiBuy system. The CitiBuy system requires approval from personnel from both the user agency and the Bureau of Purchases. Selected City employees are provided personal log-ins with different levels of assigned approval permissions. The Bureau of Purchases actively ensures that only City employees can be given CitiBuy assigned permissions to approve purchases. The Bureau of Purchases has provided flow charts of the City employee reviews and approvals for both of the procurements examined. **See Exhibit #5.**

For the two purchases reviewed, the OIG notes that all parties that approved the procurements within CitiBuy were City employees. However, these reviews and approvals within CitiBuy reflect the administrative aspect of the procurement approval process. Only one person on the attached flow charts is/was a MOIT senior employee who would possibly have the operational knowledge behind the purchases. This person was MOIT's Systems Program Manager prior to his retirement. However, during the time of these procurements, the Systems Program Manager was the assigned reviewer for all information technology purchases for multiple City agencies. In this case, the OIG is troubled by the involvement of contractors on the operational aspect of the procurements.

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<sup>59</sup> Solicitation BP-06162 Request for Proposals for City-Wide Network and System Support. General Conditions, Page 38: GC7. CONFLICT OF INTEREST. By executing this contract, the Offeror asserts that it has not engaged in any practice or entered into any past or ongoing contract that would be considered a conflict of interest with the instant contract. Offeror agrees to refrain from entering into all such practices of contracts during the term of this instant contract (and any extensions thereto), including any agreements and/or practices that could give rise to even the appearance of a conflict of interest. Furthermore, the Offeror asserts that it has fully disclosed to the City any and all practices and/or contracts of whatever nature or duration that could give rise to even the appearance of a conflict of interest with the parties or subject matter of the instant agreement and will continue to do so during the term of this contract and any extensions thereto. Additionally, the Offeror warrants that it has not employed or retained any company or persons, other than a bona fide employee working solely for the Offeror, to solicit or secure this contract and that it has not paid or agreed to pay any company or person, other than a bona fide employee working solely for the Offeror, any fee, commission, percentage, brokerage fee, gift, or any other consideration, contingent upon or resulting from the award or making of this contract.

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Specifically, it was the roles of MOIT Program Manager and the first VOIP Project Manager regarding the operational decisions on purchases. While not reflected in the CitiBuy approval process, both individuals were significantly involved the two VOIP related purchases during their tenures as contractors.

### Analysis of Total Costs Incurred

A significant amount of time and money has been spent on recent efforts to improve the City's telephone system. This time and money was spent by two different City agencies working on disparate efforts to accomplish the same thing. At this point, no one agency's plan is moving forward, which has prevented the costs from continuing to increase until a phone system solution is selected for implementation. The OIG has attempted to calculate the total amounts spent on recent telephone system improvements to date.

On the MTE side, the primary expense is the professional services contract with the Battles Group. To date, MTE has spent approximately \$146,000 for consulting services from the Battles Group. Other expenses are based on the time spent by employees within MTE. There is no doubt that hundreds and possibly thousands of hours have been spent on efforts to issue the RFP, select a vendor, and negotiate for a new telephone system for the City. Because these efforts were undertaken by City employees who are paid salaries and are tasked with multiple responsibilities, there is no viable way to estimate the total number of hours spent within MTE on VOIP and the resulting costs.

On the MOIT side, the primary expenses were related to the procurement of VOIP equipment in the amount of \$218,030.33, network switches in the amount of \$441,450, and network modules in the amount of \$14,062.50. These expenses were incurred as part of MOIT's efforts to implement a VOIP pilot project. MOIT also utilized two VOIP program managers provided through the staffing contracts with TCS and Digicon. The costs billed for these VOIP program managers is directly related to MOIT's VOIP efforts. The total cost of the two VOIP program managers is \$135,535. Another expense to consider is MOIT's agreement with Technology Partners International, Inc., as a subcontractor to Digicon. This agreement provides a network infrastructure assessment for a total cost of \$415,000. While this assessment is not solely for the purpose of VOIP, it is valid to consider the cost as VOIP related, given that one of MOIT's primary concerns with MTE's TIPP plan is that it lacked an infrastructure assessment. MOIT then estimated that this could cost as much as \$500,000. If MOIT considered the lack of an assessment cost a flaw in MTE's plan, it is only fair that their assessment expense be considered in MOIT's VOIP plan. Additionally, there was a significant amount of work done by other MOIT staff/contractors that was directly related to VOIP. Because these efforts were undertaken by City employees and contractors who are tasked with multiple responsibilities, there is no viable way to estimate the total number of hours spent within MOIT on VOIP and the resulting costs.



**FINDINGS**

1. The City has spent a significant amount of time and money on recent efforts to improve the City's telephone system.
  - a. To date, MTE has paid the Battles Group approximately \$146,000 for consulting services.
  - b. MOIT paid \$218,030.33 for VOIP phones and equipment.
  - c. MOIT paid \$441,450 for network switches for the purpose of VOIP implementation.
    - i. These switches benefit the City's network infrastructure regardless of VOIP and can also be utilized for VOIP within MTE's TIPP plan.
  - d. MOIT paid \$14,062.50 for network modules required to use the network switches purchased for VOIP implementation.
  - e. Based on Digicon invoices, MOIT paid \$16,815 for the services of the first VOIP Project Manager.
  - f. Based on TCS invoices, MOIT paid \$118,720 for the second VOIP Project Manager, MOIT's second VOIP Project Manager.
  - g. MTE's VOIP-related expenses of \$146,000 and MOIT's VOIP-related expenses of \$809,078 combine to at least \$955,078 spent on recent efforts to improve the City's telephone system.
  - h. Total expenditures to date of \$955,078 do not include the additional cost of the various City personnel in MOIT and MTE that have allocated considerable time on efforts to improve the City's telephone system. There is no viable way to accurately discern the total time spent on these efforts and the resulting costs to the City.
  - i. MOIT entered into an agreement with Technology Partners International, Inc., as a subcontractor to Digicon, for an infrastructure assessment. The agreed upon cost is fixed at \$415,000. The cost of this is not wholly applicable to VOIP; however, it is relevant given that one of MOIT's primary concerns about MTE's TIPP plan was that it lacked an infrastructure assessment.<sup>60</sup>
2. Three vendors were awarded the opportunity to sell networking and infrastructure equipment (Item Type #4) manufactured by Cisco under the City's Blanket contract B50001422 for computer hardware, software, and related equipment.
  - a. These vendors are Digicon, En-Net Services, and Daly Computers.
  - b. The solicitation documents state that City agencies will contact the awarded vendors for prices on specific items with the lowest priced vendor being awarded the specific purchase.

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<sup>60</sup> The OIG notes the Battles Group email on 12/29/2011 stating that the IBM proposal did include a VOIP readiness assessment.

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- c. For MOIT's purchase of VOIP equipment in the amount of \$218,030.33, records and interviews indicate that MOIT only requested quotes from Digicon.
    - i. Records indicate that the Bureau of Purchases then requested quotes for VOIP equipment from En-Net Services and Daly Computers on behalf of MOIT.
    - ii. Records indicate that En-Net Services and Daly Computers were provided a significantly abbreviated quote response time and only Daly Computers provided a partial quote.
  - d. For MOIT's purchases of network switches and network modules in the amount of \$441,450 and \$14,062.50, respectively, records and interviews indicate that MOIT only requested quotes from Digicon. Records and interviews indicate that no quotes were requested from En-Net Services and Daly Computers.
    - i. There are no records that indicate that the Bureau of Purchases requested quotes for the network switches or network modules on behalf of MOIT.
    - ii. By not ensuring that multiple competitive quotes were received, the City is now unable to demonstrate that it received the best possible price from its authorized vendors.
3. Contractors from Digicon had a significant role in MOIT's VOIP pilot project that financially benefited Digicon.
- a. During the MOIT Program Manager's tenure as a Digicon contractor from 02/01/2011 to 07/31/2011, he had a significant role in staffing and procurement decisions that financially benefitted Digicon.
    - i. On or about 05/10/2011, he selected the first MOIT VOIP Project Manager who was a candidate submitted for consideration by Digicon.
    - ii. During this period he also negotiated and established the hourly pricing that MOIT would pay Digicon for the aforementioned VOIP Project Manager.
    - iii. Further, he received VOIP-related quotes directly from Digicon on 06/07/2011 and 06/13/2011.
    - iv. On 06/15/2011 he requested that Digicon modify a VOIP-related quote.
    - v. In addition he received numerous VOIP-related quotes for his review that originated from Digicon and were then emailed forward from MOIT personnel.
  - b. During the first VOIP Project Manager's tenure with the City as a Digicon contractor from on or about 05/16/2011 to 06/24/2011, he had a significant role in procurement decisions that financially benefitted Digicon.

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- i. As the VOIP Project Manager he requested and/or received quotes from Digicon on the following dates: 05/24/2011, 05/26/2011, and 06/08/2011.
- ii. Further, he also engaged in email correspondence with Digicon sales representatives that was related to VOIP procurements on 06/06/2011 and 06/22/2011.

### GAPS

1. The OIG has noted that the City is lacking a clear set of procedures that would dictate the methods of operation to be used under blanket purchasing contracts. The OIG believes that if a set of procedures and standards existed that clearly outlined the responsibilities of the different parties involved, MOIT's purchases would not have been processed through CitiBuy without additional quotes being requested and received. The lack of clarity about responsibilities is evident in the Purchaser's and the MOIT Network Engineer's email correspondence on 07/29/2011. In this instance, the Purchaser requested additional quotes from the MOIT Network Engineer to document that Digicon's price was the lowest. The MOIT Network Engineer's reply stated that the Purchaser can request the additional quotes if they are needed. This indicates that the Network Engineer was unaware of who was responsible for requesting quotes under the blanket contract.
2. The OIG also notes that if the City enacts a set of procedures governing the methods of operation to be used under blanket purchasing contracts, it would have to be effectively communicated to the User Agencies and the Bureau of Purchases. The OIG is unaware of any mechanisms within CitiBuy that communicates the procedures to be followed for different contracts. The OIG believes this could be done by communicating the contract's procedures within the CitiBuy system, where both the User Agencies and the Bureau of Purchases cannot avoid reading, or at least clicking, through the procedures.
3. Recognizing that the use of staffing contractors in the information technology environment by City government has accelerated over recent years, the OIG has noted that there is not a clear policy that outlines the permissible activities that can be performed by the staffing companies and their contractors. Currently, there is only a general clause in the staffing contracts that requires the staffing company to disclose conflicts of interest and the appearances of conflicts of interest. This clause was ineffective in limiting the activities conducted by both Digicon and its contractors. The OIG believes that if the City has a clear set of protocols governing contractors, instances such as this will be less likely to occur in the future.
4. The OIG also notes that if the City establishes a set of protocols that governs the permissible activities of staffing companies and contractors, it would have to

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effectively communicate these protocols to the staffing companies and its contractors. The OIG believes that communicating these protocols would decrease the incentive for staffing companies and contractors from trying to benefit from possible conflicts of interest.

### RECOMMENDATIONS

1. The OIG recommends that the City establish a procedure to clarify certain mandatory or suggested action items to aid in the contract administration of blanket contracts. It is believed that a concise statgo ent or list of contractual action items that are directly relevant and targeted towards effective contract administration as it pertains to both Purchases and the potential User Department/Agency will improve the City's accountability over blanket contracts. Suggested areas for inclusion as action items are:
  - a. Which entity is responsible for requesting quotes, the number of quotes required, and the reporting/approval procedure for any deviation.
  - b. How quotes and quote attempts are documented via uploading into the CitBuy system.
    - i. Quotes should be received by fax, mail, or email only.
  - c. The minimum timeframe a City agency must provide for vendors to provide quotes. It is suggested that a minimum of 48 hours or two business days be provided.
  - d. A clear delineation of which entity and which staff has the authority to approve purchases to proceed procedurally after the required actions have been reviewed and or verified.

The OIG notes that the Bureau of Purchases has recently implemented upgrades to the CitiBuy system which will greatly address the above recommendations by tightening internal controls relating to blanket contracts. These changes will address contracts that require additional levels of quoting beyond the initial competitive bidding process. The upgrades which were implemented on 07/14/2012 will use an electronic bid tabulation to track all vendor quotes and document those vendors who were requested to provide quotes but failed to submit one. These upgrades were the culmination of efforts by the Bureau of Purchases that began in October 2011.


2. The OIG recommends that in cases where User Departments indicate that quote requests did not receive a response, or were otherwise not feasible, Purchases engage in efforts to verify the thoroughness of the efforts on an as-needed basis. A policy of engaging in verification efforts under certain circumstances would provide a significant and meaningful oversight and control mechanism to help ensure City purchasing is being conducted within established guidelines.

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3. The OIG recommends that the City enact policy that establishes which activities shall not be engaged in or performed by staffing companies and their contractors. It is further suggested that consideration be given to limiting certain activities for a period after a contractor is converted to employee status. Limitations may be based on position held or restricted to actions involving companies related to the contractor period. Policy areas for consideration may include the following:
  - a. Contractors may not make or engage materially in personnel- or human resources-related decisions.
  - b. Contractors may not be involved materially in procurement.
  - c. Contractors may not serve in City management or senior advisor positions.
  - d. Staffing companies must disclose to the City immediately any of the above activities or actions that create the appearance of such activities.
4. The OIG recommends that any policy set forth or revised to address Recommendation #3 be implemented in a manner that requires signed acknowledgments by both staffing companies and their sub-contractors. In addition, the City should consider the inclusion of sanctions for failure to report covered conduct by staffing agencies doing business with the City in order to provide adequate remedies for any breach.

**Exhibit #1**

Letter to City's Board of Estimates to Approve Award of Solicitation Number B50001422

<b>FROM</b>	NAME & TITLE	Joseph D. Mazza, CPPO, City Purchasing Agent	CITY of <b>BALTIMORE</b>  <b>MEMO</b> 
	AGENCY NAME & ADDRESS	Bureau of Purchases 231 East Baltimore Street, Suite 300	
	SUBJECT	Formal – Award Recommendation	

**TO** Honorable President and Members  
of the Board of Estimates

DATE: August 4, 2010

Dear President and Members:

**ACTION REQUESTED OF B/E:**

The Board is requested to approve an award of **Solicitation Number B50001422 – Computer Hardware, Software, and Related Items** to the vendors listed below. The period covered is August 11, 2010 through August 11, 2013 with two one-year renewal options.

Applied Technology Services  
3501 Dillon Street, Baltimore, MD 21224  
Items 1, 2

Digicon Corporation  
510 Spring Street  
Herndon, VA 20170  
Items 1-5, 7, 9

Carasoft Technology Corporation  
12369 Sunrise Valley Drive  
Reston, VA 20191  
Item 12

ePlus Technology, LLC  
13595 Dulles Technology Drive  
Herndon, VA 20171  
Items 2, 4, 8, 9, 11, 12

Carousel Industries of North America  
10944 Beaver Dam Road  
Hunt Valley, MD 21030  
Item 1

En Net Services, LLC  
712 N. East Street  
Frederick, MD 21701  
Items 2, 4, 5, 7, 9, 12

Communications Supply Corporation  
22535 Gateway Center Drive  
Clarksburg, MD 20871  
Items 8, 9

Hartford Computers  
10480 Little Patuxent Parkway  
Columbia, MD  
Items 1-3, 5

USC Canterbury Corporation  
406 Queen Anne Club Drive  
Stevensville, MD 21666  
Items 3, 7, 8, 9, 12

PC Mall Gov, Inc.  
7421 Gateway Court  
Manassas, VA 20109  
Item 11

Data Networks  
309 International Circle  
Hunt Valley, MD 21030  
Items 1-5, 7, 11, 12

SHI International Corporation  
33 Knightsbridge Road  
Piscataway, NJ 08854  
Items 11, 12

Daly Computers  
22521 Gateway Drive  
Clarksburg, MD 20871  
Items 1-5, 7

Soft Net Solutions  
940 Hamlin Court  
Sunnyvale, CA 94089  
Item 9

Solicitation Number B50001422 – Computer Hardware, Software, and Related Items  
August 3, 2010  
Page 2

**AMOUNT OF MONEY AND SOURCE OF FUNDS:**  
\$5,000,000.00

Account No.: Various

**BACKGROUND/EXPLANATION:**

Vendors were solicited by posting on CitiBuy and in local newspapers. Sixteen bids were received and opened on June 30, 2010. In order to meet the City's anticipated needs, multiple awards are recommended.

The above amount is the City's estimated requirement; however, the vendors shall supply the City's entire requirement, be it more or less.

Req. No.: Various

Various

**MBE/WBE PARTICIPATION:**

On March 22, 2010, it was determined that no goals would be set because of no opportunity to segment the contract.

**BALTIMORE CITY RESIDENTS FIRST (BCRF):**

Not applicable.

**LIVING WAGE/PREVAILING WAGE:**

Not applicable.

Attachments: MWBOO Form

APPROVED BY BOARD OF ESTIMATES

AUG 11 2010

DATE

*Bernice H. Taylor*

CLERK

JDM:AB

#0031



AGENCY PRE-SOLICITATION MBE/WBE WAIVER REQUEST

M/WBE COORDINATOR: P. Copeland DATE 3-12-10  
AGENCY PRE-SOLICITATION MBE/WBE WAIVER REQUEST

Contracting Agency: Department of Finance/Bureau of Purchases

Contract Number and Title: Computer Hardware

Term of Contract: One-Time Purchase

Dollar value of Contract: \$5,000,000.00

Explain why waiver is requested:

Provide computer hardware for various agencies within the City as approved by MOIT. There will be no services or work provided on this contract. Vendors must be manufacturer authorized distributors/resellers. There is no opportunity to segment.

Agency intends to use a selected source: \_\_\_\_\_ yes \_\_\_\_\_ X \_\_\_\_\_ no

Agency intends to use a sole source: \_\_\_\_\_ yes \_\_\_\_\_ X \_\_\_\_\_ no

If yes, selected / sole source is \_\_\_\_\_ MBE \_\_\_\_\_ WBE

Attach a copy of the contract budget.

If contract will not be competitively bid, attach a copy of bid list and indicate which are potential bidders are MBE or WBE.

[Signature]  
Signature

March 10, 2010  
Date

Stuart A. Feldman, CPPO, Procurement Specialist II  
Name and Title

410-396-5642  
Phone #

Action by Minority and Women's Business Opportunity Office

Shirley G. Williams 3/12/10  
Signature Date

Waiver Approved ✓

Shirley G. Williams, Chief  
Name and Title

Waiver Denied

Reason if Denied:

## **Exhibit #2**

**Spreadsheet of Item Type/Manufacturer Combinations and Awarded Vendors**





Edco Focus	Device (P1493)			
Microsoft	Site (P1495)	Reflex Solutions (P1495)	USC Canterbury (P1499)	
NAV SOL	Device (P1493)			
Nature	Device (P1493)			
Nexus	Device (P1493)			
ORACLE	Device (P1493)			
Person-Gate	Device (P1493)			
PRISM	Device (P1493)			
RIM/Star-Library	En-Net Services (P51495)	Site (P1495)		
Sonic Wall	Device (P1493)			
Software	Only Computers (P51493)	Site (P1495)		
Symantec	En-Net Services (P51495)	Site (P1495)	USC Canterbury (P1499)	
Techmint	Only Computers (P51493)			
Unicom	Data Network (P51495)			
VeriSign	Web Technology (P51495)	Site (P1495)		
WYSI	Device (P1493)	En-Net Services (P51495)		
<b>MISC PARTS &amp; SUPPLIES</b>				
HP		Reflex Solutions (P51495)		

Applied Technologies (P514944)  
[@appliedtechnologieservices.com](mailto:appliedtechnologieservices.com)  
410 661 2301

Carahsoft Technology (P514957)  
[@carahsoft.com](mailto:carahsoft.com)  
703 230 7433

Carousel Industries of North America (P514956)  
[@carouselindustries.com](mailto:carouselindustries.com)  
866 495 5273

Communications Supply Corporation (P514948)  
[@qccsc.com](mailto:qccsc.com)  
301 353 1150

USC Canterbury Corporation (P514949)  
[@usc-canterbury.com](mailto:usc-canterbury.com)  
410 757 1700

Data Networks (P514945)  
[@datanetworks.com](mailto:datanetworks.com)  
410 823 3000

Daly Computers (P514953)  
[@daly.com](mailto:daly.com)  
301 670 0381

Digicon Corporation (P514950)  
[@digiconasp.com](mailto:digiconasp.com)  
(501) 21-0300

ePlus Technology, LLC (P514952)  
[@epplus.com](mailto:epplus.com)  
240 512 2008

En Net Services, LLC (P514954)  
[@en-netservices.com](mailto:en-netservices.com)  
46 9901

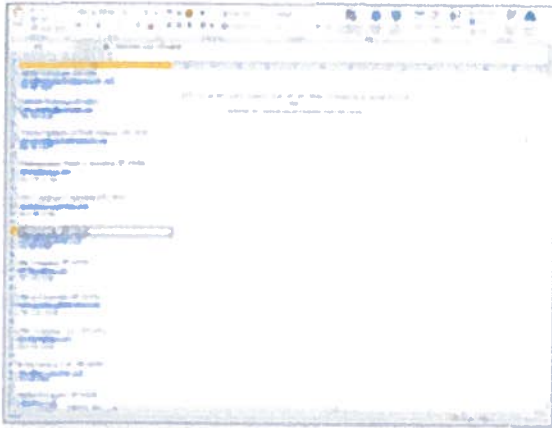
Hartford Computers (P514946)  
[@hcgi.com](mailto:hcgi.com)  
410 740 3020

PC Mall Gov (P514947)  
[@pcmallgov.com](mailto:pcmallgov.com)  
300 525 5468 ext. 383334

SHI International Corporation (P514951)  
[r\\_queller@shi.com](mailto:r_queller@shi.com)  
301 500 5811

SoftNet Solutions (P514955)  
[@softnets.com](mailto:softnets.com)  
408 542 0888

NOTE: For quickest quote response, email all three vendors simultaneously by clicking the email links and await the separate quote response from the vendor



### Properties ▾

Size	60.5KB
Title	Add a title
Tags	Add a tag
Comments	Add comments
Template	
Status	Add text
Categories	Add a category
Subject	Specify the subject
Hyperlink Base	Add text
Company	City of Baltimore

### Related Dates

Last Modified	Today, 12:42 PM
Created	10/20/2010 2:53 PM
Last Printed	Today, 12:44 PM

### Related People

Manager	Specify the manager
Author	Add an author

Last Modified By

[Show Fewer Properties](#)

**Exhibit #3**

Minutes from MOIT VOIP Kickoff Meeting





# Meeting Minutes

## MOIT VOIP Kickoff Meeting

**Date:** April 21, 2011

**Time:** 9:00am – 10:00am

**Location:** 3<sup>rd</sup> Floor Conference Room – 401 E. Fayette St. – Baltimore, MD 21202

**Attendees:** CIO Rico Singleton, (HABC), (CISCO), (CISCO), (CISCO), and (CISCO).

Topics	Notes
<b>Introduction</b>	Attendees introduced themselves
<b>VOIP Kickoff</b>	<p>CIO Singleton provided an overview of the expectations and direction of the VOIP Project:</p> <ul style="list-style-type: none"> <li>➤ Mayor wants MOIT to deploy VOIP across Baltimore City</li> <li>➤ Structured Methodology will be utilized for the complete project:               <ul style="list-style-type: none"> <li>○ Business Case</li> <li>○ Project Charter</li> <li>○ Scope</li> <li>○ Project Plan                   <ul style="list-style-type: none"> <li>▪ Project Schedule</li> <li>▪ Risk/Issues Management Plan</li> <li>▪ Change Management Plan</li> <li>▪ Communication Plan</li> <li>▪ Benefits Realization</li> </ul> </li> <li>○ All other project management documentation that will be required to ensure a successful project.</li> </ul> </li> <li>➤ Project will be defined in a phased approach               <ul style="list-style-type: none"> <li>○ MOIT will be first to be implemented</li> <li>○ Project Team will look into other city infrastructures to prioritize agency implementations.</li> <li>○ Each phase will defined in manageable portions.</li> </ul> </li> <li>➤ MOIT is currently looking for a PM to lead the VOIP effort.</li> <li>➤ VOIP will be an on premise implementation based approach, but MOIT is open to options. VOIP project team is to research and</li> </ul>



	<p>present options.</p> <ul style="list-style-type: none"> <li>➤ Mayor is to be provide timeframe of project and include:             <ul style="list-style-type: none"> <li>○ Update and Scope</li> <li>○ Detail on Concept and Scope</li> <li>○ Indication of Costs and ROI</li> </ul> </li> <li>➤ Project Team is to reach out to other organizations that have implemented VOIP to obtain:             <ul style="list-style-type: none"> <li>○ Equipment Costs</li> <li>○ Resources Required and Costs</li> <li>○ Hardware and Software Required and Costs</li> <li>○ Maintenance Required and Costs</li> </ul> </li> <li>➤ Project Team is to model/build off of VOIP Environment of the Housing Authority of Baltimore City(HABC)             <ul style="list-style-type: none"> <li>○ Leverage and partner with HABC for knowledge, guidance, and building off their environment</li> <li>○ Leverage Housing for lessons learned</li> </ul> </li> <li>➤ CAPEX vs OPEX             <ul style="list-style-type: none"> <li>○ Further discussions are needed including finance department</li> </ul> </li> <li>➤ It is fully expected that there will be resource growth to manage and support VOIP</li> <li>➤ Other than CISCO, no other vendors were invited to the meeting because MOIT may issue a RFP for integration, which would be utilizing CISCO equipment.</li> </ul>
<p><b>HABC</b></p>	<p>HABC CIO ; provided insight to a successful implementation, which he completed at HABC in 2 years:</p> <ul style="list-style-type: none"> <li>➤ Success criteria:             <ul style="list-style-type: none"> <li>○ Identify your base by completing a physical assessment</li> <li>○ Identify bill for each telephone line</li> <li>○ Reconcile billing</li> <li>○ Have a complete line inventory</li> </ul> </li> </ul>
<p><b>Open Discussions</b></p>	<p>Q – What would MOIT like to see as critical success factors?  A – Cost savings in telecommunication, maintenance maintainability, and quality infrastructure for further integration.</p> <p>Q - How does video fit in to VOIP?  A – It is a big part of Baltimore City’s strategies.</p>



	<p>Q – How do we move forward?  A – Weekly meetings are to be conducted with CISCO:</p> <ul style="list-style-type: none"> <li>• Design development</li> <li>• CISCO’s view and input on design</li> <li>• Meet 2-3 times a week</li> <li>• Build core team</li> </ul> <p>Q – Will we have to integrate with the Citrix System?  A – Yes, we will have to integrate to be able to utilize 5 digit dialing and pay a usage fee for that service.</p>
<b>Action Items</b>	VOIP Project Team is to delivery building priorities
<b>Adjournment</b>	

**Next Meeting:**

<b>Date:</b>	TBD	<b>Project Name:</b>	VOIP
<b>Time:</b>	TBD	<b>Purpose: VOIP Design Meetings</b>	
<b>Location:</b>	TBD		

**Exhibit #4**

Release Purchase Order P514950:54 – Notes

Release Purchase Order P514950:54

General Items Vendor Address Accounting Routing Attachments(1) **Notes(2)** Change Orders Reminders Summary

Note Date	User	Show Vendor	Note
		<input type="checkbox"/>	
Jul 29, 2011		<input type="checkbox"/>	Needs other 2 quotes attached. Blanket not set up correctly.
Aug 4, 2011		<input type="checkbox"/>	Additional quotes were requested but not received. Since Digicon is a gold partner with Cisco, the other Cisco awarded vendors are not authorized to provide some of the equipment items listed. This PO release is part of a huge

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Aug 4, 2011		<input type="checkbox"/>	awarded vendors are not authorized to provide some of the equipment items listed. This PO release is part of a huge VOIP (Voice Over Internet Protocol) project that is time sensitive.
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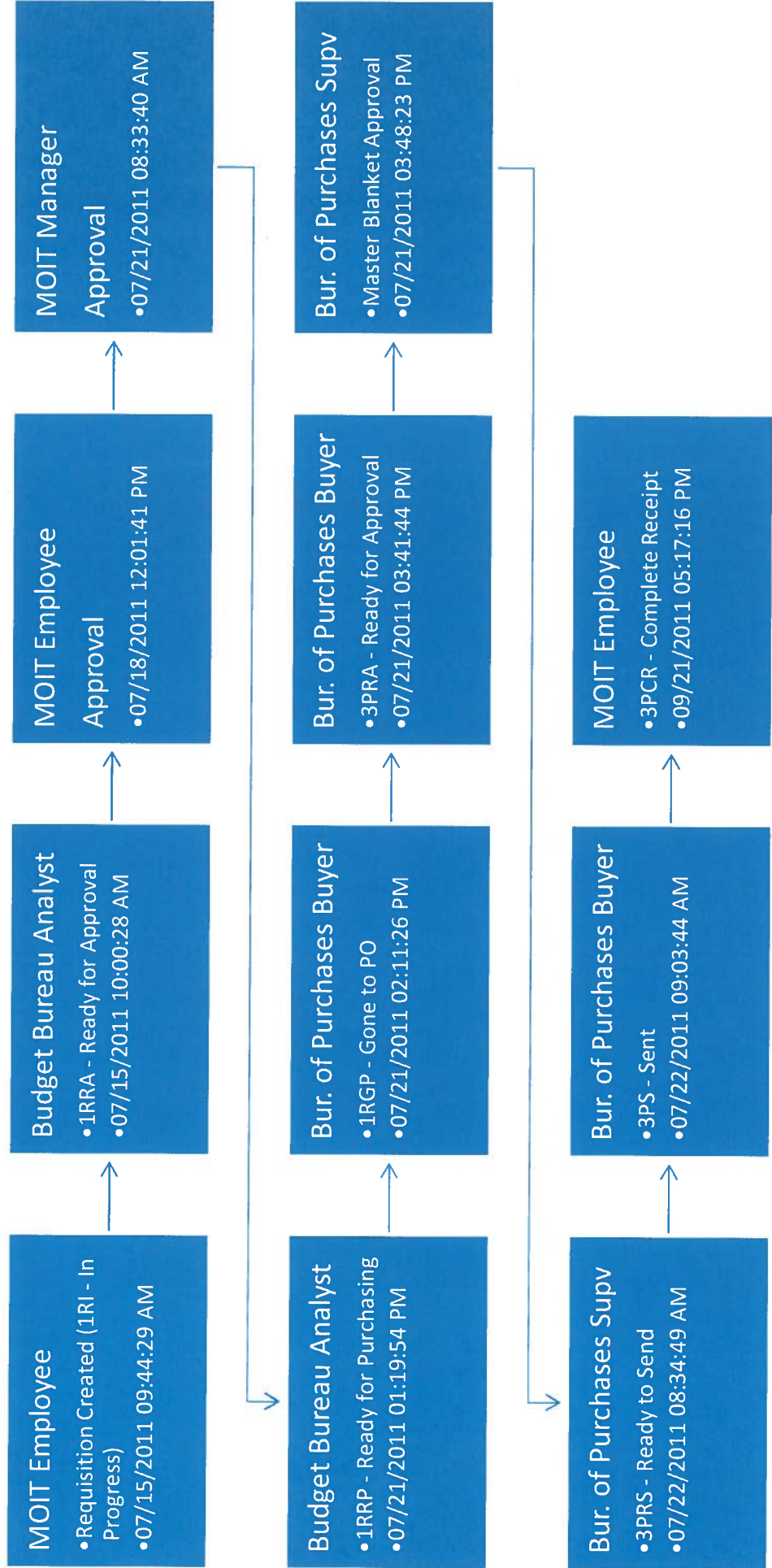
## **Exhibit #5**

**CitiBuy City Employee Review and Approval Flow Charts**

# City Employee Review and Approval

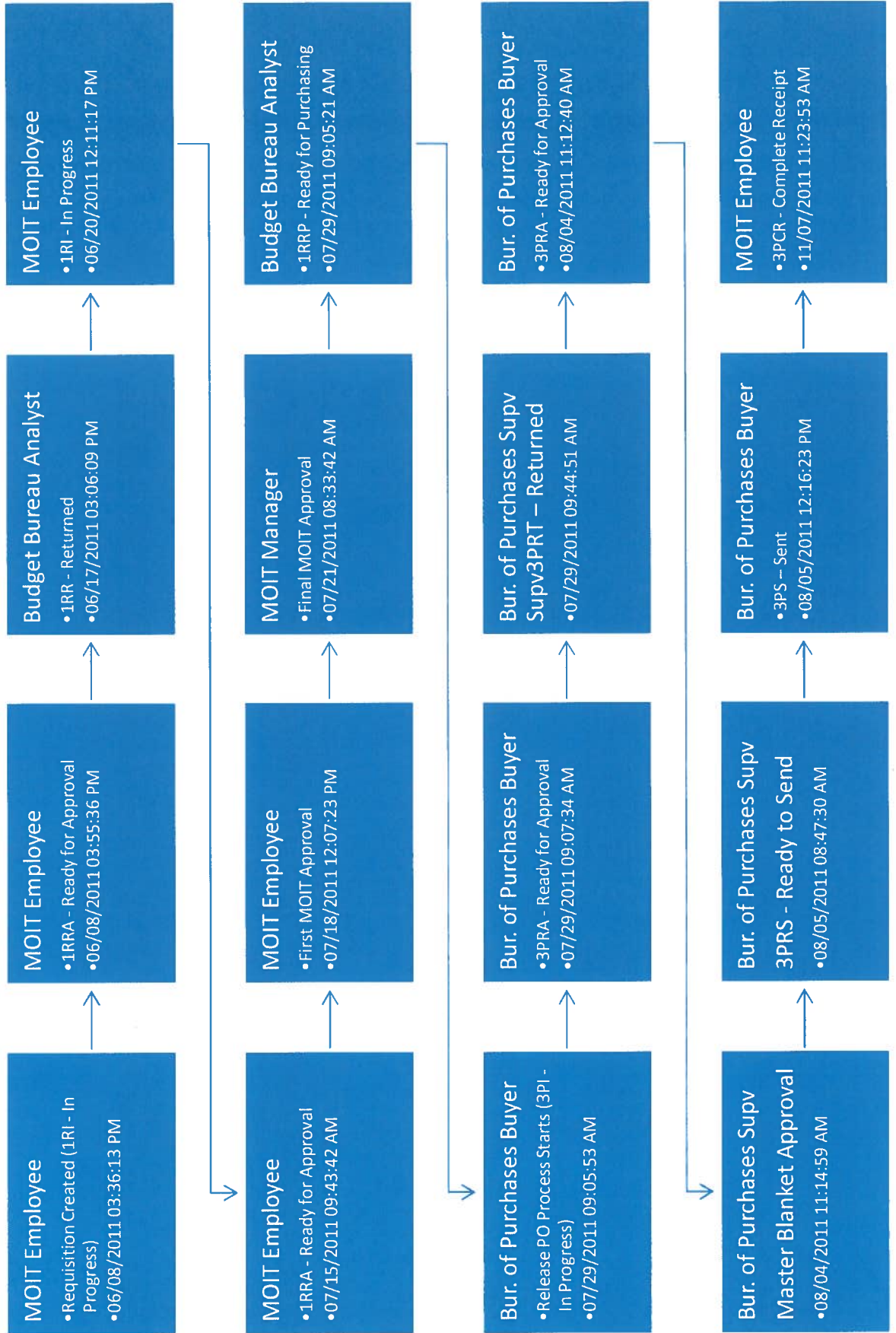
## Requisition R581235 to Release PO P514950:53

Total Cost = \$441,450.00



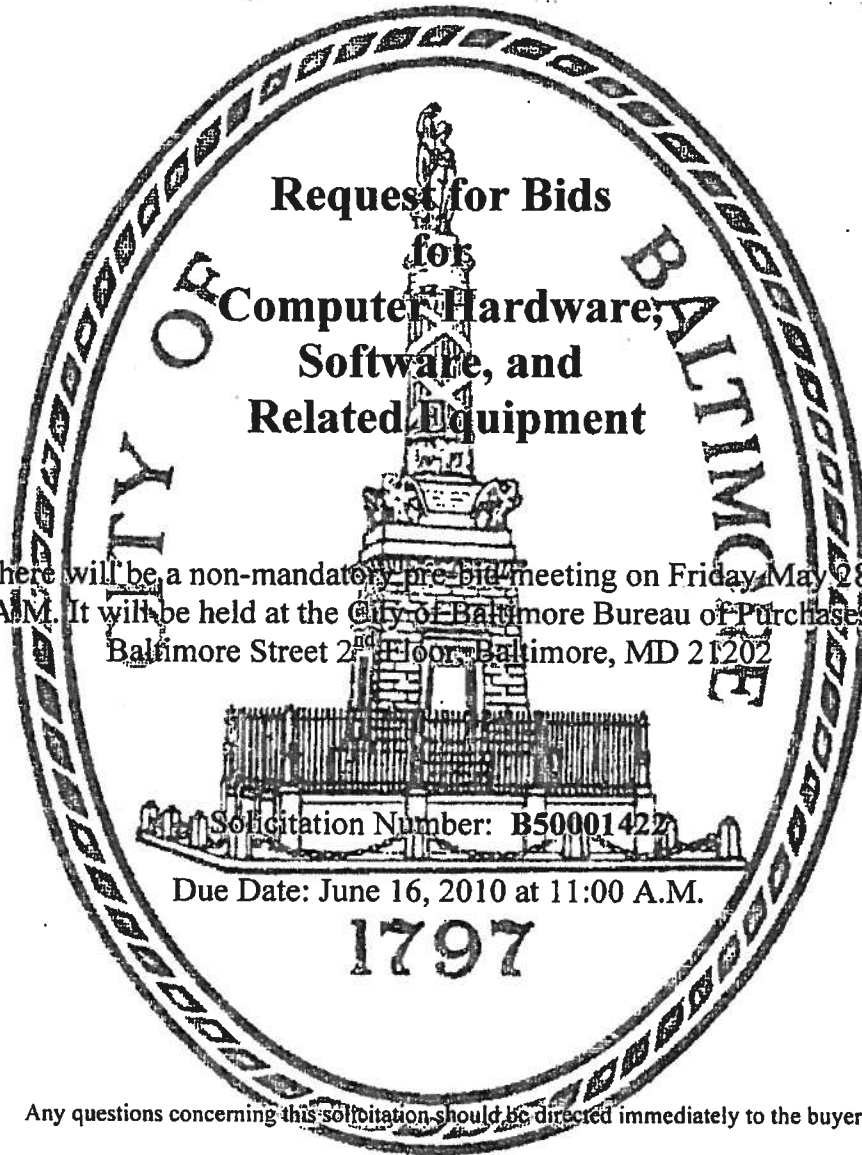
# City Employee Review and Approval Requisition R578037 to Release PO P514950:54

Total Cost = \$218, 030.33





**City of Baltimore  
Department of Finance  
Bureau of Purchases**



**Request for Bids  
for  
Computer Hardware,  
Software, and  
Related Equipment**

Note: There will be a non-mandatory pre-bid meeting on Friday, May 28, 2010 at 10:00 A.M. It will be held at the City of Baltimore Bureau of Purchases, 231 E. Baltimore Street 2<sup>nd</sup> Floor, Baltimore, MD 21202

Solicitation Number: B50001422

Due Date: June 16, 2010 at 11:00 A.M.

1797

Any questions concerning this solicitation should be directed immediately to the buyer named below.

Mukesh Vasavada  
Phone: (410) 396-5711  
Fax: (410) 396-2997  
Email: Mukesh.Vasavada@baltimorecity.gov

**B50001422 – Computer Hardware, Software, & Related Equipment – Due: 6/16/10**

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**Important Notice to Vendors**

**Regarding Registration as a Requirement for Bidding**

- Anyone wishing to submit a bid or proposal must first be on the official bidder list for this solicitation. This is to ensure that bidders receive all subsequent information and addenda related to this solicitation.
- To be added to the bidder list you must be registered in CitiBuy and then download the solicitation.
- To register go to [www.baltimorecitibuy.org](http://www.baltimorecitibuy.org) and click on the “Register” link above the log in box.

**B50001422 – Computer Hardware, Software, & Related Equipment – Due: 6/16/10**

**Solicitation**

Sealed bids or proposals submitted in accordance with the instructions contained in the Submission Instructions and addressed to the

Board of Estimates

for furnishing and delivering products or services as described herein and summarized in the table below

will be received in the

Office of the City Comptroller  
Room 204, City Hall, 100 North Holliday Street  
Baltimore, Maryland 21202

and will be publicly opened by the Board of Estimates on the date and at the times indicated below.

*Late submissions will not be accepted.*

MINORITY PARTICIPATION REQUIREMENT	None.
BID BOND	None.
PERFORMANCE BOND	None.
PRE-BID MEETING DATE & TIME	Friday May 28, 2010 at 10:00 A.M. local time.
DUE DATE & TIME	Wednesday June 16, 2010 at 11:00 A.M. local time.
PUBLIC OPENING DATE & TIME	Wednesday June 16, 2010 at 12 Noon local time.

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Erin Sher,  
Assistant City Solicitor

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Joseph D. Mazza,  
City Purchasing Agent

**B50001422 – Computer Hardware, Software, & Related Equipment – Due: 6/16/10**

**Statement of Work**

(NOTE: Where this section differs from the General Conditions, this section shall prevail. The words “Bidder”/“Proposer”/“Offeror” and “Bid”/“Proposal”/“Offer”/“Submission” are used interchangeably throughout this document.)

**SW1. SCOPE OF WORK**

- A. The City of Baltimore is soliciting competitive sealed bids from qualified contractors to provide computer hardware and related equipment on an as needed basis.
- B. This is a requirements type contract. Goods or services will be ordered on an as-needed basis over time. Quantities contained herein are for bidding purposes only. They represent the City’s best estimate of its requirements; however, the actual quantities ordered may be more or less.
- C. This contract is for hardware and related equipment only, no professional services will be included as part of this contract.
- D. Refer to the Detailed Specifications section of this solicitation for requirements details.

**SW2. TERM OF AGREEMENT**

- A. **Effective Date.** The initial term of this contract shall begin on July 1, 2010 unless otherwise directed by the City Board of Estimates or, in the absence of a specific date, on the date the Board approved the award.
- B. **Expiration Date.** The initial three-year term of this contract will expire on June 30, 2013 unless otherwise directed by the City Board of Estimates or, in the absence of a specific date, three years from the date the Board approved the award.
- C. **Renewals.** The contract contains an option to renew for two additional one-year terms at the sole discretion of the City.

**SW3. PRICING**

- A. See also the Bid Price Sheet in section B of this solicitation.
- B. This contract shall be based on a quoted discount from established Manufacturers’ Suggested Retail Prices (MSRP). The City will allow price list fluctuations based on MSRP changes, provided that the successful bidder(s) provide proof of such changes from the manufacturer.
- C. The discount offered shall remain firm and fixed for the full term of the contract, including any renewals.
- D. Inside delivery costs, if any, shall be included in the discounted prices; accordingly the discount offered should take delivery into consideration.
- E. All of the quantities and/or dollar estimates stated on the Bid Price Sheet(s) are quantities only for the sole purpose of equal competitive bidding, evaluation and award, and are in no way, either expressly or implied, to be considered as guaranteed amounts.
- F. The City will pay, and the Contractor shall accept, the unit price stipulated in the specifications and proposal sheets attached hereto as full compensation for furnishing and delivering

**B50001422 – Computer Hardware, Software, & Related Equipment – Due: 6/16/10**

the product(s)/service(s). These unit prices shall cover the cost of all tools, labor, transportation, material as well as all royalties for patents, patented articles, materials, appliances, processes, compositions, combinations, means, and things used in connection with this solicitation/contract.

G. The City will place orders from time to time as requirements develop.

H. All bid/proposal submissions, including bid prices/rates, shall remain fixed and good for a period of not less than 90 days following the bid/proposal opening.

**SW4. MBE/WBE PARTICIPATION**

A. None required.

B. No participation required in accordance with Art. 5, Subtitle 28 of the Baltimore City Code (2008 ed, as amended), which is incorporated herein by reference.

C. This supersedes paragraph GC18.

**SW5. PRE-BID/PROPOSAL CONFERENCE/SITE VISIT**

A. There will be a non-mandatory pre-bid meeting at which time vendors can raise questions in regards to any aspect of the solicitation or specifications.

B. Date: Friday May 28, 2010 at 10:00 AM.

C. Location: City of Baltimore Bureau of Purchases, 231 E. Baltimore Street, 2<sup>nd</sup> Floor Baltimore, MD 21202.

D. It is each vendor's responsibility to have read each and every page of the solicitation prior to the pre-bid meeting so that questions can be answered.

**SW6. QUESTIONS**

A. Any bidder/proposer having questions regarding this solicitation must submit them in writing, either via regular mail or e-mail to the Buyer indicated on the front cover of this solicitation, or via the CitiBuy question feature, which is the preferred method.

B. Questions which are not submitted in writing will not receive a response. E-mail is an acceptable method for submitting questions.

C. Questions received within five days of the bid opening date may not receive a response.

**SW7. QUANTITIES**

A. Quantities, if any, shall be as stated in the Detailed Specifications section and on the Bid Price Sheets in section B.

B. Quantities, if any, contained herein are for bidding purposes only. They represent the City's estimate of its requirements; however, the actual quantities ordered may be more or less.

**SW8. BID GUARANTEE**

A. None required.

B. This supersedes paragraph GC2.

**SW9. PERFORMANCE GUARANTEE**

A. None required.

**B50001422 – Computer Hardware, Software, & Related Equipment – Due: 6/16/10**

B. This supersedes paragraph GC23.

**SW10. INSURANCE REQUIREMENTS**

A. The following coverage shall be provided:

(1) Commercial General Liability at \$1,000,000 per Occurrence; \$2,000,000 Aggregate.

(2) Business Automobile Liability at \$1,000,000 per Occurrence.

(3) Worker's Compensation, Minimum Statutory Requirement.

(4) See also the Certificate of Insurance Coverage page in section B.

**SW11. CONTRACTOR RESPONSIBILITIES**

A. To provide and deliver all products and/or services specified herein and as requested by the City, in accordance with the Detailed Specifications.

B. To comply with all of the terms and conditions contained within this solicitation and all other relevant documents.

**SW12. CITY RESPONSIBILITIES**

A. To properly order services and/or products under this solicitation/contract, oversee the service and inspect and approve the services/products delivered, request purchase orders, and review, approve and process payment of proper invoices.

B. The City of Baltimore will issue a purchase order to the successful bidder or bidders based upon the terms and conditions of this solicitation.

**SW13. DELIVERY**

A. All orders are FOB Destination (Inside Delivered).

B. All products shall be delivered within one day for a stock item and within three days for a non-stock item, after receipt of order (ARO).

C. The definition of inside delivered means delivered to the exact location (floor/suite/room, etc.) as specified on purchase order.

**SW14. REPORTING REQUIREMENTS**

A. Vendors shall maintain written records of all products ordered.

B. No later than September 1 of each year, all vendors will furnish an annual report summarizing the purchases made for the fiscal year that ended preceding June 30th. The report shall contain a list of all products ordered and the total cost of each.

C. Copies of Parts Invoices may be requested at any time and must be provided within one working day of the request. A faxed copy will initially be used, however, if deemed necessary; the original shall be produced for verification purposes.

D. Vendors shall generate a quarterly report of all transactions with the City of Baltimore. The report shall include invoice number, work order number, date of service, and a brief description of the parts or services invoiced.

**B50001422 – Computer Hardware, Software, & Related Equipment – Due: 6/16/10**

E. Contractor agrees to retain all records, books and other documents relevant to this contract and the funds expended hereunder for at least four years after Contract acceptance, or as required by applicable law.

**SW15: BIDDER RESPONSIVENESS & QUALIFICATION**

A. Responsiveness: Anyone bidding/proposing on this solicitation shall properly complete and sign all bid documents contained herein in Section 'B', beginning on page B-1, and including all pages and forms that follow thereto, and provide all other required and/or requested valid information and documents, in order to be considered responsive. Refer to paragraph SM2. Use additional sheets as necessary.

B. Qualification: During the bidding/proposing process, the bidder/proposer shall also provide all of the additional required and/or requested valid documents and information identified in paragraph SM2 to demonstrate, to the City's satisfaction, that the bidder/proposer is qualified to provide/perform the product(s)/service(s).

C. Refer to paragraph SM2 for a complete list of documents and information to be submitted, and the format that it is to be submitted in.

D. Failure to provide the above required and/or requested documents and information shall be cause for rejection of the bid/proposal submission at the City's discretion.

**SW16. BIDDER QUALIFICATIONS**

A. Bidders must be able to provide new computer hardware and related components, peripherals, and accessories on a regular basis as required.

B. Bidders shall submit reference information with their bid. References provided should be pertinent to the commodities and the types of service requested in the bid and demonstrate the bidder's ability to perform on a contract this size and scope.

C. Bidder shall enclose documentation of experience, technical qualifications, authorizations, certifications, licenses, etc.

D. For required submittals to establish qualifications, see Page B-1 and all pages and forms that follow.

**SW17. ADDITIONAL AWARD CONSIDERATIONS**

**A. Bidder/Proposer Qualifications and Capacity**

(1) The City may make such investigations as it deems necessary to determine the ability of the bidder/proposer to perform the work required by this solicitation, and the bidder/proposer shall furnish to the City all such information requested for this purpose.

(a) However, failure by the City to discover, or even attempt to discover, any inability of the bidder/proposer shall in no way excuse poor/non-performance by the contractor, nor shall it diminish the City's right to find the contractor in breach of the contract due to poor/non-performance as specified elsewhere herein under paragraph GC32.

(2) The City reserves the right, at its sole discretion, to contact all references offered by the bidder/proposer with no further permission from the bidder/proposer, and to follow-up on other reference leads generated.

(3) The Board of Estimates for the City of Baltimore reserves the right to reject the offer of any bidder/proposer that the City determines is not qualified or desirable due to informa-

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tion discovered as a result of the bidding/proposing and evaluation process, or by some other credible source or method other than through the evaluation criteria set forth herein, or if the City determines that a conflict of interest exists.

(4) The City of Baltimore reserves the right to reject the offer of any bidder/proposer that has a significant outstanding debt to the City of Baltimore.

B. The City reserves the right to reject all bids/proposals and to cancel this Solicitation requirement, or to revise the detailed specifications and issue an addenda or a new solicitation if the City determines at its sole discretion that for any reason, rejection, amending, cancellation, or re-solicitation is in the City's best interest.

**SW18. SUBCONTRACTING**

A. At least 51% of the goods or services specified in this solicitation that are ordered from each specific contractor must be provided by the awardee (i.e., the prime contractor), not by sub-contractors. Contractors shall not subcontract unless they have prior written approval from the City.

**SW19. POINT OF CONTACT**

A. During the bidding/proposing, evaluation and award process, bidders/proposers are hereby instructed to communicate only with the Buyer indicated on the front cover of this solicitation. To do otherwise risks your getting misinformation from other sources or not getting necessary critical or corrective information as may be duly issued by addenda. Therefore, all communications shall go only through the named Buyer.

B. Following award, contact will be maintained with an agency representative to be determined for all day-to-day operational issues; however, any issue that will result in a change to the contract shall be communicated through the Buyer and approved in writing before the change takes effect.

**SW20. METHOD OF AWARD**

A. This contract will be awarded to the three bidders offering the highest discount off the MSRP for each manufacturer under each item.

B. City agencies will contact the awarded vendors for prices on specific items with the lowest priced vendor being awarded that specific purchase.

(1) Every requested quote must have all of the following information:

- (a) Date
- (b) Quote Number
- (c) Manufacturer's Part Number
- (d) Manufacturer's Name
- (e) Manufacturer's Suggested Retail Price
- (f) City Discount Off of List Price
- (g) City's Cost After Discount

**SW21. BALTIMORE CITY RESIDENTS FIRST**

A. The Contractor shall comply with the Mayor's Executive Order Baltimore City Resi-



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dents Initiative, signed March 6, 2007. (See section B for more details.)

**SW22. DISCRIMINATION AGAINST SUBCONTRACTORS.** As part of its bid or proposal, Bidder shall provide to the City a list of all instances within the past 5 years where there has been a final adjudicated determination in a legal or administrative proceeding in the State of Maryland that the bidder has discriminated against its subcontractors, suppliers, vendors, or commercial customers on the basis of race, gender religion, national origin, ethnicity, sexual orientation, gender identity or expression, age or disability, and a description of any resulting sanction entered and remedial action taken.

**SW23. LICENCED TO DO BUSINESS IN THE STATE OF MARYLAND.** Prospective bidders must be licensed with the State of Maryland, Department of Assessments and Taxation to do business in the State of Maryland before they can be awarded a contract with City of Baltimore, except that businesses located outside Maryland, with no offices or other facilities in Maryland, who are not registered to do business in Maryland must be in good standing with their home state.

**B50001422 – Computer Hardware, Software, & Related Equipment – Due: 6/16/10**

**Detailed Specifications**

(NOTE: Where this section differs from the General Conditions, this section shall prevail.)

**DS1. BASIC PRODUCT DESCRIPTION**

A. The product/service to be provided under the terms of this solicitation shall consist of furnishing all labor, materials, vehicles, equipment, employee payroll and benefits, and all other supplies and services necessary for and reasonably incidental to furnishing computer hardware and related equipment as required.

**DS2. TYPE OF SOLICITATION / CONTRACT**

A. This is a requirements type solicitation which means that actual requirements are not and cannot be determined at this time, but rather, will be developed on an as-needed basis over time.

**DS3. DETAILED SPECIFICATIONS / DESCRIPTION**

A. It is the intent of the Bureau of Purchases of the City of Baltimore to solicit bids for an annual requirements contract to provide computer hardware and related equipment to various agencies throughout the City.

B. The approximate amount of this contract is \$6,000,000.00.

C. Equipment Types

(1) The following types of equipment is required to be furnished under this contract:

(a) Desktop Computers: Mini/Micro Tower Computers

(b) Laptop/Notebook Computers, including but not limited to: Panasonic Tough Book or other “reinforced” laptops conforming to A10F Specifications.

(c) Servers, including but not limited to: Blade Servers, Tower Servers, Rack Mount Servers, etc.

(d) Networking & Infrastructure, including but not limited to: Switches, Hubs, Routers, Firewalls, Security Appliances, etc.

(e) Storage Area Network Equipment and Components, including but not limited to: SAN Switches, Disk Arrays, Controllers, Servers, Storage & Storage Libraries, Software, etc.

(f) Peripherals as defined for this contract shall be, any external device attached to a host computer but not part of it whose primary functionality is dependent upon the host, and can therefore be considered as expanding the host's capabilities, while not forming part of the system's core architecture, including, but not limited to: Printers, Scanners, Digital Cameras, Speakers, Microphones, KVM Switches, etc.

(g) Backup Equipment and Components, including but not limited to: Tape Libraries, Tape Drives, Tapes, Labels, etc.

(h) Power/Surge Protection, including but not limited to: Uninterruptible Power Supply (UPS), Replacement Batteries, Cables, etc.

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(i) Racks, including but not limited to: Racks, Equipment Rack Mounting Kits, Hardware, etc.

(j) System Components as defined for this contract shall be, any item inside the case that expands/improves the host system's functionality by increasing the capabilities its core architecture, including but not limited to: Memory, Disk Drive, CD/DVD ROM, Motherboard, Power Supply, etc.

(k) Support/Maintenance, including but not limited to: Cisco Smartnet, HP Carepaq, HP Day-1 Contract(s), Dell Extended Support, Mission Critical Support, OEM Extended Warranty, etc.

(l) Operating Systems: MS Windows, Linux, etc.

(m) Software (Open License & "Boxed Product"), including but not limited Microsoft, Symantec, Adobe, VMWare, etc.

(n) Miscellaneous Equipment, Parts, & Supplies, including but not limited to: Cables and Cable Components, Mice, Tools, Compressed Air, etc.

**D. Inspections**

(1) The City of Baltimore reserves the right to inspect the vendor's facility to insure his/her ability to comply fully with the terms, conditions, and requirements set forth in this solicitation as well as meet the delivery needs of the City of Baltimore.

**E. Acceptance**

(1) Products shall be shipped "inside delivery" and delivered to the individual at the address indicated on the purchase order. All boxes shall be opened and the parts inspected and checked against the packing slip by an authorized City employee before acceptance of delivery.

**F. Warranty**

(1) Shall be manufacturer's standard warranty.

(a) Minimum standard acceptable warranty for non mission-critical equipment (pc's, laptops, printers, etc.) shall be three years, On-Site, Next Business Day (NBD).

(b) Minimum standard acceptable warranty for mission critical equipment (servers, network equipment, storage, etc.) shall be five years, 24x7x4 response time.

(2) A copy of the manufacturer's warranty shall be provided with this bid.

**G. Performance Standards**

(1) All equipment furnished under this contract shall be new and unused, be from a domestic manufacturer, and be intended for domestic use in the United States.

(2) Quotes should be provided to the requesting City agency within 48 hours.

**H. All invoices must be submitted with the following information:**

(1) Purchase Order Number

(2) Manufacturer's Part Number

(3) Quantity

(4) Price

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- (5) Delivery Location
- (6) List Price
- (7) Discount Off of List Price

**DS4. WORK OUTSIDE THE SCOPE OF CONTRACT**

A. If at any time, the City and/or contractor determines that additional related work is required which is directly related to but beyond the original scope of this contract, the contractor shall submit a detailed description of the extra work and a not-to-exceed cost estimate based on its usual and customary rates to the agency project/field supervisor, and obtain written authorization to proceed from the agency project/field supervisor and the City Purchasing Agent.

B. The additional work must be related to the original project and be justified as being in the best interest of the City to be added by change order or supplemental agreement without the benefit of competitive sealed bidding.

**DS5. VANDALISM/THEFT**

A. It shall be the sole responsibility of the contractor to protect and safeguard his materials and/or equipment. The City shall not assume any responsibility for vandalism or theft of the contractor's materials, products, and/or equipment. The contractor shall be responsible for pilferage by contractor's employees of City materials or property. The contractor shall obtain permission from the agency project/field supervisor before storing materials/equipment on City premises.

**DS6. CONFLICT OF INTEREST AVOIDANCE**

A. No official, employee, representative or member of the City of Baltimore who is representing the Mayor and City Council of Baltimore shall have any personal and/or financial interest in this solicitation / contract, either direct or indirect, including but not limited to developing the solicitation, bidding/proposing, evaluation, awarding, contract monitoring and performance, with the exception of members of the City personnel resources required to process and administer this solicitation/contract.

B. Any person having any personal and/or financial interest in this solicitation / contract and/or in any firm bidding on or receiving an award under this solicitation shall not participate in any decision made pertaining to this solicitation / contract, including but not limited to developing the solicitation, bidding/proposing, evaluation, awarding, contract monitoring and performance, except as may be required by the terms, conditions and specifications of this solicitation.

**DS7. CONTRACTOR'S SUPERVISION**

A. The contractor shall be fully responsible for supervision of, and actions by, all of its employees, agents and/or volunteers.

B. The City shall exercise no supervision or other control over the contractor's employees, agents and/or volunteers.

**DS8. PERMITS (if any)**

A. The contractor shall be fully responsible to apply for, pay for, pick up, and post all permits and notices required (if any) for the completion of any work described herein prior to starting any work.

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B. The City reserves the right to withhold payment until proof of permits and notices are provided to the City.

**DS9. NO WAIVER / CUMULATIVE REMEDIES**

A. No failure by the City to exercise, and no delay in exercising, any right, power or privilege hereunder shall operate as a waiver thereof.

B. Nor shall any single or partial exercise of any right, power or privilege by the City hereunder, preclude any other or further exercise thereof, or the exercise of any other right, power or privilege by the City.

**DS10. OMISSIONS & ERRORS**

A. Rectification of any errors and inclusion of any omissions within this solicitation document that would preclude the proper functions of the products/services specified herein, and as intended by the City, shall be the responsibility of the vendor.

B. Such omissions and errors shall immediately be brought to the attention of the Buyer noted on the cover of this solicitation, in writing via e-mail.

**B50001422 – Computer Hardware, Software, & Related Equipment – Due: 6/16/10**

**Submission Instructions**

(NOTE: Where this section differs from the General Conditions, this section shall prevail.)

**SM1. BIDDERS MUST BE REGISTERED**

A. Anyone wishing to submit a bid or proposal must first be on the official bidder list for this solicitation. This is to ensure that bidders receive all subsequent information and addenda related to this solicitation.

B. To be added to the bidder list you must be registered in CitiBuy and then download the solicitation.

C. To register go to [www.baltimorecitibuy.org](http://www.baltimorecitibuy.org) and click on the “Register” link above the log in box.

D. *Bids submitted by vendors who are not on the official bidder list will be returned as non-responsive.*

**SM2. SUBMISSION INSTRUCTIONS**

A. This is a One-Step Bid/Proposal process, which may include some limited negotiation. You will find an envelope/package label following this section. Each Bidder/Proposer shall prepare its bid/proposal submission in the following manner and format.

B. The following format/layout must be followed and all submissions must include the following.

(1) Section “B” pages, B-1 and all pages and forms that follow, shall be fully completed and signed, including one complete “Original” and two exact and complete “Duplicate” copies. Be sure to include all information and forms also identified on the Section ‘B’ pages. Use additional sheets if necessary.

(2) Two complete “For Public Access” copies, if required, due to confidential information. Refer to paragraph SM4.

(3) Be sure the “original” and each “duplicate” copy includes the following additional information and/or documents:

(a) Demonstrate that your firm has been, and remains, in the business of supplying the services or products specified herein, for at least 5 years, and has the resources and capacity to fulfill, provide and/or perform all of the requirements and provisions of this solicitation/contract

(b) Provide information regarding other governmental contracts and/or a client list that your firm currently holds, or has held in the past 5 years, while providing the products/services specified herein.

(c) Copies of the ‘Firms’ license to do business in Maryland.

(d) Submit product and/or service Guarantee/Warranty.

(e) Submit two copies of the most recent manufacturer’s suggested retail price list (catalog). The City will use the current most recent manufacturer’s suggested retail price list (catalog) as the basis for pricing products after award. By submission of its bid response, the bidder agrees to this provision

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(f) Signed copies of all addenda issued in connection with this solicitation (if any).

(g) A list of any deviations, exceptions, modifications and/or alterations.

(h) Any additional information the bidder/proposer wishes to provide to the City.

(i) Failure to provide the above required documents and information shall be cause for rejection of the bid/proposal at the City's discretion.

**C. ONE ORIGINAL (SUBMIT ALL PAGES IN SECTION B.)**

(1) Prepare, and submit using the envelope/package label provided, one complete original Bid/Proposal using 8½" x 11" white bond paper (unless specific forms are provided). Use the bid/proposal documents included in your solicitation package beginning on page B-1 and all pages and forms that follow.

(2) Be sure the original is clearly marked as "Original". Be sure the original is signed in blue ink (or some color other than black).

(3) The original must be submitted as stapled or otherwise similarly bound document.

(4) **BID CHECK OR BID BOND.** If the amount required was stated as a fixed amount (e.g., "\$5000") include with the Technical Submission. (If the amount required was stated as a percentage of the bid price (e.g., "2% of the total bid") include with the "Original" Price Submission.)

**D. TWO DUPLICATES (SUBMIT ALL PAGES IN SECTION B.)**

(1) For information and reference purposes. A copy will be available to all Bidders/Proposers and the general public in the Comptroller's Office after bids have been opened. Each duplicate must be a stapled or otherwise similarly bound document.

(2) Be sure all duplicate copies are clearly marked as "Duplicate." Failure to provide the required number of complete duplicate copies may result in rejection of your bid/proposal at the City's sole discretion.

(3) The City will not photocopy your submissions for the purpose of helping you comply with this provision. Failure to provide the required number of complete duplicate copies may result in rejection of your Proposal at the City's sole discretion.

**E. ADDENDA.** Attach signed copies of all Addenda received in connection with this bid.

**SM3. PUBLIC ACCESS TO BIDS/PROPOSALS**

**A.** By signing and submitting a bid / proposal in response to this solicitation, the Bidder/Proposer acknowledges that all documents, information and data submitted in its bid/proposal shall be treated as public information, unless otherwise identified as instructed below.

**B.** The City of Baltimore shall, therefore, have the undisputed right to release any/all of the offeror's documents, information and data to any party requesting same without further permission from the Bidder/Proposer.

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C. The City of Baltimore and its representatives shall in no way be responsible for inadvertent disclosure of any proprietary or confidential information.

**SM4. TWO 'PUBLIC ACCESS COPIES' & IDENTIFYING PROPRIETARY/CONFIDENTIAL INFORMATION**

A. If your proposal does contain proprietary or confidential information and you do not wish to have it disclosed, you **MUST** clearly state in large red letters, including on:

- (1) The outside of your proposal box, package or envelope;
- (2) The outside front cover of your proposal document including all copies; and
- (3) On each applicable page of your original and each duplicate copy of your proposal, indicating that your proposal contains proprietary and/or confidential information.

B. Be sure to clearly flag and identify the specific proprietary/confidential information contained on each page. Do not claim your entire document as generally being proprietary or confidential.

C. If proprietary/confidential information is included, the Bidder/Proposer shall also submit two (2) complete additional copies of its bid/proposal but with all proprietary/confidential information either excluded or redacted, and reason given. These copies shall be clearly marked on the front cover and on the initial page "Public Access Copy" and will be used for public review and/or responses to requests for copies of the document(s). Failure to submit these copies shall be grounds for rejection of the bid/proposal at the City's sole discretion.

D. The City still shall not be responsible for inadvertent disclosure.

E. Be sure to provide all requested information in response to each specific question and/or any other request for information in the order and format stipulated in this Solicitation. Do not give partial answers, and do not leave questions blank.

**SM5. GENERAL SUBMISSION COMMENTS**

A. Preparation and submission of a bid/proposal in response to this Solicitation plus any subsequent addenda signifies the Offeror's knowledge, understanding and acceptance of, and willingness to abide by, all terms, conditions, specifications, and other requirements contained and set forth in this Solicitation, without exception, including any addenda duly issued.

B. Fancy covers and binders are not necessary; however, the above submittal instructions must be followed.

C. The "original" bid/proposal shall be typed or printed in ink using the set of documents included in your Solicitation package. "Duplicate" copies must be photo-copied by the Bidder/Proposer.

D. The "original" bid/proposal documents should be signed in blue ink.

E. All "Original" and "Duplicate" Bid/Proposal responses and other attachments, related documents and correspondence, including all follow-up documents and correspondence, shall be typed or written in English.

F. All prices/percentages and/or other monetary figures shall be in United States dollars. Be sure to fully complete and submit all of the bid/proposal documents beginning on page B-1 and all documents that follow thereafter.



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G. Do not insert or include any exception, modification, alteration or deviation not approved in writing by the City Purchasing Agent per instructions elsewhere in this solicitation.

H. Any approved exception, deviation, modification or alteration shall be prominently displayed and flagged for quick, easy, and obvious identification and shall include a list of same at the front of each copy of the proposal.

I. Otherwise the City shall assume that you are responsive and in full compliance with all terms, conditions, specifications and requirements contained in this solicitation, and if awarded the contract, you shall be held to the terms, conditions, specifications and requirements as stated herein the same as if you had not taken an exception, deviation, modification or alteration

J. Failure to fully complete and submit any of the solicitation documents or other requests for information per the above instructions will be grounds for rejection of your bid/proposal at the sole discretion of the City of Baltimore. Notify the Buyer immediately if Solicitation document pages are or appear to be missing, or if any part of your solicitation package does not appear correct. The City is not responsible for lost material or late delivery by the Bidder/Proposer or any postal or other delivery services

K. Do not assume that the evaluator(s):

- (1) Has special knowledge about your firm, or
- (2) Has general knowledge about your product/service.

L. Evaluators cannot and will not attempt to seek out and/or import required information that may be included in other areas of your proposal, and will not attempt to rearrange, interpret, make assumptions about, or otherwise second-guess what you might have meant to say in your responses given in your bid/proposal.

M. If your complete response to any specific question or other specific request for information is not found where it is expected to be found, per the Solicitation's format instructions, it will be considered as missing and therefore non-responsive.

N. Failure to provide complete and concise responses to all questions and other requests for information according to the format as stipulated and required herein shall risk making your proposal non-responsive and may result in rejection, at the City's sole discretion, and/or may result in a significantly reduced evaluation score.

O. All costs to the City shall be included in, and made a part of, the unit bid/proposal prices submitted by the Bidder/Proposer at the time of bid/proposal submission, without exception, unless otherwise specified in this document.

P. All prices shall remain firm for the full contract term including extensions thereof, unless an adjustment provision has been stipulated in this Solicitation.

Q. All data provided by the City of Baltimore (City) shall remain the property of the City, and all data provided by the Proposer/Contractor, either at the time of bid/proposal submission and/or during the performance of this contract, shall become the property of the City, as regards this solicitation and any resulting contract.

R. In the event of a dispute between the Original bid/proposal document and any duplicate document, or any electronic media, the Original shall prevail.

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Note: Bidders are to attach the label below to the box(s), package(s), or envelope(s) (“package”) containing their submission documents. (See “Submission Instructions” for details.) You may make additional copies for use on multiple packages, when ever more than one package is required due the size, volume and required number of duplicate copies of the bid/proposal submission package. It is advised that you number each package to better ensure that all are accounted for (eg: 1 of 3; 2 of 3; 3 of 3; etc.). Also, clearly mark which package contains the “Original” document and the “Bid Bond/Check” (if required).

From: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Due Date: \_\_\_\_\_

Solicitation #: B50001422

Solicitation Name: Computer Hardware, Software, & Related Equipment

**To: Office of the City Comptroller  
City Hall, Room 204  
100 North Holliday Street  
Baltimore, MD 21202**

**BID SUBMISSION**

**Package # \_\_\_\_\_ of \_\_\_\_\_**

**B50001422 – Computer Hardware, Software, & Related Equipment – Due: 6/16/10**

**General Conditions of Bid, Proposal, and Contract**

(NOTE: Bidder, Proposer, Offeror, and Vendor all have the same meaning herein.)

**GC1. ORDER OF PRECEDENCE**

A. In the event of a conflict between similar terms in any of the various contract components such as the General Conditions, Special Conditions, Specifications, Bid or Proposal Forms, or other related documents, the following order of precedence shall apply.

- (1) Addenda (more recent having precedence over older).
- (2) Statement of Work.
- (3) Detailed Specifications.
- (4) General Conditions.
- (5) Bid/Proposal forms, including MBE/WBE package.
- (6) All other related documents issued by the City.
- (7) Offeror's submission.

B. In the event of a conflict among similar terms, conditions, or language between or within contract components, the term, condition, or language that is in the best interest of and most advantageous to the City shall prevail, as determined at any time, including after award, by and at the sole discretion of the City Purchasing Agent.

C. In the event that an individual term, condition, or language is determined at any time, including after award, by the City Purchasing Agent to be "not applicable at all" to this contract, then the term, condition, or language wording may be disregarded, even though an addendum is not issued. However, if the City Purchasing Agent determines that the term, condition, or language is "applicable in part," then the term, condition, or language will apply to the degree applicable, even though an addendum is not issued.

D. In the event of a discrepancy or dispute between the Offeror's "Original" submission document and any of its duplicate copies, the "Original" shall prevail.

**GC2. GUARANTEE/DEPOSIT.** (Bids or Proposals, when filed, shall be IRREVOCABLE.)

A. All bids/proposals (unless otherwise noted) shall be accompanied by one of the following:

- (1) A One-Time Bid Bond; or
- (2) An Annual Bid Bond or Continuous Bid and Performance Bond which must be on file at the time of bid receipt; or

(3) A DEPOSIT OF \$5,000 OR LESS by a check of any type drawn upon any solvent clearing house bank of the United States, a Registered Check or U. S. Postal Money Order, or

(4) DEPOSIT OF MORE THAN \$5,000 by a Certified Check, Bank Cashiers Check or Bank Treasurers Check.

B. All bid guarantees (unless otherwise noted) shall be computed as stipulated below, made payable to the "Director of Finance" and submitted with the bid. Amount of Bid

- (1) For bids of \$100,000 and under: None
- (2) For bids over \$100,000: 2% of the total bid.

C. Where an award is made, the Contract and Performance Bond requirements shall be promptly and properly executed. The requirements of prompt execution will be considered as fulfilled if accomplished within thirty (30) working days after award. Checks and/or a Bid Bond shall be forfeited to the City as liquidated damages, as required by Article VI, Section II of the City Charter, for failure to comply with this requirement. Upon execution of the Contract and Performance Bond, the City shall refund to the successful Offeror the amount deposited or release the amount charged against the bond as bid guarantee.

D. A bid guarantee posted by unsuccessful Offeror's shall be refunded or released promptly after an award is made.

**GC3. RESERVATIONS.** The Board of Estimates reserves the right to:

- A. Increase award(s) by 25% within thirty (30) days after award;
- B. Reject any or all bids/proposals and/or waive technical defects if, in its judgment, the interest of the City shall so require; and/or
- C. Retain all Bid/Proposal documents whether rejected or not.

**GC4. AFFIDAVITS AND BID/PROPOSAL DOCUMENT**

A. All bids/proposals will be completed and submitted on the attached Bid/Proposal document in duplicate. Any additional information and/or deviations to the specifications will be in the form of attachments thereto.

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B. An authorized person must sign the Bid/Proposal and affidavit signature page. If a bid is submitted on behalf of any corporation, any authorized officer as agent must sign it in the name of the corporation thereof. If practicable, the seal of the corporation shall be applied.

C. Failure to comply may be cause for rejection of Bid/Proposal.

GC5. INDEMNIFICATION. The Offeror shall indemnify, save, defend and hold harmless the Mayor and City Council of Baltimore, its officers, employees and agents ("City") from any and all liability, claims, demands, suits and actions, including attorney's fees and court costs connected therewith, brought against the City, as a result of any direct or indirect, willful or negligent act or omission of the Offeror, its officials, employees, subcontractors or agents in the performance of the contract.

### GC6. FAIR COMPETITION

A. Competition is encouraged even though a particular manufacturer's name or brand is specified to indicate the level of quality desired. Bids/proposals will be considered on other brands as "or equal" when the Offeror indicates clearly the product (Brand and Model Number) which is being offered. A sample or sufficient data in detail to enable a proper comparison to be made with the particular material specified shall be included. The City Purchasing Agent, considering equality of design, construction and function will make the determination of the acceptability of an equivalent product.

B. No Offeror will be allowed to offer more than one price on each item. If said Offeror should submit more than one price on any item, all prices for that item will be rejected at the discretion of the City Purchasing Agent.

C. To better insure fair competition and to permit a determination of the lowest responsive and responsible Offeror, proposals may be rejected if they show any irregularities, conditions, non-conformities, or bids obviously unbalanced.

D. Samples, where required, shall be delivered to the Bureau of Purchases, 231 East Baltimore Street, Suite 300, Baltimore, Maryland 21202, unless otherwise stated in the specifications. Packages shall be marked "Samples for Bureau of Purchases", with the name of the Offeror, Contract Number and Item Number. Failure of the Offeror to furnish an itemized packing list and clearly identified samples as indicated may be considered sufficient reason for rejection of the Bid/Proposal. The City Purchasing Agent reserves the right to retain or destroy the samples submitted for the purpose of evaluation and will be free from any redress or claim on the part of the Offeror, if any samples are lost or destroyed. Upon notification by the City Pur-

chasing Agent that a sample is available for pickup, it shall be removed within thirty (30) days, at the Offeror's expense or the City Purchasing Agent will dispose of same at his discretion. All deliveries under the contract shall conform in all respects with samples and/or data as submitted and accepted as a basis for the award.

E. This solicitation does not commit the City of Baltimore to award a contract or reimburse an offeror for any cost incurred in the preparation of the bid/proposal or for the cost of samples which were submitted as a bid/proposal requirement.

GC7. CONFLICT OF INTEREST. By executing this contract, the Offeror asserts that it has not engaged in any practice or entered into any past or ongoing contract that would be considered a conflict of interest with the instant contract. Offeror agrees to refrain from entering into all such practices or contracts during the term of this instant contract (and any extensions thereto), including any agreements and/or practices that could give rise to even the appearance of a conflict of interest. Furthermore, the Offeror asserts that it has fully disclosed to the City any and all practices and/or contracts of whatever nature or duration that could give rise to even the appearance of a conflict of interest with the parties or subject matter of the instant agreement and will continue to do so during the term of this contract and any extensions thereto. Additionally, the Offeror warrants that it has not employed or retained any company or persons, other than a bona fide employee working solely for the Offeror, to solicit or secure this contract and that it has not paid or agreed to pay any company or person, other than a bona fide employee working solely for the Offeror, any fee, commission, percentage, brokerage fee, gift or any other consideration, contingent upon or resulting from the award or making of this contract.

GC8. DEVIATIONS FROM SPECIFICATIONS. All deviations from the specifications must be noted in detail by the offeror, in writing, at the time of submittal of the formal bid/proposal. In the absence of a written list of specification deviations at the time of submittal of the bid/proposal, the offeror shall be held strictly accountable to the City of Baltimore for the specifications as written. Any deviation from the specifications as written, not previously submitted and accepted, is ground for rejection of the material, equipment and/or services when delivered or performed.

### GC9. CHANGES TO SPECIFICATIONS

A. Any person contemplating submitting a Bid/Proposal for this contract requesting a change in or uncertain as to the true meaning of the specifications or other contract documents or any part thereof, must submit to the City Purchasing Agent a written request for said change or interpretation. Said request, with

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supporting documents, drawing, *et cetera*, shall be received by the City Purchasing Agent on or before ten business days prior to the day on which the Bid/Proposal is due. Any substantive change or interpretation of the contract documents or specifications, if made, will be made only by addendum duly issued. A copy of such addendum will be furnished to each known person receiving a set of such documents. The City will not be responsible for any explanations, changes, or interpretations to the proposed documents made or given prior to the award of the contract.

B. Any Offeror who intends to submit a bid/proposal must obtain a complete solicitation package from the Bureau of Purchases. Packages can be obtained by registering on the Internet at [www.baltimorecitibuy.org](http://www.baltimorecitibuy.org).

GC10. **CONDITIONAL, QUALIFIED OR NON-RESPONSIVE BIDS/PROPOSALS.** Bids/ proposals shall be submitted in a form and manner as indicated by the proposal document and proposal forms. Any proposal, which is not submitted in a form and manner indicated by the proposal document and proposal forms or which contains information, statements, conditions, or qualifications which place conditions or qualifications on the proposals submittal for purposes of making an award, or which alter any proposal terms, conditions, specifications on the proposal submittal for purposes of making an award, or which alter any proposal terms, conditions, specifications, or forms, which had not previously been approved by written addendum issued by the City Purchasing Agent, or which does not meet legal requirements shall be declared as a qualified, conditional, or non-responsive proposal and shall be rejected without further consideration. Any proposal response that does not fully respond to and comply with all the detailed specifications or other requests for information including execution of proposal forms may be declared "non-responsive" by the City and recommended for rejection. The City of Baltimore shall not be responsible for any errors or omissions of the Offeror.

GC11. **WAIVER OF TECHNICALITIES IN SPECIFICATIONS.** Minor differences in specifications or other minor technicalities may be waived at the discretion of the Board of Estimates upon the recommendation of the City Purchasing Agent.

GC12. **OMISSIONS OF SPECIFICATIONS.** The omission by the City of any specifications or details of any specification which would normally apply to the product or service specified herein, shall not relieve the Offeror from fulfilling those required specifications needed to provide an end product or service best suited to the intended purpose of this contract as determined by the City Purchasing Agent.

GC13. **CLARIFICATION OF PROPOSALS**

A. If during the evaluation process, the City (or Evaluation Committee – hereinafter referred to as "City") determines that it needs clarification on a portion(s) of the Proposal, the City may require the Offeror to appear before the City at a time and place to be specified by the City, and request the Offeror to clarify that portion(s) of the Proposal which is in question; however, the City is under no obligation to do so. The term "clarification" used herein shall simply mean the Offeror may "explain and/or make clear" the "meaning or understanding" of some specified portion of the Offeror's original submission upon request of the City.

B. Offers may also request clarification of the requirements of a Request for Proposals or Bids and may request deviations from those requirements.

C. The cut-off for submission of questions or deviations shall be at 4:00 p.m. on the fifth working day prior to the Bid/Proposal due (as amended by written addenda, if any). No questions or requests for deviations from specifications will be accepted after that time.

D. Failure of the City to respond to questions or requests for deviations shall be construed as confirming that the terms and conditions of the Request for Proposals or Bids remain as issued or formally amended.

GC14. **DELIVERY AND F.O.B. POINT**

A. Each Offeror shall guarantee that it will deliver materials, equipment and/or perform services in accordance with the delivery schedule as outlined in the contract.

B. All materials, equipment and/or services shall be bid F.O.B. Destination (delivered) unless otherwise clearly specified by the City.

C. If delivery or execution of this contract shall be delayed or suspended and if such failure arises out of causes beyond the control and without fault or negligence by the Offeror, the Offeror shall notify the City Purchasing Agent, in writing, within fifteen (15) days after the cause of the delay. Such causes may be included, but are not restricted to: Acts of God, Acts of the Public Enemy, Acts of any governmental entity in its sovereign or contractual capacity, fires, floods, epidemics, restrictions, strikes, freight embargoes, and unusually severe weather. The City Purchasing Agent shall ascertain the facts and extent of each failure and if he determines that failure was occasioned by excusable causes, may increase delivery time by a period equal to the aggregate time lost due to such causes.

GC15. **LABOR, WAGES, AND WORK SCHEDULE**

A. Services Offerors shall comply with all legally mandated wages as follows.

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(1) For construction services contracts, the provisions of Article 5, Subtitle 26 of the Baltimore City Code (2000 Edition, as amended) relative to hours of labor, overtime, wages, apprenticeship and payroll reporting. The Prevailing Wage Rate Schedules for these contracts are included in the bid documents.

(2) For all other services contracts, in accordance with all current minimum wage rates applicable throughout the contract period at no increase in contract price, and the City's Living Wage provision when applicable.

B. All work schedules shall be coordinated with the City based on a normal work week being Monday through Saturday.

(1) No work requiring the presence of an engineer or inspector will be permitted on Sunday, except in cases of emergency, and then only to such extent as is absolutely necessary and with permission of the City Purchasing Agent.

(2) No work will be permitted on legal holidays in the City of Baltimore, except in cases of emergency, and in all such cases of emergency, the written permission of the City Purchasing Agent must first be obtained. Offeror should check with the contracting agency for dates of legal holidays.

(3) If the Offeror desires to work on any legal holiday, the Offeror will inform the City Purchasing Agent in writing at least two (2) days in advance of such holiday. Indicate the nature of the emergency, the location at which work will be conducted, and the intent to comply with the provisions of Article 11, § 3 of the Baltimore City Code (2000 Edition) pertaining to premium pay for overtime, Sunday and holiday work. If any holiday falls on a Sunday, the following Monday shall be considered holiday, and it will be celebrated on Friday, if the holiday falls on Saturday.

GC16. INSURANCE. The Offeror shall procure and maintain the following specified insurance coverage during the entire life of this contract, including any extensions thereof:

A. COMMERCIAL GENERAL LIABILITY INSURANCE, at limits not less than One Million Dollars (\$1,000,000) per occurrence for all damages arising out of bodily injuries or death and property damage and with those policies with aggregate limits, a Three Million Dollar (\$3,000,000) aggregate limit is required. Such insurance shall include contractor's liability insurance.

B. BUSINESS AUTOMOBILE LIABILITY INSURANCE. If automobiles are used under this contract at a limit of not less than \$1,000,000 per occurrence for all damages arising out of bodily injuries or deaths and property damages. Such insurance shall ap-

ply to any owned, non-owned, or hired vehicle used in the performance of this contract.

C. WORKERS COMPENSATION INSURANCE. As required by the State of Maryland, as well as any similar coverage required for this work by applicable Federal or "Other States" State Law.

D. The Mayor and City Council of Baltimore, its elected/appointed officials, and its employees are hereby named as additional insureds and shall be covered, by endorsement, as additional insureds as respects to liability arising out of activities performed by and/or on behalf of the Offeror in connection with this contract.

E. The Offeror's insurance shall apply separately to each insured against whom claim is made and/or lawsuit is brought, except with respect to the limits of the insurer's liability.

F. To the extent of the Offeror's negligence, the Offeror's insurance coverage shall be primary insurance as respects the City, its elected/appointed officials, employees and agents. Any insurance and/or self-insurance maintained by the City, its elected/appointed officials, employees or agents should not contribute with the Offeror's insurance or benefit the Offeror in any way.

G. Required insurance coverage shall not be suspended, voided, cancelled, or reduced in coverage or in limits, except by the reduction of the applicable aggregate limit by claims paid, until after forty-five (45) days prior written notice has been given to the City, per Annotated Code of Maryland 27-603 thru 605. There will be an exception for non-payment of premium, which is ten (10) days' notice of cancellation.

H. Unless otherwise approved by the City, insurance is to be placed with insurers with a Bests' rating of no less than A:VIII, or, if not rated with Bests', with minimum surpluses the equivalent of Bests' surplus size VIII and must be licensed/approved to do business in the State of Maryland.

I. The Offeror shall furnish the City a "Certificate of Insurance" with a copy of the additional insured endorsement as verification that coverage is in force or will be provided at the time of contract execution. The City reserves the right to require complete copies of insurance policies with endorsements at any time.

J. Failure to obtain insurance coverage as required or failure to furnish a Certificate(s) of Insurance as required may render this Contract null and void; provided, however, that no act or omission of the City shall in any way limit, modify, or affect the obligations of the Offeror under any provision of this Contract.

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GC17. TAXES. No State Sales or Federal Excise Taxes apply. Maryland Sales and Use Tax Exemption Certificate #30000055 9 is applicable (or applies). The City is exempt from Federal Excise Tax per Chapter 32 Int. Rev. Code, Certificate No. A-112136.

**GC18. REQUIREMENT FOR MINORITY BUSINESS ENTERPRISE PARTICIPATION**

A. Article 5, Subtitle 28 of the Baltimore City Code (2000 Edition) is incorporated into the Agreement by reference. The failure of the Contractor to comply with this Subtitle is a material breach of contract. During the term of this Agreement, the Contractor agrees to fulfill the MBE and WBE commitment submitted with the Contractor's bid. Failure to comply with the levels of MBE and WBE participation identified in the bid is a material breach of contract. Contractors understand that authorized representatives of the City of Baltimore may examine, from time to time, the contractor's books, records and files to the extent that such material is relevant to a determination of whether the Contractor is complying with the MBE and WBE participation requirements of this Agreement. The Contractor agrees to pay all subcontractors within seven (7) days of receipt of payment from the City. Beginning with the second pay request from the Contractor to the City, the Contractor agrees to provide the City with written evidence that all subcontractors have been paid out of the proceeds of the prior payment, unless a bona fide dispute, documented in writing, exists between the Contractor and the unpaid subcontractor. Contractor agrees to submit the following to the Minority and Women's Business Opportunity Office (MWBOO) when requested:

(1) Copies of signed agreements with the business enterprises being utilized to achieve the contract goals;

(2) Reports and documentation, including canceled checks, verifying payments to the business enterprises being used to achieve the contract goals; and

(3) Reports and documentation on the extent to which the Contractor has awarded subcontractors to Minority and Women's Business Enterprises under contracts not affected by Article 5, Subtitle 28.

B. If the Contractor is unable to meet any contract goal by utilizing the certified business enterprises specified at bid opening, the Contractor must seek a substitute certified business enterprise to fulfill its commitment. All substitutions must receive prior written approval by the Minority and Women's Business Enterprise Opportunity Office (MWBOO). If, after good faith efforts, the Contractor is unable to find a substitute, the Contractor may request a waiver of the goal(s). Before final payment may be made under this Agreement, the Contractor must submit a list of all sub-

contractors utilized on the contract, both MBE/WBE and non-MBE/WBE. The list must include, as to each subcontractor:

(1) Company name;

(2) Total amount paid to subcontractor; and

(3) Owner's race/ethnicity and sex.

C. A Contractor who fails to comply with the requirements of Article 5, Subtitle 28 of the Baltimore City Code is subject to the following penalties; suspension of contract; withholding of funds; rescission of contract based on material breach; disqualification of Contractor from eligibility for providing goods or services to the City for a period not to exceed two (2) years; and payment of liquidated damages.

**GC19. NOTIFICATION OF AWARD**

A. After award by the Board of Estimates, the successful offeror will receive an Award Notification letter from the City Purchasing Agent enclosing documents which must be executed and returned to the City Purchasing Agent within thirty working days after receipt of the letter. When these documents are received by the City Purchasing Agent, a purchase order (or Order to Proceed) will be issued, which will permit payment for services rendered.

B. The City may, at its discretion, require a recommended awardee to obtain and submit bonding, insurance or other documents prior to making an award.

GC20. BOARD OF ESTIMATES AGENDA. Bidders will be notified by the Bureau of Purchases of the expected date that an award will be considered by the Board of Estimates. Information pertaining to scheduled Board action may also be obtained by via the Internet at [www.comptroller.baltimorecity.gov](http://www.comptroller.baltimorecity.gov). The Board of Estimates meets every Wednesday at 9 a.m., except holidays. From time to time, a Board of Estimates meeting may be cancelled with very short notice. In that event, any proposal that is due on the cancelled meeting date shall still be due and submitted as originally scheduled, except for holidays, and any proposal that is due to be opened on the cancelled meeting date shall be held by the Comptroller's Office to be opened on the next scheduled Board of Estimates meeting date without any additional public notice or notice to vendors.

GC21. ENTIRE CONTRACT AGREEMENT. Any Contract/Agreement resulting from this solicitation shall include this instant Solicitation document and all addenda issued thereto, the bid/proposal submitted by the offeror and all approved amendments thereto as accepted by the City, all closing documents executed as a result of award resulting from this Solicitation, and any/all other documents either issued by the City alone, or as fully

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executed by both parties, that are directly related to the contract.

**GC22. NO WAIVER/ CUMULATIVE REMEDIES.** Failure by the City to exercise, and no delay in exercising any right, power or privilege as provided to the City of Baltimore hereunder in this solicitation or as otherwise granted by law shall operate as a waiver thereof; nor shall any single or partial exercise of any right, power or privilege as provided hereunder in this solicitation or as otherwise granted by law preclude any other or further exercise thereof by the City of Baltimore or the exercise of any other right, power or privilege granted to the City of Baltimore by law.

**GC23. PERFORMANCE GUARANTEE**

A. The successful Offeror(s) shall promptly supply a performance guarantee warranting that the Offeror shall comply in all respects with the terms and conditions of the contract and its obligations thereunder.

B. Unless otherwise indicated in the Statement of Work the performance guarantee shall be in the full amount of the contract and shall be fulfilled by (forms and instructions may be obtained from the City Purchasing Agent):

(1) Awards between \$100,000 and \$200,000 by coverage under a Continuous Bid and Performance Bond, separate Payment and Performance Bonds, or under the City's Self-Insurance Program for Commodities, Services and Construction Contracts with the exceptions noted below. Successful Offerors shall be required to pay to the Director of Finance at the established rate per thousand on the full amount of the contract. Successful Offerors shall be in compliance with Paragraph GC5, indemnify the City from and against any and all losses, costs, damages, and expenses of whatsoever kind or nature which the City shall or may incur by reason of or in consequence of having secured the performance of this contract in accordance with the terms and conditions of said Self-Insurance Program. For Self-Insurance Program coverage, the Offeror certifies by signing this bid that:

(a) The Offeror and/or any previously owned business is/are not to and have never been in bankruptcy or in the hands of a receiver.

(b) The Offeror and/or any previously owned business is/are not to have never been in default to the City under the terms of any City contract (default meaning an Offeror's failure where the City had to take legal action to obtain remedy, or where a bonding company had to reimburse the City or where the City or where the Offeror was declared in default by the Board of Estimates).

(c) Exceptions – The successful Offeror will be required to post either a Customary Per-

formance Bond, an Irrevocable Letter of Credit, or a Continuous Bid and Performance Bond, if any of the following applies:

((1)) The Offeror is unable to certify as required above;

((2)) Substantial warranty coverage extends beyond one (1) year; and/or

((3)) The award period for the work to be done extends beyond twenty-four (24) months.

(2) Awards over \$200,000 by coverage under one of the following:

(a) Performance Bond (on the standard City form).

(b) Irrevocable Letter of Credit in a form acceptable to the City.

(c) Continuous Bid and Performance Bond (on the standard City form).

C. Payment Bonding shall be required on all construction services contracts of \$100,000 or more.

D. A Fidelity Bond in the amount stipulated shall be furnished when required in the contract.

E. Whenever the performance guarantee so furnished shall be deemed by the City to be insufficient or unsatisfactory, the Offerors, within ten (10) days after notice to that effect, shall furnish and deliver a new and/or additional performance guarantee to the City whenever and as often as the City shall require.

F. Performance and payment guarantee will remain in effect until completion of the contract and final acceptance of materials and/or services and/or expiration of all warranties for materials and/or services whichever is longer.

G. The City will place orders for delivery of materials and/or services covered by contract upon completion and approval of all contract documents.

**GC24. SEVERABILITY.** The provisions of this contract are severable. If any paragraph, section, subsection, sentence, clause, work, or phrase of this contract is for any reason held to be contrary to any law, rule or regulation, said paragraph, section, subsection, sentence, clause, word or phrase may be removed from the contract at the sole discretion of the City Purchasing Agent and/or the Board of Estimates. Such decision shall not affect the legality of the remaining portions of the contract unless the contract otherwise determined by and at the sole discretion of the City Purchasing Agent and/or the Board of Estimates.



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**GC25. SUBLET OR ASSIGN**

A. The Offeror shall give its full personal attention constantly to the faithful execution of this contract, and shall keep the same under its control. Assigning or subletting any part after the award of this contract shall require approval in writing from the City Purchasing Agent.

B. The Offeror shall not assign any of the monies payable under the contract, or its claims thereto, without first giving written notification to the City Purchasing Agent. Such notice shall be hand delivered with receipt obtained therefore, or mailed by Certified Mail, return receipt requested.

C. Nothing contained in this contract document shall create any contractual relationship between any subcontractor and the City.

**GC26. OFFEROR'S COOPERATION.** The Offeror shall actively cooperate in all matters pertaining to the proper compliance of this contract and shall come to the office of the City Purchasing Agent, whenever requested in connection with the performance of this contract.

**GC27. GENERAL RESPONSIBILITY OF OFFEROR**

A. All equipment, materials and/or services furnished under this contract shall be in complete compliance with all current Federal, State, City and local municipal regulations, standards, laws, ordinances and statutes in any matter affecting performance and pricing under this contract and must meet or exceed specification requirements.

B. The Offeror shall, prior to or at the time of executing the contract and bond herein referred to, exhibit to the City Purchasing Agent all licenses and permits required for the performance of the work referred to herein.

C. The Offeror shall inform the City Purchasing Agent of any and all circumstances which may impede the progress of the work or inhibit the performance of the contract including, but not limited to: bankruptcy, dissolution or liquidation, merger, sale of business and/or assignment.

**GC28. OFFEROR'S SUPERVISION.** The Offeror shall be fully responsible for supervision and the actions of its employees. The City shall exercise no supervision or control over the Offeror's employees.

**GC29. OFFEROR IS NOT AN AGENT OR EMPLOYEE OF THE CITY.** No language or wording contained in this contract document shall be used to construe the Offeror as an "agent" or "employee" of the City of Baltimore, nor shall any such language or wording be used to construe the City as an "agent" or "em-

ployer" of the Offeror and/or of any of the Offeror's employees, and/or of any of the Offeror's subcontractors or their employees. The Offeror shall have the entire responsibility and liability for any and all damage or injury of any kind or nature, whatsoever, to all persons, whomsoever, whether employees of the Offeror or otherwise, and to all property, or loss of use thereof, caused by, resulting from, arising out of, or occurring in connection with the execution of the work provided for in this contract. Nothing contained in these contract documents shall create any contractual relationship between any subcontractor and the City.

**GC30. CHANGES TO CONTRACT.** After the contract award, the City will have the unilateral right to order changes to the contract and the Offeror may request changes to the contract. In either case, the City Purchasing Agent shall have the undisputed right to decide on such changes provided a careful lump sum estimate shall have been made under generally accepted accounting principles of the cost effect of proposed additions or deductions and schedule and a written proposal submitted by the Offeror. If the Proposal is accepted, the changes must be by written order of the City Purchasing Agent. No variations from the contract price and/or schedule either by addition or deduction shall be made without this written order. Should a change become necessary and the Offeror and City Purchasing Agent fail to agree upon a lump sum, the City Purchasing Agent shall have the right to issue an order for the work to be changed, and a correct account kept of the actual cost thereof, and an amount not exceeding fifteen (15) percent shall be added to cover the Offeror's overhead and profit, which total amount shall stand as the price to be deducted or added for changes. No such changes shall invalidate the original contract. Unless an extension of time for completion is specifically stated in such order, it shall be considered that no additional time is to be allowed.

**GC31. GUARANTEE / WARRANTY**

A. Unless indicated otherwise by another provision of the contract, all work, supplies, materials and requirements described in the specifications, including any modifications thereto, shall be guaranteed/warranty for a period of one (1) year from the date of delivery and/or final acceptance by the City. Such guarantee/warranty shall include, but not be limited to the following:

(1) Against any and all faulty or important materials, and/or equipment; or imperfect, careless or unskilled workmanship, as determined by the City Purchasing Agent; and/or

(2) Against any injury or undue deterioration resulting from proper and normal use of goods and/or services, as determined by the City Purchasing Agent.

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B. The Offeror shall remove and replace with proper materials, equipment or services and shall re-execute, correct or repair without cost to the City, any materials, equipment or services found to be improper, imperfect, defective or unable to perform as specified, and shall repair all damages caused by any such removal, replacement or repair.

C. Any warranties, whether expressed or implied shall not reduce the Offerors, Sellers/Manufacturer's obligation to the City against any latent defect which may be found during the rated life of the supplies and/or materials and requirements described in the specifications, including improved modifications.

**GC32. TERMINATION FOR DEFAULT / CONVENIENCE**

A. Upon recommendation of the City Purchasing Agent, the Board of Estimates reserves the right to terminate any contract, if in its opinion there shall be a failure at any time, to promptly and faithfully perform any of its terms or in case of any willful attempt to impose upon the City materials, services, products and/or workmanship inferior to that required by the contract. Any action taken by the Board of Estimates shall not affect or impair any rights or claims of the City to damages for the breach of any requirements or terms of the contract by the Offeror.

B. Any cost and/or expense incurred under the section above shall be deducted from and paid by the City out of such monies as may be due or become due to the Offeror. In case said expenses shall exceed the amount which would have been payable under the contract, if the same had been completed by the Offeror, or its surety shall pay the amount of any excess to the City. In the event that a bidder exempted from posting a bid or performance guarantee fails to execute and perform any contract awarded, it shall forfeit the right to bid on any future City contract(s) for a period of time determined by the Board of Estimates and shall be liable for any costs incurred by the City as a result of its default.

C. The City in accordance with this clause in whole may terminate the performance of work under this contract, or in part, whenever the City Purchasing Agent shall determine that such termination is in the best interest of the City. Mailing to the Offeror a Notice of Termination specifying the extent to and conditions under which performance of work under the contract is terminated and the date upon which such termination becomes effective shall effect any such termination. Upon termination of this contract in accordance with this section, the Offeror is entitled to an equitable adjustment hereunder. Said equitable adjustment may include any costs reasonably incurred by the Offeror as a direct result of early termination, but shall not in-

clude, under any circumstance, anticipated but unearned profits.

**GC33. BILLS OF LADING / DELIVERY TICKETS**

A. All deliveries shall be accompanied by a delivery ticket or packing slip containing the following information for each item delivered.

B. The Purchase Order Number, Description/Name of Article, Item Number, Quantity and Name of Offeror.

C. All Bills of Lading will clearly indicate the Name of the Offeror.

D. Failure to comply with the above shall be sufficient reason for rejection of the shipment.

**GC34. INSPECTION.** All materials, supplies and/or services delivered or performed for the City shall be subject to final inspection by the City and/or other independent testing laboratories as may be designated by the City Purchasing Agent. If the result of such tests indicates that any part of the materials and supplies are deficient in any respect, the City Purchasing Agent may reject all or any part of the materials and supplies to be provided under this contract. The City Purchasing Agent may waive minor variances in materials, supplies and/or services upon approval.

**GC35. NONDISCRIMINATION**

A. Contractor shall not discriminate on the basis of race, gender, religion, national origin, ethnicity, sexual orientation, gender identity or expression, age, or disability in the solicitation, selection, hiring, or treatment of subcontractors, vendors, suppliers, or commercial customers. Contractor shall provide equal opportunity for subcontractors to participate in all of its public sector and private sector subcontracting opportunities, provided that nothing contained in this clause shall prohibit or limit otherwise lawful efforts to remedy the effects of marketplace discrimination that has occurred or is occurring in the marketplace, such as those specified in Article 5, Subtitle 28 of the Baltimore City Code, as amended from time to time. Contractor understands and agrees that violation of this clause is a material breach of the contract and may result in contract termination, debarment, or other sanctions. This clause is not enforceable by or for the benefit of, and creates no obligation to, any third party.

B. The Offeror shall comply fully with all provisions of Executive Order 11246, as amended; the Rehabilitation Act of 1973; and the Vietnam Veteran's Readjustment Act of 1974. In addition, the Offeror shall complete, when required, Immigration and Naturalization Form 1-9 for each employee hired. For assistance in compliance, contract: United States Department of Labor, Office of Federal Contract Compliance Programs, 103 South Gay Street, Room 202, Baltimore,

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Maryland 21202. Phone: (410) 962-3572, Fax (410) 962-0159.

GC36. INVOICES. All invoices are to be submitted in triplicate and mailed in accordance with instructions as shown on the Purchase Order. Invoices shall contain the Purchase Order Number, Item Numbers, and Description of Item, Quantity, Price/Extensions and Total.

**GC37. PAYMENTS**

A. Materials and/or Equipment: Partial or full payment will be made upon receipt and final acceptance of materials and/or equipment invoiced as shown on and in accordance with the Purchase Order.

B. Construction Services: On the first of each month, the Offeror shall submit to the City Purchasing Agent and application for payment in the form of an itemized statement of the cost of all work and material installed and erected, or performed during the month. Said statements of monthly progress of the work will include the cost of all materials and equipment necessary in the performance of the contract but not yet incorporated in the work, provided that said materials and/or equipment have been delivered to the site of the work or delivered to a bonded warehouse designated and approved by the City Purchasing Agent and all provisions of this contract have been complied with.

(1) After the City Purchasing Agent approves the statement and such releases as may be required, the City Purchasing Agent shall deduct five percent (5%) retainage therefrom and cause to be issued a warrant for payment, which shall be made ten (10) days following his approval. The City shall hold the five percent (5%) retainage until final payment is made..

(2) At the time of completion and before final vouchers for settlement are approved, the City Purchasing Agent may require the Offeror to deliver certifications of payments in full for all materials and work finished and/or installed under this contract, said certifications to be in a form satisfactory to the City Purchasing Agent. Verifications of payment to any and all subcontractors and/or material will also be required.

(3) No warrant issued or payment made to the Offeror, nor partial or entire use or occupancy of the work by the City, or any of its tenants, shall be construed as acceptance of any work or materials not in accordance with the contract plans and specifications or a waiver of any contract terms.

(4) Provided that the City Purchasing Agent shall have approved the Offeror's invoices, the Department of Finance will make payment thirty (30) days after receipts by the City of the signed payment request of the Offeror. Should the thirtieth (30) day fall on a non working day, then payment shall be made the

first working day thereafter. Certification as applicable must be provided by the Offeror.

(5) Final payment will be made after the completion and final acceptance of each order under the contract.

C. No partial payments will be made where the time required to completion of the order/contract is less than forty-five (45) days. In these cases, only the final payment will be invoiced.

GC38. ACCESS AND RETENTION OF RECORDS. At any time during business hours, and as often as the City may deem necessary, there shall be made available to the City for examination, the Offerors's records with respect to the Offeror's services under this bid and any ensuing contract. The Offeror shall permit the City to audit, examine, and make copies, excerpts or transcripts from such records, and make audits of data relating to matters covered by this bid and any ensuing contract. The Offeror shall maintain and retain all records and other documents related to this contract for a period of three (3) years from the date of the final payment, except in cases where unresolved audit questions require a longer period of time for resolution, as determined by the City.

GC39. QUALITY ASSURANCE. The supplies, materials, work and services shall be of the best quality of the kinds herein specified. Should any supplies, materials, work and services other than those specified be substituted, the City Purchasing Agent and/or his authorized representative shall have full power to reject them, and the substituted supplies, materials, work and services shall be removed from the premises by the Offeror within twenty-four (24) hours after notification. Should the Offeror continue utilizing defective and inferior workmanship or utilizing rejected materials which may cause rejection and remove of same, the City Purchasing Agent shall have full power and authority to employ a superintendent or inspector at the Offeror's sole expense to ensure compliance. Said superintendent or inspector shall be paid from time to time out of any money due or becoming due to the Offeror. The City Purchasing Agent shall have the power to continue the employment of said superintendent or inspector until Final Completion and Acceptance of all work under the contract or to take any other legal remedies under the contract.

**GC40. AUTHORITY OF THE CITY PURCHASING AGENT**

A. The parties to this contract agree that the City Purchasing Agent is hereby vested with the power and authority to determine the amount and quantity, quality and acceptability of the work, materials, supplies and services provided under this contract. The City Purchasing Agent shall decide any and all ques-

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tions that may arise regarding the Offeror's obligations and the fulfillment of the contract terms.

B. The City Purchasing Agent shall act as the Referee if any dispute arises between the Offeror and the City regarding this contract. The determination of the City Purchasing Agent may be appealed to Board of Estimates in writing. The Offeror may appeal any adverse determination of the City Purchasing Agent in writing within ten (10) days of the determination, or it is forever waived. Final payment by the City will not be made unless and until all issues in dispute(s) have been fully and finally settled and/or adjudicated.

**GC41. SUBCONTRACTOR BONDING**

A. No prime Offeror shall require a Performance Bond from any subcontractor unless prior approval authorizing the prime Offeror to require such a bond has been granted in writing by the City Purchasing Agent, and in connection with contracts subject to MBE and WBE requirements, concurred in by the Chief of the Minority and Business Opportunity Office (MWBOO).

B. All requests by a prime Offeror for prior approval to allow the prime Offeror to require a Performance Bond from a subcontractor shall be made in writing to the Contracting Officer. In such a request, the prime Offeror shall particularize the reasons supporting the request and shall explain why there are not options other than requiring the Performance Bond to protect its interests.

C. The City Purchasing Agent, and if concurrence is required, the Chief of the Minority and Women's Business Opportunity Office (MWBOO) have the sole discretion to determine whether a request by a prime Offeror for prior approval to authorize the prime Offeror to require a Performance Bond from a subcontractor will be granted and concurred in, and their decisions shall be final.

**GC42. DEBRIEFING OF UNSUCCESSFUL OFFEROR**

A. When a contract is to be awarded on some basis other than price alone, unsuccessful Offerors shall be debriefed upon written request submitted to the City Purchasing Agent within a reasonable time. Debriefings shall be provided at the earliest feasible time after contract award and shall be conducted by a procurement official familiar with the rationale for the selection decision and contract award.

**B. Debriefing will**

(1) Be limited to discussion of the unsuccessful Offeror's proposal and may not include specific discussion of a competing Offeror's proposal;

(2) Be factual and consistent with the evaluation or the unsuccessful Offeror's proposal; and/or

(3) Provide information on areas in which the unsuccessful Offeror's technical proposal was deemed weak or deficient.

C. Debriefing will not include discussion or dissemination of the notes or rankings of individual members of an evaluation committee, but may include a summary of the procurement officer's rationale for the selection decision and recommended contract award.

D. A summary of the debriefing shall be made a part of the contract file.

**GC43. PROTESTS**

A. The City's Board of Estimates approves all contracts over \$5,000 in value and is the final contracting authority for the City of Baltimore. Any interested party may protest the City Purchasing Agent's recommendation of award to the Board of Estimates. All protests must be in writing and filed with the Office of the Comptroller, Room 204 City Hall, 100 North Holliday Street, Baltimore, Maryland 21202, no later than noon on the Tuesday preceding the Wednesday meeting of the Board of Estimates. A copy of the protest letter must also be sent to the City Purchasing Agent, 231 East Baltimore Street, Suite 300, Baltimore, Maryland 21202. On the Friday preceding the Wednesday the Board will consider an award, the Bureau of Purchases will make every effort to inform bidders of the pending Board action via email, using the address the bidder provided with the bid. Board agendas are posted on [www.comptroller.baltimorecity.gov](http://www.comptroller.baltimorecity.gov) the Monday afternoon preceding the Wednesday Board meeting.

B. The written protest should include the following information:

(1) Name, address and telephone number of the business entity protesting;

(2) Identification of the contract number, the City agency for whom the contract is being solicited and the name of the Bureau of Purchases' Buyer;

(3) A detailed statement of the factual grounds of the protest; and/or

(4) The form of relief requested.

**GC44. NOTICE**

A. Except as specified otherwise by another provision of the bid documents or any ensuing contract, any notice to the Offeror required or permitted hereunder shall be in writing and shall be deemed to have been given upon being properly stamped, addressed and

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posted via first class mail to the Offeror at the address designated in the bid or contract documents.

B. In case of emergency, which shall be determined at the sole discretion of the City, notice may be transmitted by hand delivery with receipt obtained therefore, or by telephone or facsimile followed by written confirmation by first class mail.

GC45. GENDER. Words of gender used in these bid documents and any ensuing contract may be construed to include any gender, and words in the singular may include plural, and words in the plural, singular.

GC46. COMPLIANCE WITH LAW. The Offeror shall comply with all federal, state, local laws, ordinances, rules and regulations applicable to the services to be provided or performed under the contract.

GC47. GOVERNING LAW. The contract and all documents related thereto shall be governed by and construed under the laws of the State of Maryland.

GC48. APPROPRIATION OF FUNDS. This contract is contingent upon the proper appropriation of funds by the Baltimore City Council in accordance with the Baltimore City Charter and Code. If the terms of this contract exceed a budget as adopted by the Baltimore City Council, then that portion of this contract which exceeds a properly adopted budget shall be contingent upon further appropriation by the City. In the event of such non-appropriation of funds at any time during the term of the contract as would prevent the City from making payment under the terms and conditions of the contract, the City may terminate the contract without the assessment of any termination charges or financial penalties against the City by providing written notice of intent to terminate to the contractor. If the City terminates a contract due to the non-appropriation of funds, the City will pay contractor for work currently in progress, and contractor shall not begin any additional work on the effected contract upon receipt of notification of intent to terminate by the City.

GC49. FORCE MAJEURE. Neither party will be liable for its non-performance or delayed performance if caused by a "Force Majeure" which means an event, circumstance, or act of a third party that is beyond a party's reasonable control, such as an act of God, an act of the public enemy, an act of a government entity, strikes or other labor disturbances, hurricanes, earthquakes, fires, floods, epidemics, embargoes, war, riots, or any other similar cause. Each party will notify the other if it becomes aware of any Force Majeure that will significantly delay performance. The notifying party will give such notice promptly (but in no event later than fifteen days) after it discovers the Force Majeure. If a Force Majeure occurs, the City, at its sole discretion, will execute a change order to extend the

Performance Schedule for a time period that is reasonable under the circumstances.

GC50. BOARD OF ESTIMATES RESOLUTIONS. Certain resolutions of the Board of Estimates shall apply to City contracts as follows.

A. WORKER-SPONSORED BENEFITS. For contracts for non-professional services, the Contractor shall provide a system permitting those workers employed pursuant to the instant contract to enroll in a worker-sponsored benefits plan through voluntary payroll deduction, if authorized in writing by the employee.

B. FAIR LABOR PRACTICES

(1) Contractors, subcontractors, and their agents and employees may not engage in unfair labor practices as defined under The National Labor Relations Act and applicable federal regulations and state laws.

(2) Contractors, subcontractors, and their agents may not threaten, harass, intimidate, or in any way impede persons employed by them who on their own time exercise their rights to associate, speak, organize, or petition governmental officials with their grievances.

(3) If the Board of Estimates determines that a contractor, subcontractor, or their agents have violated the policy set forth in this Resolution said contractor, or subcontractor will be disqualified from bidding on City contracts, and if they are currently completing contracts, they will be found in default of their contracts

GC51. CITY COUNCIL RESOLUTIONS. Certain resolutions of the Baltimore City Council shall apply to City contracts as follows.

A. WORKER-SPONSORED BENEFITS PLAN. The Contractor shall provide a system permitting those workers employed pursuant to the instant contract to enroll in a worker-sponsored benefits plan through voluntary payroll deduction, if authorized in writing by the employee.

B. UNLAWFUL EMPLOYMENT PRACTICES

(1) Except where a particular occupation or position reasonably requires, as an essential qualification thereof, the employment of a person or persons of a particular race, color, religion, national origin, ancestry or sex and such qualification is not adopted as a means of circumventing the purpose of this subtitle, it shall be an unlawful practice

(a) For any employer to discriminate against an individual with respect to hire, tenure, promotion, terms, conditions or privileges of employ-

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ment or any matter directly or indirectly related to employment;

(b) For any employer, employment agency or labor organization to practice discrimination by denying or limiting through a quota system or otherwise, employment or membership opportunities to any group or individual;

(c) For an employer, employment agency or labor organization prior to employment or admission to membership to

((1)) Make any inquiry concerning, or record, the race, color, religion, national origin or ancestry of any applicant for employment or membership except when authorized by the Commission;

((2)) Use any form of application for employment of personnel or membership blank containing questions or entries regarding race, color, religion, national origin or ancestry except when authorized or ordered by the Commission;

((3)) Cause to be printed, published or circulated any notice or advertisement relating to employment or membership indicating any preference, limitation, specification or discrimination based upon race, color, religion, national origin, ancestry or sex.

(d) For any employment agency to practice discrimination by failing or refusing to classify an individual or to refer him for employment;

(e) For any labor organization to discriminate against any individual by limiting, segregating or classifying its membership in any way which would deprive or tend to deprive such individual of employment opportunities or would limit his employment opportunities or otherwise adversely affect his status as an employee or as an applicant for employment or would affect adversely his wages, hours or employment conditions;

(f) For any employer, employment agency or labor organization to penalize or discriminate in any manner against any individual because he has opposed any practice forbidden by this subtitle or because he has made a complaint, testified, or assisted in any manner in any investigation, proceeding or hearing hereunder;

(g) For any labor organization or employers' association established for the purpose of training apprentice candidates, acting individually or jointly, to discriminate against any person with respect to admission or membership, or with respect to terms, conditions or employment or training, placement or any other benefit; and/or.

(h) For any employer, employment agency, or labor organization to discriminate against any individual because he has sought psychiatric help.

**C. ASSURANCE OF NON-SEGREGATED FACILITIES**

(1) The Bidder/Offeror assures the City of Baltimore and the U. S. Department of Labor that he does not and will not maintain or provide for his employees any segregated facilities at any of his establishments, and that he does not and will not permit his employees to perform their services at any location, under his control, where segregated facilities are maintained. The Bidder/Offeror understands that the phrase "segregated facilities" includes facilities, which are, in fact, segregated on the basis of race, color, sex, or national origin because of habit, local custom, or for any other reason.

(2) The Bidder/Offeror also understands and agrees that maintaining or providing segregated facilities for his employees or permitting his employees to perform their services at any locations, under his control, where segregated facilities exist is a violation of the requirements appearing in Executive Order 11246 as amended by Executive Order 11375.

(3) The Bidder/Offeror further understands and agrees that a breach of this agreement subjects him to the provisions of the rules and regulations issued by the Office of Federal Contract Compliance dated May 21, 1968, and the provisions of the Equal Opportunity Clause incorporated in the contract between Bidder/Offeror and the City of Baltimore. Whoever knowingly and willfully makes any false, fictitious, or fraudulent representation may be liable to criminal prosecution under 18 USC, Item 1001.

GC52. PREVIOUS COMPLIANCE. If a Bidder failed to comply with all of the terms and conditions of a prior City contract, including but not limited to failure to satisfy MBE/WBE participation goals, then the Board of Estimates may, in its discretion, reject his/her/its bid for this contract.

CONTRACT DISCLOSURE REQUIREMENT. Upon the City's request, and only after filing a complaint against Contractor pursuant to Article 5, Subtitle 29, of the Baltimore City Code, as amended from time to time, Contractor agrees to provide the City within 60 calendar days, a truthful and complete list of the names of all subcontractors, vendors, and suppliers that Contractor has used in the past 4 years on any of its contracts that were undertaken with the Baltimore City Market Area as defined in Article 5, §28-1(d) of the Baltimore City Code, as amended from time to time, including the total dollar amount paid by Contractor for each subcontract or supply contract. Contractor agrees

**B50001422 – Computer Hardware, Software, & Related Equipment – Due: 6/16/10**

to fully cooperate in any investigation conducted by the City pursuant to the City's Commercial Non – Discrimination Policy, as contained in Article 5, Subtitle 29, of the Baltimore City Code as amended from

time to time. Contractor understands and agrees that violation of this clause is a material breach of the contract and may result in contract termination, debarment, and other sanctions.

**Bid Documents**

Mark as "Original" or  
"Duplicate" here.

NOTE: For your bid to be responsive you must submit all of the documents contained in this section.

**Bid/Proposal Information and Affidavit Signature Page**

Bid submitted by (name of firm) \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Name of Authorized Representative \_\_\_\_\_

Title of Authorized Representative \_\_\_\_\_

Name of Contact Person [IF DIFFERENT FROM ABOVE] \_\_\_\_\_

Title of Contact Person \_\_\_\_\_

E-Mail \_\_\_\_\_ Phone: \_\_\_\_\_

Federal Social Security Identification Number \_\_\_\_\_

If awarded a contract, the Bidder/Offeror will provide supplies, equipment, and/or services to the City of Baltimore in accordance with the General Conditions, Specifications, and other documents of this solicitation in the Bid/Proposal submitted in response to this solicitation.

I, [PRINT OR TYPE NAME] \_\_\_\_\_,  
the undersigned, [PRINT OR TYPE TITLE] \_\_\_\_\_,  
of the above named Bidder/Offeror do solemnly declare and affirm under the penalties or perjury  
this \_\_\_\_\_ day of [MONTH] \_\_\_\_\_, [YEAR] \_\_\_\_\_,  
that I hold the aforementioned Office in the above Bidder/Offeror and that the below affidavits  
and attachments hereto are true and correct to the best of my knowledge, information and belief.



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**AFFIDAVIT I**

This is to certify that the Bidder/Offeror or any person in his behalf, has not agreed, connived or colluded to produce a deceptive show of competition in the matter of the bidding or award of the referenced contract.

**AFFIDAVIT II**

This is to certify that the Bidder/Offeror or any person in his behalf complies fully with all provisions of Article 4, Section 3-1 of the Baltimore City Code 2000 regarding unlawful employment practices.

**AFFIDAVIT III**

This affidavit is to determine whether any of the following persons has been found civilly or criminally liable, convicted of bribery, attempted bribery, or conspiracy to bribe or antitrust violations under the law of any State or the Federal Government. If so, state the following on an attached page, whether it is

- i. The person submitting the affidavit;
- ii. An Officer, Director or Partner of the company;
- iii. An employee of the person/company who is directly involved in obtaining contracts with a public body; and/or
- iv. Any person directly or indirectly furnishing any portion of this contract having been or being debarred or suspended.

For purposes of this affidavit, "person" is defined as an individual, receiver, trustee, guardian, personal representative, fiduciary, or representative of any kind and any partnership, firm, association, corporation or other entity consisting of or acting on behalf of the Bidder/Offeror. This includes acts or omissions committed after June 30, 1977; all pursuant to Title 16, Section 16-203 of the State Finance and Procurement Article of the Annotated Code of Maryland.

**AFFIDAVIT IV**

This affidavit is to determine whether or any of the following has been convicted of false pretenses, attempted false pretenses, or conspiracy to commit false pretenses under the laws of any State or the Federal Government. If so, state the following on an attached page, whether it is:

- i. The person submitting the affidavit,
- ii. An Officer, Director or Partner of the company, and/or
- iii. An employee of the person who is directly involved in obtaining contracts with a public body. "Person" is defined as stated in Affidavit III. This is to include acts committed after June 30, 1979: City Code, Article I, Section 178 (1976 Ed., 1979 Supp.).

**AFFIDAVIT V**

This is to certify that the Bidder/Offeror or any person on his behalf complies fully with the work capacity-rating limit set by the Contractor's Qualification Committee of the City of Baltimore.

**AFFIDAVIT VI**

This is to certify that the Bidder/Offeror or a person on his behalf has examined and understands the Specifications, including the General Conditions and the Bid Documents.



**B50001422 – Computer Hardware, Software, & Related Equipment – Due: 6/16/10**

**Bid Price Sheet**

Bid submitted by (name of firm) \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Contact Person \_\_\_\_\_ Title \_\_\_\_\_

Fax \_\_\_\_\_ Phone \_\_\_\_\_

To The Board of Estimates, City of Baltimore

Gentlemen:

The undersigned agree(s) to provide all labor, materials, services, etc., necessary and incidental to the solicitation indicated at the top of this page, as described herein and at the pricing shown below.

ITEM #1 Desktop Computers (Bid as many as desired.)

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_\_%

**B50001422 – Computer Hardware, Software, & Related Equipment – Due: 6/16/10**

ITEM #2 Laptop/Notebook Computers (Bid as many as desired.)

- Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%
- Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%
- Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%
- Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%
- Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%
- Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

ITEM #3 Servers (Bid as many as desired.)

- Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%
- Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%
- Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%
- Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%
- Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%
- Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

**B50001422 – Computer Hardware, Software, & Related Equipment – Due: 6/16/10**

ITEM #4      Networking & Infrastructure    (Bid as many as desired.)

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

ITEM #5      Storage Area Network Equipment & Components    (Bid as many as desired.)

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

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ITEM #6      Peripherals (Bid as many as desired.)

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

ITEM #7      Backup Equipment & Components (Bid as many as desired.)

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

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**ITEM #8**      Power/Surge Protection Equipment & Components (Bid as many as desired.)

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

**ITEM #9**      Racks, Related Equipment, & Components (Bid as many as desired.)

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

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ITEM #10 System Components (Bid as many as desired.)

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

ITEM #11 Support/Maintenance (Bid as many as desired.)

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%



**B50001422 – Computer Hardware, Software, & Related Equipment – Due: 6/16/10**

ITEM #12 Operating Systems/Licenses/Software (Bid as many as desired.)

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

ITEM #13 Miscellaneous Equipment, Parts, & Supplies (Bid as many as desired.)

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

Manufacturer \_\_\_\_\_ Price List#/Date \_\_\_\_\_ Discount Off of MSRP \_\_\_%

ITEM #14 Discount Off of List Price for any Items Not Listed \_\_\_\_\_ %

**TERMS: Net 30**

**F.O.B. INSIDE DELIVERED**

**B50001422 – Computer Hardware, Software, & Related Equipment – Due: 6/16/10**

**REFERENCES**

Each Bidder is to provide a minimum of three verifiable references in which the bidder has provided this or a similar service. If you have any state or local government customers, list them also. If any of your references are not available or do not supply a positive response, your bid will be deemed non-responsive; therefore it is suggested you list *more than* 3 references.

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Telephone: \_\_\_\_\_ Email address: \_\_\_\_\_

Date Service Began: \_\_\_\_\_

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Telephone: \_\_\_\_\_ Email address: \_\_\_\_\_

Date Service Began: \_\_\_\_\_

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Telephone: \_\_\_\_\_ Email address: \_\_\_\_\_

Date Service Began: \_\_\_\_\_

**B50001422 – Computer Hardware, Software, & Related Equipment – Due: 6/16/10**

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Telephone: \_\_\_\_\_ Email address: \_\_\_\_\_

Date Service Began: \_\_\_\_\_

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Telephone: \_\_\_\_\_ Email address: \_\_\_\_\_

Date Service Began: \_\_\_\_\_

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Telephone: \_\_\_\_\_ Email address: \_\_\_\_\_

Date Service Began: \_\_\_\_\_

**ORDER CONTACT INFORMATION**

Customer Service: \_\_\_\_\_ Phone: \_\_\_\_\_

Fax: \_\_\_\_\_ E-Mail: \_\_\_\_\_

(Seal Here)

\_\_\_\_\_  
Signature of Authorized Representative (Sign in blue ink only.) Date

\_\_\_\_\_  
Title

**B50001422 – Computer Hardware, Software, & Related Equipment – Due: 6/16/10**

**Insurance**

The successful bidder will be required to provide insurance coverage as indicated in the General Conditions of Bid/Proposal prior to beginning any work. This insurance coverage must be maintained throughout the life of the contract. Proof that coverage is either currently in place or will be provided must be submitted with the bid. This can be done by one of the two following methods.

1. Complete form "Certification of Insurance Coverage" below, or
2. Submit a Certificate of Insurance on a form provided by your Insurance Agent. This form must include the following clauses:
  - a. The Mayor and City Council of Baltimore are hereby named as Additional Insured.
  - b. The policy(s) cannot be reduced or canceled without at least forty-five (45) days' prior written notice to the City.
  - c. The insurance company is prohibited from pleading government function in the absence of any specified written authority from the City.
  - d. The policy(s) will automatically include and cover all phases of work, equipment, persons, et cetera which are normally covered while performing work under the above contract, whether specifically written therein or not.

Regardless of the method used, the form must be complete, must show that all limits of insurance are or will be met, and must be signed by the Agent.

Failure to provide the required insurance coverage by either of the two methods described above when the bid is submitted may result in rejection of your bid as being non-responsive.

**B50001422 – Computer Hardware, Software, & Related Equipment – Due: 6/16/10**

**Certificate of Insurance Coverage**

Bid submitted by (name of firm): \_\_\_\_\_

Name of Surety Company \_\_\_\_\_

Name of Surety Agent \_\_\_\_\_

Surety Agent's Phone \_\_\_\_\_

The below signed hereby certifies the following information to be true and correct.

Type of Coverage/ Minimum Required Limits	Policy or Binder #	Actual Limits	Expiration Date
Commercial General Liability/ \$1,000,000 Occurrence; \$2,000,000 Aggregate			
Business Automobile Liability/ \$1,000,000 Occurrence			
Workman's Compensation/ Minimum Statutory Requirement			

Check the appropriate box (es) below.

- Limits on above policy will be increased
- Above policy now in effect
- Policy will be obtained before contract signed

The following additional clauses shall be considered a part of the above policy(s), the same as if specifically written therein, as pertains to the above stated contract.

1. The Mayor and City Council of Baltimore are hereby named as Additional Insured.
2. The policy(s) shall not be reduced or cancelled without at least forty-five (45) days prior written notice to the City.
3. The insurance company is prohibited from pleading government function in the absence of any specific written authority by the City.
4. The policy(s) will be automatically included and cover all phases of work, equipment, persons, *et cetera* which are normally covered while performing work under the above contract, whether specifically written therein or not.

The City is hereby granted authority to contact the agency directly to confirm information or obtain copies of certificates of insurance. The City bears no responsibility for premiums or other cost of insurance. If policy(s) is not currently in effect, it will be written immediately upon notice of award, and a copy of binder or certificate will be sent directly to the City. A properly executed copy of this document shall be legally binding as a Carrier Certificate of Insurance Form.

\_\_\_\_\_  
Authorized Agent's Signature

\_\_\_\_\_  
Date

**Baltimore City's YouthWorks Program**

The City has established the Baltimore City YouthWorks program to prepare dependable Baltimore City high school and college students for productive employment that meets the workforce needs of local businesses.

The City wishes to encourage all local contractors, service providers, consultants, vendors, etc. doing business with the City to employ skilled and qualified Baltimore City youth between the ages of 14-21 during the summer of 2009.

Therefore, bidders shall provide the information below in order that they may be contacted by the Mayor's Office of Employment Development regarding joining with the City in reaching its goal of employing Baltimore City's Youth Works referrals, or otherwise assisting the Baltimore City's Youth Works program.

To: Mayor's Office of Employment Development (MOED)

From: \_\_\_\_\_  
(Legal name of Bidder)

Pursuant to Executive Order, the aforesaid Bidder hereby presents MOED with the following information to assist its outreach efforts for the Baltimore City YouthWorks program.

Contact Person: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Telephone Number: \_\_\_\_\_

Facsimile Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

*(Each bidder shall fill in this form and include it in the original bid package.)*

***Baltimore City Residents First***

**Instruction Sheet**

1. Complete the *Baltimore City Residents First* Certification Statement contained in the bid document and submit it with your bid package.
2. Contact the Mayor's Office of Employment Development (MOED) within two (2) weeks of receiving the award to schedule a meeting. MOED will assist you with your employment plan, discuss other services provided by MOED and explain the employment report requirements. You will not receive your first payment under the contract until MOED verifies that the meeting has been scheduled.

Rosalind Howard or Susan Tagliaferr  
Baltimore City Residents First  
Mayor's Office of Employment Development  
3001 East Madison Street  
Baltimore, Maryland 21205  
Phone 443-984-3014. • Fax 410-361-9648  
[rhoward@oedworks.com](mailto:rhoward@oedworks.com)  
[staqliaferr@oedworks.com](mailto:staqliaferr@oedworks.com)  
-or-  
[BCRF@oedworks.com](mailto:BCRF@oedworks.com)

3. Complete the Employment Reports as requested on June 30<sup>th</sup> and December 31<sup>st</sup> during each and every year of the contract and at the end of the contract and submit to:

Baltimore City Residents First  
Mayor's Office of Employment Development  
3001 E. Madison Street  
Baltimore, Maryland 21205  
- or -  
[BCRF@oedworks.com](mailto:BCRF@oedworks.com)

4. The City will not release a final payment or any and all retainage held by the City until the Employment Reports are submitted.

***Baltimore City Residents First***

**Certification Statement**

<b>Contract Title</b>	<b>Contract Number</b>	<b>Contracting Agency</b>	<b>Bid Due Date</b>

To promote the commitment to utilize *Baltimore City Residents First* to meet its employment needs, all businesses awarded contracts, franchises and development opportunities with the City of Baltimore, shall comply with the terms of the Executive Order as described in the bid specification. Under this agreement, contract awardees will complete and submit this certification statement with the bid package.

Excluded from this Executive Order are professional service contracts, emergency contracts, and contracts for \$24,999.00 or less.

I, \_\_\_\_\_, representing \_\_\_\_\_  
(Name and Title) (Name of Bidder)

certify that this contract representative will schedule a meeting with the Mayor's Office of Employment Development within two weeks of award to share the workforce plan for this contract. In addition, if there is a need for additional employees, I agree to interview qualified *Baltimore City Residents First*. I agree to submit an Employment Report indicating the number of total workers and number of City residents on payroll as of June 30<sup>th</sup> and December 31<sup>st</sup> during each and every year of the contract and at the end of the contract as a condition of release of a final payment or any and all retainage.

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

**Rosalind Howard or Susan Tagliaferro**  
**Baltimore City Residents First**  
**Mayor's Office of Employment Development**  
**3001 East Madison Street**  
**Baltimore, Maryland 21205**  
**Phone 443-984-3014. • Fax 410-361-9648**  
[rhoward@oedworks.com](mailto:rhoward@oedworks.com)  
[stagliaferro@oedworks.com](mailto:stagliaferro@oedworks.com)  
 -or-  
[BCRF@oedworks.com](mailto:BCRF@oedworks.com)



***Baltimore City Residents First***

**Employment Report**

Contract Title	Contract Number	Contracting Agency	Contract Start Date	Contract End Date

To promote the commitment to utilize *Baltimore City Residents First* to meet its employment needs, all businesses awarded contracts, franchises and development opportunities with the City of Baltimore, shall comply with the terms of the Executive Order as described in the bid specification. Under this Executive Order, contract awardees will complete and submit the Employment Report indicating the number of total workers and the number of City residents on payroll for this contract as of June 30<sup>th</sup> and December 31<sup>st</sup> during each and every year of the contract and at the end of the contract and forward a copy to:

**Baltimore City Residents First**  
 Mayor's Office of Employment Development  
 3001 E. Madison Street  
 Baltimore, Maryland 21205  
 - or -  
[BCRF@oedworks.com](mailto:BCRF@oedworks.com)

The following information is hereby submitted by the undersigned as its Employment Report for the period:  
 (please circle one)


December 31, 20\_\_                      June 30, 20\_\_                      End of Contract Date \_\_\_\_\_

Position	City Residents	Total Workers
Electricians		
Plumbers, Pipefitters and Steamfitters		
Iron Workers, Structural and Reinforcing		
Carpenters		
Cement Masons		
Laborers		
Power Equipment Operators		
Brick Masons		
Cement Finishers		
Concrete Workers		
Food Service Workers		
Transportation Workers		
Managers		
Clerical		
Other-Specify		
Other-Specify		

Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Title: \_\_\_\_\_ Date: \_\_\_\_\_

Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

<b>F R O M</b>	Name & Title	Deputy Comptroller <i>ew</i>	<b>CITY OF BALTIMORE</b>  <b>MEMO</b>	
	Agency Name & Address	Office of the Comptroller Room 204 City Hall		
	Subject	<b>Synopsis of Enoch Pratt Free Library and Housing Authority of Baltimore City conversion to VOIP</b>		

To:

Office of Inspector General  
Room 640, City Hall

Date: August 9, 2012

I talked with \_\_\_\_\_, Department of Communication Services, yesterday and he prepared the attached synopsis on the conversion to VOIP by the Enoch Pratt Free Library and the Housing Authority of Baltimore City. I hope that this information provides you the background that you need.

Thank you

## **Enoch Pratt Library VOIP Conversion**

### **Time period 2003/2004**

- Enoch Pratt Library makes a business case with MTE for an automatic call distribution system (ACD) to address call center needs at reference desk and extend phone service to new annex building.
- MTE gathers user requirements, provides project management expertise and works with Verizon to recommend a Nortel Business Communication Manager (BCM) VOIP that is compatible with the City Nortel phone system.
- MTE provisions one new PRI circuit and converts several Centrex lines to DID
- MTE coordinates cutover and final installation of BCM

### **Approximate Time period 2007/2008**

- 2007, Pratt library completes building of new South-East branch library and has need to extend VOIP. The library's fiber network had been completed linking all branches with headquarters.
- Pratt library issues an RFP for an enterprise VOIP switch
- Cisco, Alcatel and Nortel bid for new system and Nortel wins bid for a CS-1000
- Pratt library engages MTE for implementation meetings for CS-1000
- MTE discusses dial plan, circuit needs, 911, remote survivability, call center design and voice mail deployment
- MTE works with library to migrate users in phases from BCM-200 to Nortel CS-1000
- Several hundred lines are converted from Centrex to DID
- MTE Installs 3 new PRI's for the library system with 5 digit dial plan
- MTE Programs new voice mail boxes with informational messages
- MTE Works with library system to retain City long distance on new lines

## **Housing Authority of Baltimore City (HABC) VOIP Conversion**

### **Approximate Time Period 2005/2006**

- 2005 HABC issues an RFP for a VOIP system.
- Digicon Inc. wins bid to install one thousand one hundred and thirty (1130) IP phone sets.
- Since HABC has been part of the City's Centrex telephone system for many years with lots of lines and circuits, it needed to engage the MTE for a seamless migration.
- MTE participates in planning meetings, preliminary design and project kickoff with agency and vendor and end users.
- MTE works with HABC on station review, provisioning, cut off schedule for old services, phone and voice mail deployment.
- MTE provisions 11 new PRI circuits for HABC and coordinates installation and testing with vendor and agency.
- MTE converts hundreds of Centrex phone lines to VOIP DID's in phases.
- MTE Works with HABC on Dial and numbering plan to retain City numbers.

- MTE decommissions old phone systems in various HABC locations.  
**Approximate Time Period 2003/2004/2005**
- MTE works with section 8 housing to gather requirements for a new call center due to constituents' complaints to City hall. Section 8 had no automatic call distribution system.
- MTE Works with section to configure 80 agents, IVR and ACD queues and skill groups for inspectors, landlords, tenants and general information.
- MTE Upgrades section 8 network with new Power over Ethernet (POE) switches to ensure end to end QoS. Installs new router and gateway.
- MTE installs Centrex tie trunks and fiber node to section 8
- MTE works on design phase for section 8 consisting of dial plan, IP addressing, Vlans, remote survivability, G711/G726 codecs, enterprise reports, 911, Cat-5 cabling, station review, PRI trunking design, voice mail configuration and end user training.
- MTE installs PIX firewall to HABC for MST Data Dip text to speech (TTS) project off Apps server
- MTE Decommissions old phone system.
- MTE provides technical support to section 8 call center and resolves issues.

---

**From:**  
**Sent:** Tuesday, February 08, 2011 6:10 PM  
**To:**  
**Cc:**  
**Subject:** RE: Phone call to discuss a PRI circuit

The Comptroller's office (MTE) has been working with a team of consultants and will soon release a comprehensive RFP for VOIP that will serve the needs of the entire City. Once a bidder is selected, we will work with MOIT on a range of issues as we implement this project in phases. For your information, MTE initiated a Cisco VOIP pilot in 2003. At that time, we met with Cisco engineers and invited MOIT to the meetings to discuss network vulnerabilities, connectivity and addressing issues. As part of the Pilot, the following servers were deployed; Cisco 7824 ( Call Manager), VG-200 Gateways, a scalable IP based audio conference solution with 50 ports , IPCC enterprise (virtual ACD with multiple integrated servers, IVR etc. This pilot has since been successful and servers are still running after 8 years. In 2005, MT extended its pilot to HABC section 8 at 1201 W. Pratt, supporting a Call center and over 120 IP phones for offices. The City's 6-3100 Call center has also been part of this pilot, as well our alternate Call center at the Municipal Post office and MTE offices. We have dedicated single mode Fiber linking all of these facilities.

We met with [redacted] from Cisco on several occasions. He is fully aware, there has been an existing Cisco Call Manager and IPCC at the MTE. He was also informed, the City will be issuing out an RFP for VOIP within a short time frame. Cisco as well as other vendors will then have the opportunity to bid based on City requirements. We are therefore surprised, as to why Mr. [redacted] will want to extend a demo VOIP to your agency. We believe this exercise is counterproductive at this time. Our goal is to collaborate with all the agencies and work with MOIT on a comprehensive VOIP solution that will provide long term benefits and substantial cost savings to the entire City. We look forward to working with your team on an enterprise solution involving design, testing and connectivity once a vendor is selected.

Please let me know if you, or any member of your team will be interested in learning more about the Cisco VOIP trials at MTE.

Thanks,

Acting Director – Communication Services  
Municipal Telephone Exchange  
410

**From:**  
**Sent:** Tuesday, February 08, 2011 4:39 PM  
**To:**  
**Subject:** RE: Phone call to discuss a PRI circuit

We have Cisco CUCMBE demo equipment. The model is an MCS-7816-H3-IPC1 I believe. We are looking to get a block of 20 VoIP DIDs on a Verizon 'IP Trunked' VoIP circuit. (One of the unused PRIs that we have now, converted to an IP trunk). I will get back to you ASAP on the circuit ID and location. There are a few candidates we were mulling over but didn't make a decision about yet. The location is either MECU or MUNI.

I was told by \_\_\_\_\_ from Cisco that it shouldn't take very long to get a currently owned PRI converted to VoIP. (As opposed to ordering one brand new). Do you have any idea on how long that would take to provision a VoIP circuit as discussed?

Let me know what you think.

Thanks!

**From:**  
**Sent:** Tuesday, February 08, 2011 4:21 PM  
**To:**  
**Subject:** RE: Phone call to discuss a PRI circuit

What exactly are you trying to accomplish? Do you have a VOIP switch and if so, what model? What is the circuit ID and location of the PRI.

Thanks,

MTE

**From:**  
**Sent:** Tuesday, February 08, 2011 3:24 PM  
**To:**  
**Subject:** Phone call to discuss a PRI circuit

Hi

I called yesterday and left a VM on your desk phone. It is concerning changing an unused PRI that we currently have to a Verizon VoIP circuit. I was hoping you could provide me with some information on how to go about provisioning that. If you could, can you call me on my BB at your convenience so we can discuss the procedures or steer me in the right direction for a contact within MTE if you do not handle that? I would appreciate it.

Thanks,

---

CCNA, MCSE, RSA CSE, A+  
WAN Engineer  
Mayors Office of Information Technology  
City of Baltimore  
BB- 443

---

---

**From:** < >  
**Sent:** Thursday, February 17, 2011 7:43 PM @cisco.com>  
**To:**  
**Subject:** Re: City of Baltimore - Voicemail

I hope all is well! Since we met and spoke I have been diligently thinking on how to best propose a next generation telephony architecture that the City could leverage and reduce their ongoing operational costs.

I saw your RFP for a new voicemail system and was surprised to hear that MTE has decided to move forward with procuring a voicemail system independent of the VoIP RFP. I find that to be counterintuitive from the original RFP that was referring more to an integrated solution or managed service.

Regardless of the manufacturer of the voicemail I find that procuring just a voicemail system, really diminishes the City's ability to leverage costs negotiations with the VoIP vendor of choice when the RFP is released. Secondly, every response now has to incorporate supporting the new 3<sup>rd</sup> party voicemail system. This potentially limits the number of responses the City may receive due to the complexity and limited partnerships with that voicemail vendor.

Finally, supporting a multi-vendor strategy in the City due to the size and different applications will drive the cost of ownership up and potentially limit feature and functionality of an integrated VoIP solution.

Would you consider accepting alternative proposals if they can meet your specifications?


Regards,



Account Manager - US Public Sector

[@cisco.com](mailto: @cisco.com)  
Phone: 410  
Mobile: 410  
Fax: 410

Cisco Systems, Inc.  
8865 Stanford Boulevard  
Suite 200  
Columbia, Maryland 21045  
United States  
[Cisco.com](http:// Cisco.com)

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---

**From:** @cisco.com >  
**Sent:** Tuesday, March 08, 2011 4:26 PM  
**To:** Singleton, Rico  
**Subject:** RE: City of Baltimore UNOFFICIAL RFP notice

Rico,

After our last email exchange did respond to the Voicemail solicitation as you can see from my screenshot. I expressed my concerns on 2/18 and they did not replay until last week to my concerns. They seem to be going on their own path. I will continue to further develop a white paper around collaboration and a unified architecture and send it you for review.

Regards,





Open Market Bid B50001833

Current Q & A for this bid:

Question #	Created Date	User Created	Question Subject	Question	
1	02/18/2011	/Cisco Systems	Proposed Solution(s)	<p>I see your RFP for a new voicemail system and was surprised to hear that MTE has decided to move forward with procuring a voicemail system independent of the VoIP RFP. I find that to be counterintuitive from the original RFP that was referring more to an integrated solution or managed service. Regardless of the manufacturer of the voicemail I find that procuring just a voicemail system, really diminishes the City's ability to leverage costs negotiations with the VoIP vendor of choice when the RFP is released. Secondly, every response now has to incorporate supporting the new 3rd party voicemail system. This potentially limits the number of responses the City may receive due to the complexity and limited partnerships with that voicemail vendor. Finally, supporting a multi-vendor strategy in the City due to the size and different applications will drive the cost of ownership up and potentially limit feature and functionality of an integrated VoIP solution. Would you consider accepting alternative proposals if they can meet your specifications? Regards,</p> <p>Cisco</p>	<p>The City is confident, the choice seamlessly from an aging voice an IP telephone system. The n integrate their solutions with C supports up to ten switches o TDI, IP-PBX, and Centrex opti Siemens and Mitel. With regard supports IP integration to Cisco media control over Ethernet cc the University of Maryland Baltimore we believe procuring an open ability to leverage cost saving therefore not consider accept</p>

Exit

Date	User Created	Question Subject	Question	Answer
011	Cisco Systems	Proposed Solution(s)	<p>I see your RFP for a new voicemail system and was surprised to hear that LITE has decided to move forward with procuring a voicemail system independent of the VoIP RFP. I find that to be counterintuitive from the original RFP that was referring more to an integrated solution or managed service. Regardless of the manufacturer of the voicemail I find that procuring just a voicemail system really diminishes the City's ability to leverage costs negotiations with the VoIP vendor of choice when the RFP is released. Secondly, every response now has to incorporate supporting the new 3rd party voicemail system. This potentially limits the number of responses the City may receive due to the complexity and limited partnerships with that voicemail vendor. Finally, supporting a multi-vendor strategy in the City due to the size and different applications will drive the cost of ownership up and potentially limit feature and functionality of an integrated VoIP solution. Would you consider accepting alternative proposals if they can meet your specifications? Regards,</p>	<p>The City is confident the choice to invest in CallPress will enable us migrate seamlessly from an aging voice mail system and circuit switch environment to an IP telephone system. The revised RFP will detail the need for vendors to integrate their solutions with CallPress. For your information, CallPress supports up to ten switches on one system and integrates with over 250 TDM, P-PEX, and Centrex options including Alcatel, Avaya, Cisco, NEC, Lucent, Siemens and Intel. With regards to Cisco, it has been proven that CallPress supports IP integration to Cisco Call Manager and performs call control and media control over Ethernet connections. There are many examples - such as the University of Maryland Baltimore, Drexel University, Dell Home Foods etc. We believe procuring an open, non proprietary platform increases the City's ability to leverage cost savings in licenses and multiple voice mails. We will therefore not consider accepting alternative proposals.</p>

Account Manager  
US Public Sector

Cisco Systems, Inc.  
8865 Stanford Boulevard  
Suite 200  
Columbia, MD 21045

Cisco.com  
Phone: 410-  
Mobile: 410  
...@cisco.com



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**From:** Rico Singleton [mailto:Rico.Singleton@baltimorecity.gov]  
**Sent:** Tuesday, March 08, 2011 3:59 PM  
**To:**  
**Subject:** Re: City of Baltimore UNOFFICIAL RFP notice  
**Importance:** High

You could send me a memo in writing express the concern Cisco sees on the approach Baltimore City is taking in regards to VoIP and why... I think I asked for that in our meeting.

It's very difficult for us to battle this if the primary providers aren't willing to publicly express opposition as well.

**Rico J. Singleton**  
**Chief Information Officer**  
City of Baltimore, Mayor Stephanie Rawlings-Blake  
Phone: (410) 396-  
Email: [rico.singleton@baltimorecity.gov](mailto:rico.singleton@baltimorecity.gov)

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On Mar 8, 2011, at 12:47 PM,

wrote:

FYI, it looks like that MTE is getting to release their RFP for a VoIP solution very shortly. Please let me know if I can help you with anything. Regards.

Account Manager  
US Public Sector

<image003.jpg>

Cisco Systems, Inc.  
8865 Stanford Boulevard  
Suite 200  
Columbia. MD 21045

Cisco.com  
Phone: 410-  
Mobile: 410-  
[@cisco.com](mailto:@cisco.com)

<image004.gif>

<image005.gif> Think before you print

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<image006.gif>

From: [mailto: @battiesgroup.com]

Sent: Tuesday, March 08, 2011 8:41 AM

To:

Cc:

Subject: City of Baltimore UNOFFICIAL RFP notice

Importance: High

The City of Baltimore will advertise a request for proposal (RFP) for the Telecommunications Improvement and Procurement Project (TIPP) in the near future. Please monitor <https://www.baltimorecitybuy.org> for more official information.

Principal, The Battles Group, LLC


<image001.jpg>

Tel: 301.

[www.battlesgroup.com](http://www.battlesgroup.com)

**Past President (2006-2008),** <image002.jpg> - Society of Telecommunications Consultants

*The largest association of Independent telecommunications consultants in North America, [www.stcconsultants.org](http://www.stcconsultants.org), est. 1976*

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---

**From:** } < .@cisco.com>  
**Sent:** Thursday, February 17, 2011 5:19 PM  
**To:** Singleton, Rico  
**Cc:**  
**Subject:** RE: City of Baltimore Voicemail RFP

Rico,

Interesting you mention that because that was my argument to MTE that when licensing a VoIP user there is a marginal cost to include voicemail on a per user basis instead of buying a standalone solution.


The other issue becomes cross referencing upgrades on each one of those systems to make sure that both are compatible.

Regards,

Account Manager  
US Public Sector  
  
Cisco Systems, Inc.  
8865 Stanford Boulevard  
Suite 200  
Columbia, MD 21045



[Cisco.com](http://Cisco.com)  
Phone: 410  
Mobile: 410-  
[@cisco.com](mailto:>@cisco.com)

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**From:** Rico Singleton [mailto:Rico.Singleton@baltimorecity.gov]  
**Sent:** Thursday, February 17, 2011 2:01 PM  
**To:**  
**Cc:** @baltimorecity.gov;  
**Subject:** Re: City of Baltimore Voicemail RFP


I am aware of this pending RFP however I did not have opportunity to review and weigh in. The Comptrollers office stated that they have a dire need to replace voicemail system now, but that this voicemail system is fully compatible with VoIP in the future. They plan to use this voicemail system along side a VOiP solution. For some reason I thought VOIP solution had it's own voice mail component, but I could be wrong.

Either way, if you see issues in their approach, I'd like to hear about them

**Rico J. Singleton**  
**Chief Information Officer**  
City of Baltimore, Mayor Stephanie Rawlings-Blake  
Phone: (410) - - -  
Email: [rico.singleton@baltimorecity.gov](mailto:rico.singleton@baltimorecity.gov)

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On Feb 17, 2011, at 1:37 PM, wrote:

and Rico,

Hope all is well! I came across this RFP today regarding a solicitation for a new voicemail system. I am not sure how this impacts the network, support or email systems but I wanted to pass it along. It appears there is a pending short term need for voicemail but not sure this fits into a longer term solution?

Regards,

<image001.gif>

Account Manager - US Public Sector

[@CISCO.COM](mailto: @CISCO.COM)

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Mobile: 410

Fax: 410-

**Cisco Systems, Inc.**

8865 Stanford Boulevard

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United States

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<Solicitation B50001833 (2).pdf>

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**From:**  
**Sent:** Tuesday, March 08, 2011 8:56 PM  
**To:** Singleton, Rico  
**Subject:** Re: Fwd: City of Baltimore UNOFFICIAL RFP notice

We should discuss in person or over phone. I don't have a great response. We inquired recently about taking MTE from them and received a very chilly response (to be mild).

---

**From:** Singleton, Rico  
**Sent:** Tuesday, March 08, 2011 03:57 PM  
**To:**  
**Subject:** Fwd: City of Baltimore UNOFFICIAL RFP notice


It looks like Comptroller / MTE is preparing to release their VOiP RFP shortly. This is extremely bad for the City. I have already met with Comptroller, they wasn't open to our involvement. There are serious flaws with their approach. MOIT has not been involved. The biggest problem is that with PBX telephone systems, MTE has been capable of managing this through MTE b/c it's telephone closet.. However with VOIP MUCH MORE integration is necessary with the IT environment. VoIP has to be integrated with the City data network (which MOIT manages and owns), the Security Directory (which MOIT manages and owns) and email system (which MOIT manages and owns)... I've already had meetings from Cisco, Avaya and IBM the big VoIP folks and they have all expressed disbelief in the City's direction.

This is extremely political and I've been sensitive to that. I feel MTE is expedited their RFP release because MOIT has been making steps toward VoIP. I need you to advise on how to handle and prevent this debacle from occurring. Baltimore will be a laughing stock and profit center to the vendors.

**Rico J. Singleton**  
**Chief Information Officer**  
City of Baltimore, Mayor Stephanie Rawlings-Blake  
Phone: (410)  
Email: [rico.singleton@baltimorecity.gov](mailto:rico.singleton@baltimorecity.gov)

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**From:** [mailto: [battlesgroup.com]]  
**Sent:** Tuesday, March 08, 2011 8:41 AM  
**To:**  
**Cc:**  
**Subject:** City of Baltimore UNOFFICIAL RFP notice  
**Importance:** High

The City of Baltimore will advertise a request for proposal (RFP) for the Telecommunications Improvement and Procurement Project (TIPP) in the near future. Please monitor <https://www.baltimorecitibuy.org> for more official information.

Principal, The Battles Group, LLC



Tel: 301

[www.battlesgroup.com](http://www.battlesgroup.com)

**Past President (2006-2008), STC** - Society of Telecommunications Consultants

*The largest association of independent telecommunications consultants in North America, [www.stcconsultants.org](http://www.stcconsultants.org), est. 1976*

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---

**From:** @cisco.com>  
**Sent:** Tuesday, March 15, 2011 12:01 PM  
**To:**  
**Cc:**  
**Subject:** Re: Cisco VoIP Pilot Opportunity

I hope all is well! I know we have talked to the IT guys about this but I wanted to bounce the idea off you as well. As we know MTE is coming out with an RFP for VoIP procurement to replace the current 11,000 lines of Centrex. It will obviously impact the network on a variety of levels including the transport, network, and applications. To better prepare for what those impacts I had offered MoIT a small (20) IP phone Cisco system to do some testing.

I do not want it to seem counterproductive so if that would be the perception from MTE then I understand. I do think it would prove to be a valuable pilot for MoIT to better understand the technology and its impact to the network. Please let me know if you and Rico would like to explore it and we can provide you the scope of work and details on what we would provide the City to test.

Regards,



Account Manager - US Public Sector

[dcisco.com](mailto:dcisco.com)  
Phone: 410-  
Mobile: 410  
Fax: 410-

Cisco Systems, Inc.  
8865 Stanford Boulevard  
Suite 200  
Columbia, Maryland 21045  
United States  
[Cisco.com](http://Cisco.com)

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**From:** [redacted]  
**Sent:** Friday, April 01, 2011 9:37 AM  
**To:** Singleton, Rico  
**Subject:** FW: FYI  
**Attachments:** Solicitation%20Doc%20B50001894%20TIPP[1][1].docx

The email below is in regards to the pre-bid meeting on the MTE VOIP RFP.

Program Manager  
City of Baltimore, Mayor Stephanie Rawlings-Blake Mayors Office of Information Technology (MOIT)  
[redacted]@baltimorecity.gov  
410 [redacted] office  
410 [redacted] cell

-----Original Message-----

**From:** [redacted] [mailto:[redacted]@digiconasp.com]  
**Sent:** Friday, April 01, 2011 9:28 AM  
**To:** [redacted]  
**Subject:** FYI  
**Importance:** High

Mr.

Yesterday I attended the Pre-Bid meeting for Baltimore City RFP Solicitation # B50001894 for Telecommunications Improvement & Procurement Project (TIPP).

BC attendees,

[redacted] Buyer

Mr. [redacted] from MTE

BC Consultants the Battle Group, Mr. [redacted] & and a associate

Companies that attended,

IBM, Avaya, Presidio, Dimension Data, XO, Siemens, Verizon, Cisco, Mitel and AT&T.

There were a lot of Technical questions around Infrastructure

1. Brand, model of switches,
2. Number of available ports
3. Cabling, what type, fiber, cat 5e, power over Ethernet, who is responsible for the cabling
4. Bandwidth?
5. Building issue with asbestos
6. Building conduit for cabling
7. AC outlets for power boxes if no power over Ethernet at location
8. Telecom service, who is providing ect...
9. Servers questions
10. Voice mail

The Battle Group provided 90% of the answers

There response to most the IT question.

Standard Answers: MOIT provided most the IT information in the RFP and that MOIT so we are working together.

Another Standard answers: We are working with MOIT

Question: What about switches and ports availability

MOIT is in the process of conducting an inventory of some equipment. And part of this RFP is that winning bidder would conduct a tag and tone test and infrastructure assessment before implementation.

Question: Why is MOIT not present?

Answer: This is procurement is under the Comptroller office not MOIT.

Question: What about the IT questions that we have

Answer: Submit those question and we will have MOIT address them

Question: it looks like the only thing different from this RFP then last year is you have taken out managed services.

Answer: correct we are looking for a company to provide us assessment & (tone & tag), telephone equipment, implementation and support

Vendors were told to put most questions in writing

My summary is the pre bid was uneventfully nothing was presented new, a whole lot of unanswered questions still. The vendors community consensus is that proposals will have lot of assumption and pricing will be high do the overwhelm risk.

attached is a copy of the RFP

Business Development Manager  
Digicon Corporation  
9601 Blackwell Road  
Suite 250  
Rockville, MD 20850  
Phone: (301)  
Cell: (443)  
Fax: (301)

E-mail: \_\_\_\_\_@digiconasp.com <mailto: \_\_\_\_\_@digiconasp.com>

Web: [www.digicon.com](http://www.digicon.com) <<https://mx.digiconasp.com/exchweb/bin/redirect.asp?URL=http://www.digicon.com/>>

---

**From:** "CIO" <@habc.org>  
**Sent:** Monday, March 28, 2011 3:54 PM  
**To:** (HABC) - (HABC)  
**Cc:** @digiconasp.com; (Information Technology) - (HABC); Singleton, Rico; (@digiconasp.com)  
**Subject:** VoIP Pilot Project

Ok, I will set up a conference call bridge at 8:30am tomorrow morning. The number is 443-

Thanks

---

**From:** [mailto:'@baltimorecity.gov]  
**Sent:** Monday, March 28, 2011 8:55 AM  
**To:** (HABC); "CIO"  
**Cc:** Baltimore City); (Baltimore City); @digiconasp.com  
**Subject:** RE: VoIP

Hi

My schedule is relatively open today and tomorrow with the exception of 10:am – 11:30am Tuesday. Would sometime after lunch today work for you? Between 1:30pm- 5pm?

Thank you,

---

**From:** (HABC) [mailto: @habc.org]  
**Sent:** Sunday, March 27, 2011 7:25 PM  
**To:** "CIO" - (HABC);  
**Cc:** @digiconasp.com  
**Subject:** RE: VoIP

Let me know when you would like to meet and we can set up a conference call.  
Thanks

---

**From:** "CIO"  
**Sent:** Sunday, March 27, 2011 6:43 PM  
**To:** (Baltimore City)  
**Cc:** (Baltimore City); (Baltimore City); (HABC); (@digiconasp.com)  
**Subject:** RE: VoIP

Hi, is my Network Manager and is the Digicon Engineer assigned to our account.

We will setup a meeting with you shortly..  
Thank you.

---

**From:** [mailto:...@baltimorecity.gov]  
**Sent:** Friday, March 25, 2011 1:13 PM  
**To:** "CIO"  
**Cc:** (Baltimore City); (Baltimore City)  
**Subject:** FW: VoIP

Hello

I am a WAN engineer for MOIT. I have been instructed by my manager, (per the email below), to add two VoIP phones connected to your VoIP system at MECU and City Hall for testing purposes. Would you or the SME on your staff be available sometime in the very near future to discuss the details of your VoIP system and what we need on our side to get this up and rolling? Currently we do not have VoIP traversing the core network, so we would need to take some initial steps such as punching holes in the firewall and possibly configuring QoS if applicable.

Please let me know your availability. I look forward to discussing this with you further.

Thank you,

Best regards,

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CCNA, MCSE, RSA CSE, A+  
WAN Engineer  
Mayors Office of Information Technology  
City of Baltimore  
BB- 443.

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**From:**  
**Sent:** Thursday, March 24, 2011 2:47 PM  
**To:**  
**Cc:** Wan  
**Subject:** VoIP

CIO Singleton has made a request to add two phones at MECU and two phones at CityHall to the HABC VoIP system. Please let me know ASAP what will be required on our network to support this.  
Any questions, don't hesitate.  
Thanks.

Network Manager  
City of Baltimore, MOIT  
410-

[@baltimorecity.gov](mailto:)

---

**From:**  
**Sent:** Monday, April 04, 2011 9:40 AM  
**To:** Singleton, Rico  
**Cc:**  
**Subject:** RE: City Voice mail replacement Kick-off Meeting

Thank you. This makes our position clear.


**From:** Singleton, Rico  
**Sent:** Monday, April 04, 2011 9:38 AM  
**To:** I  
**Cc:**  
**Subject:** Re: City Voice mail replacement Kick-off Meeting

You may attend if your schedule permits just to listen and observe. Do not commit to anything (i'm not agreeing to this integration, at least yet) and do not offer input on how they can integrate. Just collect information so they are aware in the event that something changes in the future. But as of right now, I'm not supporting this integration with our mail environment for a few reasons.

**Rico J. Singleton**  
**Chief Information Officer**  
City of Baltimore, Mayor Stephanie Rawlings-Blake  
Phone: (410)  
Email: [rico.singleton@baltimorecity.gov](mailto:rico.singleton@baltimorecity.gov)

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 please don't print this e-mail unless you really need to.

On Apr 1, 2011, at 1:01 PM, wrote:

I've heard rumor that you have been enlisted to establish a MOIT VoIP in a somewhat clandestine manner. I would suggest that you speak with the CIO in advance of next Tuesday.

Thks,

**From:**  
**Sent:** Friday, April 01, 2011 12:59 PM  
**To:**  
**Subject:** RE: City Voice mail replacement Kick-off Meeting



If you want me to attend, I will gladly do so. Any advice you want to give me before I go ?

---

**From:**  
**Sent:** Friday, April 01, 2011 11:07 AM  
**To:**  
**Cc:** Singleton, Rico  
**Subject:** RE: City Voice mail replacement Kick-off Meeting

I've tried to clear my schedule to attend this meeting with [redacted] but I have too many conflicts. Can you attend the referenced meeting and work with [redacted] ?

Thks,

---

**From:** [redacted]  
**Sent:** Friday, April 01, 2011 10:21 AM  
**To:** Singleton, Rico  
**Cc:**  
**Subject:** RE: City Voice mail replacement Kick-off Meeting  
**Importance:** High

Rico,

I have been trying to reach [redacted] in reference to the email below but unsuccessful. Can you please endeavor to have a representative from MOIT attend the kick off meeting for a new City voice mail system. We will like MOIT to provide some input on integrating the platform with Outlook. The new system is bundled with 50 Unified messaging ports. One of the concerns in the City with the legacy Octel was lack of visible notification when end users received their voice mail. Integrating the new voice mail with the City email system is one way to alleviate this problem. At this time, it may be impractical to deploy UM Citywide because of TCO. We will therefore like to introduce UM only to City officials and executives who are on constant travel. Unified messaging has been proven to be technologically stable across enterprise networks since it calls for little overhead. In terms of compliance and security, the MTE will not store any messages in MOIT's Exchange databases. There will be servers at our location to store all messages. All we need is a simple plug in CTI-interface to communicate with Exchange server.

We will therefore appreciate your team joining us to discuss any implementation concerns/questions revolving around issues such as storage, performance and architecture. Once again, the kickoff meeting is scheduled for Tuesday April 5, from 10:30 am – 11:30am at (MTE) 201 E. Baltimore St, Suite 1100. We will have engineers from AVST present at this meeting.

Thank you for looking into this matter of great importance to the Comptroller and City.

MTE

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**From:** [redacted]  
**Sent:** Friday, March 25, 2011 3:37 PM  
**To:**  
**Cc:** Singleton, Rico;  
**Subject:** City Voice mail replacement Kick-off Meeting  
**Importance:** High

For your information, Altura Communications has won the bid to install a new voice mail system for the City. CallXpress 8.1 advanced messaging will replace the legacy Octel System. A kickoff meeting is scheduled with the vendor on Tuesday April 5, 10:30a – 12:00p. The new system is bundled with 50 unified messaging ports.

We will therefore appreciate the presence of your team to discuss integration with Outlook.

Please respond at your earliest convenience.

Thanks,

Acting Director – Communications Services  
410 3

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**From:** Singleton, Rico  
**Sent:** Tuesday, April 12, 2011 5:43 PM  
**To:**  
**Cc:**  
**Subject:** Project Manager  
**Attachments:** HR - VOIP Project Manager Job Description.docx; ATT2775358.htm

Attached is a position description to recruit for a Project Manager with VoIP implementation expertise. Qualified resumes should be sent to \_\_\_\_\_, but Monday for review.

---

**From:**

**Sent:** Wednesday, April 13, 2011 3:15 PM  
**To:** @LIST.LGOV.ORG  
**Subject:** Re: Municipal Wide VoIP

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**From:** Metropolitan Information Exchange [mailto: @LIST.LGOV.ORG] **On Behalf Of** Rico Singleton  
**Sent:** Wednesday, April 13, 2011 1:03 PM  
**To:** @LIST.LGOV.ORG  
**Subject:** Municipal Wide VoIP

Baltimore is preparing a City-Wide VoIP migration. As part of the planning and eventual value validation, I would like to get a baseline from other municipalities that have deploy VoIP and what their current estimated annual costs are and for how many users.

Anyone deployed City-Wide or County-Wide VoIP.?


If so, how many users and what is your estimate annual costs to run.

Would also appreciate any savings percentages you have realized as a result of moving from PBX / Centrex to VoIP.

**Rico J. Singleton**  
**Chief Information Officer**  
City of Baltimore, Mayor Stephanie Rawlings-Blake  
Phone: (410) \_\_\_\_\_  
Email: [rico.singleton@baltimorecity.gov](mailto:rico.singleton@baltimorecity.gov)

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 please don't print this e-mail unless you really need to.

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**From:**  
**Sent:** Tuesday, May 24, 2011 1:03 PM  
**To:**  
**Cc:**  
**Subject:** FW: MOITVOIPPILOT <#DGCQ5841>  
**Attachments:** dgcq5841.pdf

All,  
Here is the VOIP quote for your review, I would like to discuss this with all of your at your earliest convenience. The Nexus quote will follow.

-----Original Message-----

From: [mailto: /@digiconasp.com]  
Sent: Tuesday, May 24, 2011 12:35 PM  
To:  
Subject: MOITVOIPPILOT <#DGCQ5841>

and the VOIP.

Ms. CSE  
Account Manager  
Digicon Corporation  
Direct: 301-7  
Main: 301-  
Fax: 301-  
[@digiconasp.com](mailto: @digiconasp.com)



# QUOTE

**Quote Prepared For** Baltimore City, MOIT  
 401 E. Fayette, St., 3rd Floor  
 Baltimore City, MD 21202

**Email:** [info@baltimorecity.gov](mailto:info@baltimorecity.gov)

**Phone:** 410-...

**Fax:**

Date	Quote #	Vehicle
05/23/11	DGCQ5841	P514950
Terms	Sales Rep	Ship Via
See Attached		DEST GND

Qty	Part Number	Description	Unit Price	Ext. Price
<b>SWITCHES, ACCESS &amp; DISTRIBUTION:</b>				
2	WS-C3560E-12D-E	Catalyst 3560E 12 Ten GE (X2) ports, IPS software List Price: \$32,000.00	\$18,086.96	\$36,173.92
8	C3K-FAN-16CFM	Fan Module for the Catalyst 3560E-12D List Price: \$0.00	\$0.00	\$0.00
4	C3K-PWR-300WAC	Catalyst 3560E-12D and 3560E-12SD 300WAC power supply List Price: \$0.00	\$0.00	\$0.00
24	CVR-X2-SFP=	Cisco TwinGig Converter Module List Price: \$195.00	\$110.22	\$2,645.28
6	GLC-SX-MM=	GE SFP, LC connector SX transceiver List Price: \$500.00	\$282.61	\$1,695.66
8	GLC-LH-SM=	GE SFP, LC connector LX/LH transceiver List Price: \$995.00	\$562.39	\$4,499.12
6	GLC-T=	1000BASE-T SFP List Price: \$395.00	\$223.26	\$1,339.56
4	CAB-16AWG-AC	AC Power cord, 16AWG List Price: \$0.00	\$0.00	\$0.00
2	S356EVK9T-12255SE	CAT 3560E IOS UNIVERSAL WITH WEB BASED DEV MGR List Price: \$0.00	\$0.00	\$0.00
2	CON-SNT-C3560EE	SMARTNET 8X5XNBD Catalyst 3560E 12 Ten GE (X2) ports, IPS List Price: \$2,560.00	\$2,142.61	\$4,285.22

Qty	Part Number	Description	Unit Price	Ext. Price
2	WS-C3750X-24P-S	Catalyst 3750X 24 Port PoE IP Base List Price: \$7,300.00	\$4,126.09	\$8,252.18
2	C3KX-PWR-715WAC	Catalyst 3K-X 715W AC Power Supply List Price: \$0.00	\$0.00	\$0.00
2	C3KX-NM-10G	Catalyst 3K-X 10G Network Module option PID List Price: \$2,500.00	\$1,413.04	\$2,826.08
2	C3KX-PWR-715WAC/2	Catalyst 3K-X 715W AC Secondary Power Supply List Price: \$1,000.00	\$565.22	\$1,130.44
4	CAB-3KX-AC	AC Power Cord for Catalyst 3K-X (North America) List Price: \$0.00	\$0.00	\$0.00
2	CAB-SPWR-30CM	Catalyst 3750X Stack Power Cable 30 CM List Price: \$0.00	\$0.00	\$0.00
2	CAB-STACK-50CM	Cisco StackWise 50CM Stacking Cable List Price: \$0.00	\$0.00	\$0.00
3	GLC-SX-MM=	GE SFP, LC connector SX transceiver List Price: \$500.00	\$282.61	\$847.83
2	S375XVK9T-12255SE	CAT 3750X IOS UNIVERSAL WITH WEB BASE DEV MGR List Price: \$0.00	\$0.00	\$0.00
2	CON-SNT-3750X2PS	SMARTNET 8X5XNBD Catalyst 3750X 24 PoE IP Base List Price: \$700.00	\$585.87	\$1,171.74
3	WS-C3750X-48PF-S	Catalyst 3750X 48 Port Full PoE IP Base List Price: \$14,000.00	\$7,913.04	\$23,739.12
3	C3KX-PWR-1100WAC	Catalyst 3K-X 1100W AC Power Supply List Price: \$0.00	\$0.00	\$0.00
3	C3KX-NM-10G	Catalyst 3K-X 10G Network Module option PID List Price: \$2,500.00	\$1,413.04	\$4,239.12
3	C3KX-PWR-1100WAC/ 2	Catalyst 3K-X 1100W AC Secondary Power Supply List Price: \$1,500.00	\$847.83	\$2,543.49
6	CAB-3KX-AC	AC Power Cord for Catalyst 3K-X (North America) List Price: \$0.00	\$0.00	\$0.00
3	CAB-SPWR-30CM	Catalyst 3750X Stack Power Cable 30 CM List Price: \$0.00	\$0.00	\$0.00
3	CAB-STACK-50CM	Cisco StackWise 50CM Stacking Cable List Price: \$0.00	\$0.00	\$0.00

Qty	Part Number	Description	Unit Price	Ext. Price
3	GLC-SX-MM=	GE SFP, LC connector SX transceiver List Price: \$500.00	\$282.61	\$847.83
3	S375XVK9T-12255SE	CAT 3750X IOS UNIVERSAL WITH WEB BASE DEV MGR List Price: \$0.00	\$0.00	\$0.00
3	CON-SNT-3750X4FS	SMARTNET 8X5XNBD Catalyst 3750X 48 Port Full PoE IP Base List Price: \$700.00	\$585.87	\$1,757.61
<b>CUWL LICS</b>				
1	CUWL-LIC	CUWL Top Level List Price: \$0.00	\$0.00	\$0.00
1	CCX-85-CMBUNDLE-K 9	CCX 8.5 5 Seat CCX ENH CM Bundle - AVAILABLE ONLY FOR NEW CM List Price: \$0.00	\$0.00	\$0.00
880	CUCM-UWL	Communications Manager UWL DLU Bundle List Price: \$0.00	\$0.00	\$0.00
1	CUCM-UWL-PAK	CUCM Claim Certificate for UWL List Price: \$0.00	\$0.00	\$0.00
1	CUP-85-UWL-K9-PAK	Unified Presence 8.5 PAK List Price: \$0.00	\$0.00	\$0.00
80	CUP-85-UWL-USR	Unified Presence 8.5 Users List Price: \$0.00	\$0.00	\$0.00
1	CUPC-UWL-RTU	CUPC UWL PAK List Price: \$0.00	\$0.00	\$0.00
1	CUVA-UWL-RTU	CUVA UWL Right to Use Certificate List Price: \$0.00	\$0.00	\$0.00
1	IME-7845-85-KIT	IME 8.5 Media Kit List Price: \$0.00	\$0.00	\$0.00
1	IME-PAK	Include PAK Auto-expanding PAK for IME 8.0 List Price: \$0.00	\$0.00	\$0.00
80	LIC-UWL-STD-SLED-A	Services Mapping SKU, Under 1K UWL STD users List Price: \$0.00	\$0.00	\$0.00
1	UCM-7845-85-KIT	CUCM 8.5 Media Kit List Price: \$0.00	\$0.00	\$0.00
1	UCSS-UWL-STD-PK	UWL STD UCSS PAK List Price: \$0.00	\$0.00	\$0.00
1	UCXN8-UWL-PAK	Unity Connection 8.x PAK List Price: \$0.00	\$0.00	\$0.00



Qty	Part Number	Description	Unit Price	Ext. Price
80	UCXN8-UWL-USR	Unity Connection 8.x User List Price: \$0.00	\$0.00	\$0.00
1	UNITYCN8-HA-VMWARE	Unity Connection 8.x HA for VMWare List Price: \$0.00	\$0.00	\$0.00
2	CUP-85-UWL	Cisco Unified Presence 8.5 for CUWL only List Price: \$0.00	\$0.00	\$0.00
80	CUVA-CLIENT-UWL	Unified Video Advantage Client for CUWL only List Price: \$0.00	\$0.00	\$0.00
2	IME-7845-85	IME 8.5 7845 List Price: \$0.00	\$0.00	\$0.00
80	LIC-UWL-STD-SLED	Unified Workspace Licensing STD, 1 User Govt/Edu List Price: \$325.00	\$183.70	\$14,696.00
15	UCM-7845-85-UWL	CUCM 8.5 7845 List Price: \$0.00	\$0.00	\$0.00
80	UCSS-UWL-STD	3-Yr UWL STD UCSS List Price: \$70.00	\$39.57	\$3,165.60
2	UNCN8-VMWARE-UWL	Unity Connection 8.x for VMWare List Price: \$0.00	\$0.00	\$0.00
80	UPC8-CLIENT-UWL	Unified Personal Communicator 8.x for CUWL only List Price: \$0.00	\$0.00	\$0.00
1	CON-ESW-CUWLLIC	ESSENTIAL SW CUWL Top Level-See Svc on Components List Price: \$0.00	\$0.00	\$0.00
1	CON-ESW-CMBUNDK9	ESSENTIAL SW CCX 8.5 5 Seat CCX ENH CM Bundle - AVAIL1 List Price: \$500.00	\$418.48	\$418.48
240	CON-ESW-SSLEDA	ESSENTIAL SW Services Mapping SKU, Under 1K UWL STD List Price: \$21.00	\$17.58	\$4,219.20
<b>MECU CALL MANAGER SERVER</b>				
1	UCS-C210M2-VCD2	Bare Metal UCS C210M2 Svr.,2xE5640 CPU,48GB RAM,10x146GB HDD List Price: \$24,159.00	\$13,655.09	\$13,655.09
2	UC-A01-X0109	2.66GHz Xeon E5640 80W CPU/12MB cache/DDR3 1066MHz List Price: \$0.00	\$0.00	\$0.00
10	UC-A03-D146GC2	146GB 6Gb SAS 15K RPM SFF HDD/hot plug/drive sled mounted List Price: \$0.00	\$0.00	\$0.00

Qty	Part Number	Description	Unit Price	Ext. Price
12	UC-N01-M304GB1	4GB DDR3-1333MHz RDIMM/PC3-10600/dual rank 1Gb DRAMs List Price: \$0.00	\$0.00	\$0.00
1	UC-N2XX-ABPCI03	Broadcom BCM5709 Quad Gig E card (10/100/1GbE) List Price: \$0.00	\$0.00	\$0.00
1	UC-R210-ODVDRW	DVD-RW Drive for UCS C210 M1 Rack Servers List Price: \$0.00	\$0.00	\$0.00
1	UC-R2XX-PL003	LSI 6G MegaRAID PCIe Card (RAID 0, 1, 5, 6, 10, 60) - 512WC List Price: \$0.00	\$0.00	\$0.00
2	UC2-R2X0-PSU2-650W	650W power supply unit for UCS C210 M1 Rack Server List Price: \$0.00	\$0.00	\$0.00
2	CAB-9K12A-NA	Power Cord, 125VAC 13A NEMA 5-15 Plug, North America List Price: \$0.00	\$0.00	\$0.00
3	CON-ISV1-UCSTD1A	ISV 24X7 VMware vSphereESXi 4.0 Std,2 CPU,1yr sup List Price: \$0.00	\$0.00	\$0.00
1	CON-UCWD7-C210M2 VC	UC PLUS DR 24X7X4OS Bare Metal UCS C210M2 Svr.,2xE5640 CPU,4 List Price: \$1,063.00	\$889.68	\$889.68
1	VMW-UC-STD-K9-1A	VMware ESXi 4.0 Standard (2 CPU), 1 yr support required List Price: \$2,980.00	\$1,684.35	\$1,684.35
2	VMW-VS-STD-1A	VMware vSphere Standard (1 CPU), 1 yr support required List Price: \$0.00	\$0.00	\$0.00
1	CON-ISV1-UCSTD1A	ISV 24X7 VMware vSphereESXi 4.0 Std,2 CPU,1yr sup List Price: \$0.00	\$0.00	\$0.00
6	CON-ISV1-VSSTD1A	ISV 24X7 VMware vSphere Std (1 CPU), 1 yr supp re List Price: \$450.00	\$376.63	\$2,259.78
<b>MUNI CM SERVER</b>				
1	UCS-C210M2-VCD2	Bare Metal UCS C210M2 Svr.,2xE5640 CPU,48GB RAM,10x146GB HDD List Price: \$24,159.00	\$13,655.09	\$13,655.09
2	UC-A01-X0109	2.66GHz Xeon E5640 80W CPU/12MB cache/DDR3 1066MHz List Price: \$0.00	\$0.00	\$0.00
10	UC-A03-D146GC2	146GB 6Gb SAS 15K RPM SFF HDD/hot plug/drive sled mounted List Price: \$0.00	\$0.00	\$0.00

Qty	Part Number	Description	Unit Price	Ext. Price
12	UC-N01-M304GB1	4GB DDR3-1333MHz RDIMM/PC3-10600/dual rank 1Gb DRAMs List Price: \$0.00	\$0.00	\$0.00
1	UC-N2XX-ABPCI03	Broadcom BCM5709 Quad Gig E card (10/100/1GbE) List Price: \$0.00	\$0.00	\$0.00
1	UC-R210-ODVDRW	DVD-RW Drive for UCS C210 M1 Rack Servers List Price: \$0.00	\$0.00	\$0.00
1	UC-R2XX-PL003	LSI 6G MegaRAID PCIe Card (RAID 0, 1, 5, 6, 10, 60) - 512WC List Price: \$0.00	\$0.00	\$0.00
2	UC2-R2X0-PSU2-650W	650W power supply unit for UCS C210 M1 Rack Server List Price: \$0.00	\$0.00	\$0.00
2	CAB-9K12A-NA	Power Cord, 125VAC 13A NEMA 5-15 Plug, North America List Price: \$0.00	\$0.00	\$0.00
1	VMW-UC-STD-K9-1A	VMware ESXi 4.0 Standard (2 CPU), 1 yr support required List Price: \$2,980.00	\$1,684.35	\$1,684.35
2	VMW-VS-STD-1A	VMware vSphere Standard (1 CPU), 1 yr support required List Price: \$0.00	\$0.00	\$0.00
1	CON-UCWD7-C210M2 VC	UC PLUS DR 24X7X4OS Bare Metal UCS C210M2 Svr.,2xE5640 CPU,4 List Price: \$1,063.00	\$889.68	\$889.68
1	CON-ISV1-UCSTD1A	ISV 24X7 VMware vSphereESXi 4.0 Std,2 CPU,1yr sup List Price: \$0.00	\$0.00	\$0.00
6	CON-ISV1-VSSTD1A	ISV 24X7 VMware vSphere Std (1 CPU), 1 yr supp re List Price: \$450.00	\$376.63	\$2,259.78
3	CON-ISV1-UCSTD1A	ISV 24X7 VMware vSphereESXi 4.0 Std,2 CPU,1yr sup List Price: \$0.00	\$0.00	\$0.00
<b>PHONES</b>				
2	CP-7925G-A-K9=	Cisco 7925G FCC; Battery/Power Supply Not Included List Price: \$675.00	\$381.52	\$763.04
2	CP-7925G-SW-K9-A	Cisco 7925G Software, FCC List Price: \$0.00	\$0.00	\$0.00
2	CP-BATT-7925G-EXT=	Cisco 7925G Battery, Extended List Price: \$95.00	\$53.70	\$107.40
1	CP-PWR-7925G-NA=	Cisco 7925G Power Supply for North America List Price: \$45.00	\$25.43	\$25.43

Qty	Part Number	Description	Unit Price	Ext. Price
1	CP-7916=	7916 UC Phone Color Expansion Module List Price: \$495.00	\$279.78	\$279.78
1	CP-7937G=	Cisco UC Conference Station 7937 Global List Price: \$1,295.00	\$731.96	\$731.96
49	CP-7942G=	Cisco UC Phone 7942, spare List Price: \$370.00	\$209.13	\$10,247.37
2	CP-7945G=	Cisco UC Phone 7945, Gig Ethernet, Color, spare List Price: \$465.00	\$262.83	\$525.66
20	CP-7962G=	Cisco UC Phone 7962, spare List Price: \$420.00	\$237.39	\$4,747.80
6	CP-9971-C-CAM-K9=	Cisco UC Phone 9971, Charcoal, Std Hndst with Camera List Price: \$995.00	\$562.39	\$3,374.34
1		GATEWAY List Price: \$0.00	\$0.00	\$0.00
1	C2951-VSEC-CUBE/K9	C2951 UC SEC CUBE Bundle, PVDM3-32, UC SEC Lic, FL-CUBEE-25 List Price: \$10,395.00	\$5,875.43	\$5,875.43
1	FL-CUBEE-25	Unified Border Element Enterprise License - 25 sessions List Price: \$0.00	\$0.00	\$0.00
1	PWR-2921-51-AC	Cisco 2921/2951 AC Power Supply List Price: \$0.00	\$0.00	\$0.00
1	S2951UK9-15001M	Cisco 2951 IOS UNIVERSAL List Price: \$0.00	\$0.00	\$0.00
1	SL-29-IPB-K9	IP Base License for Cisco 2901-2951 List Price: \$0.00	\$0.00	\$0.00
1	SL-29-SEC-K9	Security License for Cisco 2901-2951 List Price: \$0.00	\$0.00	\$0.00
1	SL-29-UC-K9	Unified Communication License for Cisco 2901-2951 List Price: \$0.00	\$0.00	\$0.00
1	CAB-AC	AC Power Cord (North America), C13, NEMA 5-15P, 2.1m List Price: \$0.00	\$0.00	\$0.00
1	CAB-CONSOLE-USB	Console Cable 6 ft with USB Type A and mini-B List Price: \$30.00	\$16.96	\$16.96
1	ISR-CCP-CD	Cisco Config Professional on CD, CCP-Express on Router Flash List Price: \$20.00	\$11.30	\$11.30

Qty	Part Number	Description	Unit Price	Ext. Price
1	MEM-2951-512U2GB	512MB to 2GB DRAM Upgrade (1 2GB DIMM) for Cisco 2951 ISR List Price: \$700.00	\$395.65	\$395.65
1	MEM-CF-256U1GB	256MB to 1GB Compact Flash Upgrade for Cisco 1900,2900,3900 List Price: \$400.00	\$226.09	\$226.09
1	PVDM3-32U256	PVDM3 32-channel to 256-channel factory upgrade List Price: \$7,780.00	\$4,397.39	\$4,397.39
1	VIC2-4FXO	Four-port Voice Interface Card - FXO (Universal) List Price: \$800.00	\$452.17	\$452.17
1	VVIC2-2MFT-T1/E1	2-Port 2nd Gen Multiflex Trunk Voice/WAN Int. Card - T1/E1 List Price: \$2,000.00	\$1,130.43	\$1,130.43
3	CON-SNTP-2951VSCC	SMARTNET 24X7X4 C2951 VSEC CUBE Bundle, PVDM3-32, UC SEC List Price: \$1,536.00	\$1,285.57	\$3,856.71
1	C2951-VSEC-CUBE/K9	C2951 UC SEC CUBE Bundle, PVDM3-32, UC SEC Lic, FL-CUBEE-25 List Price: \$10,395.00	\$5,875.43	\$5,875.43
1	FL-CUBEE-25	Unified Border Element Enterprise License - 25 sessions List Price: \$0.00	\$0.00	\$0.00
1	PWR-2921-51-AC	Cisco 2921/2951 AC Power Supply List Price: \$0.00	\$0.00	\$0.00
1	S2951UK9-15001M	Cisco 2951 IOS UNIVERSAL List Price: \$0.00	\$0.00	\$0.00
1	SL-29-IPB-K9	IP Base License for Cisco 2901-2951 List Price: \$0.00	\$0.00	\$0.00
1	SL-29-SEC-K9	Security License for Cisco 2901-2951 List Price: \$0.00	\$0.00	\$0.00
1	SL-29-UC-K9	Unified Communication License for Cisco 2901-2951 List Price: \$0.00	\$0.00	\$0.00
1	CAB-AC	AC Power Cord (North America), C13, NEMA 5-15P, 2.1m List Price: \$0.00	\$0.00	\$0.00
1	CAB-CONSOLE-USB	Console Cable 6 ft with USB Type A and mini-B List Price: \$30.00	\$16.96	\$16.96
1	ISR-CCP-CD	Cisco Config Professional on CD, CCP-Express on Router Flash List Price: \$20.00	\$11.30	\$11.30
1	MEM-2951-512U2GB	512MB to 2GB DRAM Upgrade (1 2GB DIMM) for Cisco 2951 ISR List Price: \$700.00	\$395.65	\$395.65

Qty	Part Number	Description	Unit Price	Ext. Price
1	MEM-CF-256U1GB	256MB to 1GB Compact Flash Upgrade for Cisco 1900,2900,3900 List Price: \$400.00	\$226.09	\$226.09
1	PVDM3-32U256	PVDM3 32-channel to 256-channel factory upgrade List Price: \$7,780.00	\$4,397.39	\$4,397.39
1	VIC2-4FXO	Four-port Voice Interface Card - FXO (Universal) List Price: \$800.00	\$452.17	\$452.17
1	VVIC2-2MFT-T1/E1	2-Port 2nd Gen Multiflex Trunk Voice/WAN Int. Card - T1/E1 List Price: \$2,000.00	\$1,130.43	\$1,130.43
3	CON-SNTP-2951VSCC	SMARTNET 24X7X4 C2951 VSEC CUBE Bundle, PVDM3-32, UC SEC List Price: \$1,536.00	\$1,285.57	\$3,856.71
1	DGC-SVC	Digicon VOIP Installation and configuration Site 1 Call Manger 8.5 server publisher, subscriber and unity voicemail Configuration / Programming of CallManager, including: Programming of trunks to HABC CallManager Load, Program and Configure 75 phones Bulk Admin Telephone (BAT) ends the entire phone and creates tap phones Configuration / Programming of Voicemail Test and install qty 2 Wireless phones Configure and Program, at 2nd location 2 subscriber and voicemail Installation Configuration / Programming of CallManager Configuration / Programming of Voicemail Assist (MOIT) in the configuration of the closets switches for QOS and IP ADDRESSING *Site survey, will be provided by City if needed. Site surveys are not included in this price. List Price: \$0.00	\$25,000.00	\$25,000.00
1	DGC-SVC	Digicon Engineering and Support Services for first year on installation of initial 75 phones installation 16 Hours a month for engineering, add moves and changes. List Price: \$0.00	\$16,000.00	\$16,000.00
			SubTotal	\$251,998.32
			Est. Sales Tax	\$0.00
			Est. Shipping	\$0.00
			<b>Total</b>	<b>\$251,998.32</b>

IF YOU HAVE ANY QUESTIONS PLEASE CALL:

MS.

OR EMAIL AT

@DIGICONASP.COM

Please review the Digicon Terms and Conditions on the attached document before placing your order.

---

**From:** , < > @cisco.com>  
**Sent:** Friday, May 27, 2011 8:53 AM  
**To:** Singleton, Rico  
**Subject:** Re: MTE VoIP Update

Rico,

Good Morning! I just wanted to give you the latest update with regards to the MTE TIPP RFP for VoIP. Bids were due on Wednesday, May 25<sup>th</sup> at noon. Cisco was working with Verizon to prepare a response. It appears Verizon at the last minute was disqualified from bidding based on their pre-qualifications with City procurement. Something to do with them registered under Verizon Communications and not Verizon Business. Therefore they did not turn in a bid. The City only received 2 other bids from IBM (Avaya) and I think Siemens. Apparently these were the only 2 companies that were pre-qualified with City procurement.

I am not sure what will happen from here other then I know Verizon plans to protest and the City did not receive at least 3 competitive bids.

Have a safe and happy Memorial Day weekend!



Account Manager - US Public Sector

@cisco.com

Phone: 410-

Mobile: 410

Fax: 410-

Cisco Systems, Inc.

8865 Stanford Boulevard

Suite 200

Columbia, Maryland 21045

United States

[Cisco.com](http://Cisco.com)

 Think before you print.

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**Conelley, Russell**

---

**From:**  
**Sent:** Thursday, May 26, 2011 11:26 AM  
**To:**  
**Subject:** RE: additional items to add to quote

The shelf is for the closet on this floor we will be mounting it lower on the wall then putting the new switches on it. Blue is the stand color for most of the patches on the patch panel.

**From:**  
**Sent:** Thursday, May 26, 2011 11:25 AM  
**To:**  
**Subject:** RE: additional items to add to quote

What is the shelf for?

And just curious, blue?

**From:**  
**Sent:** Thursday, May 26, 2011 11:19 AM  
**To:** @digiconasp.com  
**Cc:** DL - VOIP  
**Subject:** additional items to add to quote

Can you add to the quote these additional items.  
35 - 3 ft blue cat5 patch cables  
35- 5 ft blue cat 5 patch cables  
One Shelf- that can hold 3 network switches and mount on a wall  
Thanks!

VOIP Project Manager  
Masters PMP, CCVP,CSM,A+,MCSE  
Cell 410-

Mayor's Office of Information Technology  
401 E Fayette Street  
Baltimore, MD 21202  
City Of Baltimore



---

**From:**  
**Sent:** Monday, June 06, 2011 9:38 AM  
**To:**  
**Subject:** RE: Meeting with Operations manager

I am available today up till 3pm.

**From:** [mailto: @digiconasp.com]  
**Sent:** Monday, June 06, 2011 9:37 AM  
**To:**  
**Cc:**  
**Subject:** Meeting with Operations manager

Good morning

I thought that it might be a good idea for you to meet with my manager and go over what she should expect coming from the pipeline. Let me know your availability to have a conference call and I will set up a meeting between us.

Regards,



**Digicon Corporation**  
510 Spring Street Suite 250  
Herndon, VA 20170  
Phone: (703)  
Fax: (703)  
E-mail: [@digiconasp.com](mailto: @digiconasp.com)  
Web: [www.digicon.com](http://www.digicon.com)

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---

**From:**  
**Sent:** Monday, June 06, 2011 8:01 PM  
**To:** Singleton, Rico  
**Subject:** Re: Phone system related pilot project

Ok, then I know the verizon issue. They were supposed to get a signature from an exec at the umbrella company to get pre-qualified. Surprised that didn't happen.

---

**From:** Singleton, Rico  
**Sent:** Monday, June 06, 2011 07:57 PM  
**To:**  
**Subject:** Re: Phone system related pilot project

It appears Verizon at the last minute was disqualified from bidding based on their pre-qualifications with City procurement. Something to do with them registered under Verizon Communications and not Verizon Business. Therefore they did not turn in a bid. The City only received 2 other bids from IBM (Avaya) and I think Siemens. Apparently these were the only 2 companies that were pre-qualified with City procurement.

I am not sure what will happen from here other than I know Verizon plans to protest and the City did not receive at least 3 competitive bids.

Meanwhile we have 4 VoIP phone working in MOIT. Equipment ordered for all of MOIT phase 1, new networking core to support whole city and we will be operational in 60 days ready to begin turning up other agencies. We should be done with half the city before they get around to awarding a bid

Sent from my iPad

On Jun 6, 2011, at 7:35 PM, " < \_\_\_\_\_@baltimorecity.gov> wrote:

IBM put in a bid too per their rep . Not sure who else bid. How does the current provider get rejected? Do you know why? That explains why they talked about options with MOIT to Council President.

---

**From:** Singleton, Rico  
**Sent:** Monday, June 06, 2011 07:30 PM  
**To:**  
**Subject:** Re: Phone system related pilot project

Ok. I was already planning on having a directed conversation with them. I discovered Verizon bid on comptrollers VoIP RfP and the bid was rejected. (after they told me they wasn't going to bid in first place) So then they approached my staff and ask if they could 'partner' with us now they lost their option for business with comptroller. Lol

Sent from my iPad

On Jun 6, 2011, at 7:27 PM, " < \_\_\_\_\_@baltimorecity.gov> wrote:

Can you say...

MOIT is closely watching the phone system project being implemented by the Comptroller's Office given the inherent IT nature of the procurement. We have conceptually explored an alternative system in the past, but we do not have a pilot project underway and I do not have a cost savings analysis.

If needed, you could also say that Verizon reps approached you recently to discuss concerns with the VoIP procurement process but you encouraged them to seek resolution with the Comptroller's Office.

Those are my thoughts on your response (basically downplay). For Verizon, I'd let them know directly that 1) you don't appreciate them monkeying with your already constrained budget, and 2) sharing details of private conversations with other branches of the gov't. That's not the way to develop a strong long-term relationship with the City's CIO.


**From:** Singleton, Rico  
**Sent:** Monday, June 06, 2011 05:44 PM  
**To:**  
**Subject:** Fwd: Phone system related pilot project

I'm not sure why Verizon went running their mouth.. How do you me to respond. Obviously we have no formal savings projects yet, either way, I'm not sure we are willing to give them up to the Council to use to off set other cuts.

**Rico J. Singleton**  
**Chief Information Officer**  
City of Baltimore, Mayor Stephanie Rawlings-Blake  
Phone: (410)  
Email: [rico.singleton@baltimorecity.gov](mailto:rico.singleton@baltimorecity.gov)

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Begin forwarded message:

**From:** "[rico.singleton@baltimorecity.gov](mailto:rico.singleton@baltimorecity.gov)"  
<[rico.singleton@baltimorecity.gov](mailto:rico.singleton@baltimorecity.gov)>  
**Date:** June 6, 2011 5:08:53 PM EDT  
**To:** "Singleton, Rico" <[Rico.Singleton@baltimorecity.gov](mailto:Rico.Singleton@baltimorecity.gov)>  
**Subject:** Phone system related pilot project

Good afternoon Rico,

Council President Young and I had a meeting with \_\_\_\_\_ and \_\_\_\_\_ of Verizon. They mentioned that you were working on a phone system related pilot project that could be complimentary from a technology and cost-savings perspective to the system that the Comptroller's office is in the process of procuring. Please provide us with some additional information and clarity on this pilot project. The Council President is interested in hearing more since there are potential savings for the city.

Thanks,

Director of Business and Economic Development  
Council President Bernard C. "Jack" Young  
100 N. Holliday Street, Room 400  
Baltimore, MD 21202  
410-  
410-  
410-

[www.baltimorecitycouncil.com](http://www.baltimorecitycouncil.com)

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---

**From:** Singleton, Rico  
**Sent:** Tuesday, July 05, 2011 8:18 PM  
**To:**  
**Subject:** Re: Phone system related pilot project (MESSAGE ORIGINALLY SENT 6/6/11)

I apologize, I must have over looked your earlier message right before going on vacation.

MOIT is closely watching the phone system project being implemented by the Comptroller's Office given the inherent IT nature of the procurement. We have conceptually explored an alternative system in the past, but we do not have a pilot project underway and I do not have a cost savings analysis.

Verizon reps have approached MOIT recently to discuss concerns with the VoIP procurement process but you encouraged them to seek resolution with the Comptroller's Office.

**Rico J. Singleton**  
**Chief Information Officer**  
City of Baltimore, Mayor Stephanie Rawlings-Blake  
Phone: (410)  
Email: [rico.singleton@baltimorecity.gov](mailto:rico.singleton@baltimorecity.gov)

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please don't print this e-mail unless you really need to.

On Jul 5, 2011, at 11:13 AM, wrote:

Mr. Singleton,

Please see below for the original request.

Thanks,

Director of Business and Economic Development  
& President's Advisor to the Board of Estimates  
Council President Bernard C. "Jack" Young  
100 N. Holliday Street, Room 400  
Baltimore, MD 21202

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**From:** [REDACTED]  
**Sent:** Monday, June 06, 2011 5:09 PM  
**To:** Singleton, Rico  
**Subject:** Phone system related pilot project

Good afternoon Rico,

Council President Young and I had a meeting with [REDACTED] and [REDACTED] of Verizon. They mentioned that you were working on a phone system related pilot project that could be complimentary from a technology and cost-savings perspective to the system that the Comptroller's office is in the process of procuring. Please provide us with some additional information and clarity on this pilot project. The Council President is interested in hearing more since there are potential savings for the city.

Thanks,

Director of Business and Economic Development  
Council President Bernard C. "Jack" Young  
100 N. Holliday Street, Room 400  
Baltimore, MD 21202

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**From:**  
**Sent:** Wednesday, June 08, 2011 9:26 AM  
**To:** digiconasp.com  
**Subject:** switch quote

As I mentioned , I need a quote for 3560 poe 24 port  
3560 poe 48 port  
3750 Poe 24 port  
3750 poe 48 port

Sooner than later please

VOIP Project Manager  
Masters PMP, CCVP,CSM,A+,MCSE  
Cell 410-!

Mayor's Office of Information Technology  
401 E Fayette Street  
Baltimore, MD 21202  
City Of Baltimore



---

**From:**  
**Sent:** Friday, June 10, 2011 3:55 PM  
**To:** Singleton, Rico  
**Cc:**  
**Subject:** VOIP Switches

We have a quote for VOIP switches (it just came in within the last hour). I've asked [redacted] to take a look and make sure she's in agreement, so as long as there are no issues, I'll have it ready for signoff review Monday.

Thanks.



---

**From:**  
**Sent:** Wednesday, July 06, 2011 9:05 AM  
**To:**  
**Subject:** RE: [Document Approval] VOIP Scope - PMO - VoIP Implementation - Huddle.net

I understand. I will setup a meeting with you and I to give this further discussion.

Program Manager  
City of Baltimore, Mayor Stephanie Rawlings-Blake Mayors Office of Information Technology (MOIT)  
[@baltimorecity.gov](mailto:)

410. office  
410 cell

-----Original Message-----

**From:**  
**Sent:** Wednesday, July 06, 2011 9:00 AM  
**To:** !  
**Subject:** Re: [Document Approval] VOIP Scope - PMO - VoIP Implementation - Huddle.net

I'm sorry for not approving this sooner, but I just don't feel comfortable that it presents the scope of the entire VoIP project. It's fine for phase one, but there are so many aspects that I feel are missing for an Enterprise solution that I'm afraid won't be addressed adequately if not detailed from the beginning. I've listed some of those items that I believe are necessary below, but I also do not feel experienced enough with the myriad technical issues of a large scale VoIP rollout to presume this does more than scratch the surface. It is paramount that, before going beyond MOIT (in fact, before expanding to the MOIT 311 call center) that we have somebody on board for the duration of the project that has that experience. There are so many considerations for each building/agency, that I would envision this project could take several years before the current City's Centrex system could be eliminated. First and foremost, I want to ensure that we avoid disaster by challenging the current provider without a rock solid project plan.

- I believe that all locations/departments need to be defined in some detail from the onset. We should have the list of agencies currently supported by MTE either by the TIPP RFP or their mainframe billing application.
- I also believe that we have to provide some assistance to customers for identifying their current billed resources and their comparable charges for the MOIT solution.
- The network configuration and redundancy for each location is a complicated and crucial component that needs to be defined up front. This scope does not even address the network configuration for supporting the support for SIP and Centrex trunks at the core locations.
- I am sure that some locations will require a backup dial tone service that needs to be identified from the beginning.
- the migration from Centrex needs to be mapped out, at least conceptually. Unless the Mayor's Office is willing to allow this to move forward without the convenience and cost savings for inter-Centrex calling (typically referred to as six-digit dialing), we have to come up with a better strategy than call forwarding each Centrex line.
- I am not clear on what DOL and MLS meN in this context.

Please let me know how you want to proceed.  
Thank you.

On Jun 30, 2011, at 9:10 AM, "!" < > @baltimorecity.gov> wrote:

- > Hi
- >
- > (PMO - VoIP Implementation's team) has approved the document VOIP Scope in the PMO - VoIP Implementation workspace and has requested that you be notified.
- >
- > The following comment was added: Good job
- >
- > Item Name: VOIP Scope
- > Item Description: City of Baltimore VOIP scope revised
- >
- > This document requires your approval.
- >
- > Click here <http://my.huddle.net/workspace/document/15776124?workspaceid=15247491&directoryid=15247496> to view this item.
- >
- > -----
- >
- > This email has been sent automatically by Huddle
- >
- > To access your workspace click here
- > <http://my.huddle.net/workspace/15247491>
- >
- >

---

**From:**  
**Sent:** Friday, July 29, 2011 2:16 PM  
**To:**  
**Cc:**  
**Subject:** RE: R578037 - Cisco Switches (218K)

I don't believe we requested any other quotes. You should be able to use the part numbers and quantities on Digicon's to obtain any additional quotes that may be necessary though.

**From:**  
**Sent:** Friday, July 29, 2011 1:57 PM  
**To:**  
**Subject:** RE: R578037 - Cisco Switches (218K)

Yes, from our Bureau. The other quotes need to be attached to the PO so that there is record of Digicon being the lowest. If you forward the quotes already received I'll attach to the PO release so that it can be approved and transmitted.

---

**From:**  
**Sent:** Friday, July 29, 2011 1:47 PM  
**To:**  
**Subject:** Re: R578037 - Cisco Switches (218K)

One of the approvers at purchasing?  
-----

MOIT Helpdesk: 410-

**From:**  
**Sent:** Friday, July 29, 2011 01:45 PM  
**To:**  
**Subject:** R578037 - Cisco Switches (218K)

I need the other quotes MOIT obtained. One of the approvers rejected the PO release.

Thanks,

Engineer III  
Bureau Of Purchases  
E: [\\_\\_\\_\\_\\_@baltimorecity.gov](mailto:_____@baltimorecity.gov)  
V: 410-\_\_\_\_\_  
F: 410-\_\_\_\_\_-



Register and bid at  
[www.BaltimoreCitiBuy.org](http://www.BaltimoreCitiBuy.org)

Notice: The City of Baltimore requires all vendors to have an approved procurement instrument (i.e., a purchase order or, if a under a master blanket purchase order, a release purchase order) prior to providing goods or services. Entering into contracts verbally or without appropriate authorization is prohibited. Any vendor who delivers services or goods to the City without a proper contract is doing so entirely at their own risk.

---

**From:**  
**Sent:** Thursday, August 04, 2011 12:22 PM  
**To:**  
**Cc:** SALESMD  
**Subject:** RE: QUOTE REQUEST - Cisco Switches  
**Attachments:** SQ0129553.pdf

Hello ,

The deadline for this pricing request is 2:00pm today. With this tight deadline, I am not able to quote the CUWL License portion of the quotation. See enclosed. I hope that you will be able to consider Daly for the portion of this proposal that we were able to quote. Given more time, I am confident that we could get the remainder of the quotation processed for you (1-2 days).

We appreciate the consideration, and don't hesitate to contact me if you have any questions or concerns.

Regards,

Sales Manager  
Daly Computers, Inc. - [www.daly.com](http://www.daly.com)  
Toll Free # 1-800-955-3259 ext.  
T: 301-  
C: 301-  
F: 301-

---

**From:** mailto: @baltimorecity.gov]  
**Sent:** Tuesday, August 02, 2011 6:39 PM  
**To:** MDSales; en-netservices.com  
**Subject:** QUOTE REQUEST - Cisco Switches

Reply with quote for the following by COB tomorrow:

<u>QTY</u>	<u>Description</u>
2	WS-C3560E-12D-E Catalyst 3560E 12 Ten GE (X2) ports, IPS software
8	C3K-FAN-16CFM Fan Module for the Catalyst 3560E-12D
4	C3K-PWR-300WAC Catalyst 3560E-12D and 3560E-12SD 300WAC, power supply
24	CVR-X2-SFP= Cisco TwinGig Converter Module
6	GLC-SX-MM= GE SFP, LC connector SX transceiver
6	GLC-SX-MM= GE SFP, LC connector SX transceiver

- 8 GLC-LH-SM= GE SFP,LC connector LXILH transceiver
- 6 GLC-T= 1000BASE-T SFP
- 4 CAB-16AWG-AC AC Power cord, 16AWG
- 2 S356EVK9T-12255SE CAT 3560E IDS UNIVERSAL WITH WEB BASED \$0.00 \$0.00 DEVMGR
- 2 CON-SNT-C3560EE SMARTNET 8X5XNBD Catalyst 3560E 12 Ten GE \$2,142.61 \$4,285.22(X2) ports, IPS

- 2 WS-C3750X-24P-S Catalyst 3750X 24 Port PoE IP
- 2 C3KX-PWR-715WAC Catalyst 3K-X 715W AC Power Supply
- 2 C3KX-NM-10G Catalyst 3K-X IOG Network Module option PIO
- 2 C3KX-PWR-715WAC/2 Catalyst 3K-X 715W AC Secondary Power Supply
- 4 CAS-3KX-AC AC Power Cord for Catalyst 3K-X (North America)
- 2 CAS-SPWR-30CM Catalyst 3750X Stack Power Cable 30 CM
- 2 CAS-STACK-50CM Cisco StackWise 50CM Stacking Cable
- 3 GLC-SX-MM= GE SFP, LC connector SX transceiver
- 2 S375XVK9T-12255SE CAT 3750X IOS UNIVERSAL WITH WEB BASE EVMGR
- 2 CON-SNT-3750X2PS SMARTNET 8X5XNBO Catalyst 3750X 24 PoE IP
- 3 WS-C3750X-48PF-S Catalyst 3750X 48 Port Full PoE IP
- 3 C3KX-PWR-1100WAC Catalyst 3K-X 11 OOW AC Power Supply
- 3 C3KX-NM-10G Catalyst 3K-X IOG Network Module option PIO
- 3 C3KX-PWR-1100WAC1 2 Catalyst 3K-X 1100W AC Secondary Power Supply
- 6 CAS-3KX-AC AC Power Cord for Catalyst 3K-X (North America)
- 3 CAS-SPWR-30CM Catalyst 3750X Stack Power Cable 30 CM
- 3 CAS-STACK-50CM Cisco StackWise 50CM Stacking Cable

<u>Qty</u>	<u>Description</u>
3	GLC-SX-MM= GE SFP, LC connector SX transceiver
3	S375XVK9T-12255SE CAT 3750X IOS UNIVERSAL WITH WEB BASE DEVMGR List Price:
3	CON-SNT-3750X4FS SMARTNET 8X5XNBD Catalyst 3750X 48 Port Full PoE

**CUWL LICS**

<u>QTY</u>	<u>Description</u>
1	CUWL-LIC CUWL Top Level
1	CCX-85-CMBUNDLE-K CCX 8.55 Seat CCX ENH CM Bundle -AVAILABLE ONLY FOR NEW CM
880	Communications Manager UWL DLU Bundle
1	CUCM-UWL
1	CUCM-UWL-PAK CUCM Claim Certificate for UWL
1	CUP-85-UWL-K9-PAK Unified Presence 8.5
80	CUP-85-UWL-USR Unified Presence 8.5 Users
1	CUPC-UWL-RTU CUPC
1	CUVA-UWL-RTU CUVA UWL Rightto Use Certificate
1	IME-7845-85-KIT IME 8.5 Media Kit Include PAK Auto-expanding PAK for IME 8.0

1	IME-PAK	
80	LIC-UWL-STD-SLED-A Services Mapping SKU, Under 1 K UWL STD users	
1	UCM-7845-85-KIT CUCM 8.5 Media Kit	
1	UCSS-UWL-STD-PK UWL STD UCSS PAK	
1	UCXN8-UWL-PAK Unity Connection 8.x PAK	
80	UCXNS-UWL-USR	Unity Co
1	UNITYCNS-HA-VMWA RE	Unity Co
2	CUP-S5-UWL	Cisco Un
80	CUVA-CLIENT-UWL	Unified V
2	IME-7S45-S5	IME 8.57
80	LIC-UWL-STD-SLED	Unified V
15	UCM-7S45-S5-UWL	CUCM 8.
80	UCSS-UWL-STD	3-Yr UWL
2	UNCNS-VMWARE-UW L	Unity Coi
80	UPCS-CLIENT-UWL	Unified P
1	CON-ESW-CUWLLIC	ESSENT
1	CON-ESW-CMBUNDK9 ESSENTIAL SW CCX 8.5 5 Seat CCX ENH CM Bundle -AVAIL	
240	CON-ESW-SSLEDA	ESSENT

**MECU CALL MANAGER SERVER**

<u>QTY</u>		
1	UCS-C210M2-VCD2	
2	UC-A01-X0109	Bare Met:
10	UC-A03-D146GC2	2.66GHz 146GB 60

**MECU CALL MANAGER SERVER (con't)**

QTY

12	UC-N01-M304GB1 4GB DDR3-1333MHz RDIMM/PC3-10600/dual rank 1Gb DRAMs
1	UC-N2XX-ABPCI03 Broadcom BCM5709 Quad Gig E card (10/100/1 GbE)
1	UC-R210-0DVDRW DVD-RW Drive for UCS C210 MI Rack Servers
1	UC-R2XX-PL003 LSI6G MegaRAID PCIe Card (RAID 0, 1,5,6, 10, \$0.00 \$0.00 60) -512WC
2	UC2-R2XO-PSU2-650W 650W power supply unit for UCS C210 MI Rack Server
2	CAB-9K12A-NA Power Cord, 125VAC 13A NEMA 5-15 Plug, North America
3	CON-ISV1-UCSTD1A ISV 24X7 VMware vSphereESXi 4.0 Std,2 CPU,1yr
1	CON-UCWD7-C21 OM2 VC UC PLUS DR 24X7X40S Bare Metal UCS C21 OM2 Svr.,2xE5640 CPU,4
1	VMW-UC-STD-K9-1 A VMware ESXi 4.0 Standard (2 CPU), 1 yr support
2	VMW-VS-STD-1A VMware vSphere Standard (1 CPU), 1 yr support
1	CON-ISV1-UCSTD1A ISV 24X7 VMware vSphereESXi 4.0 Std,2 CPU,1yr
6	CON-ISV1-VSSTD1A ISV 24X7 VMware vSphere Std (1 CPU), 1 yr supp re

## MUNI eM SERVER

- 1 UCS-C210M2-VCD2 Bare Metal UCS C210M2 Svr.,2xE5640 CPU,48GB RAM,10x146GB HOD
- 2 UC-A01-X0109 2.66GHz Xeon E5640 80W CPU/12MB cache/DDR3 SO.OO 1066MHz List Price:
- 10 UC-A03-D146GC2 146GB 6Gb SAS 15K RPM SFF HOD/hot plug/drive sled mounted
  
- 12 UC-N01-M304GB1 4GB DDR3-1333MHz RDIMM/PC3-10600/dual rank 1Gb DRAMs List Price:
- 1 UC-N2XX-ABPCI03 Broadcom BCM5709 Quad Gig E card (10/100/1 GbE)
- 1 UC-R210-0DVDRW DVD-RW Drive for UCS C210 MI Rack Servers
- 1 UC-R2XX-PL003 LSI6G MegaRAID PCIe Card (RAID 0, 1,5,6, 10, \$0.00 \$0.00 60) -512WC Ust
- 2 UC2-R2XO-PSU2-650W 650W power supply unit for UCS C210 MI Rack Server
- 2 CAB-9K12A-NA Power Cord, 125VAC 13A NEMA 5-15 Plug, North America
- 3 CON-ISV1-UCSTD1A ISV 24X7 VMware vSphereESXi 4.0 Std,2 CPU,lyr sup
- 1 CON-UCWD7-C21 OM2 UC PLUS DR 24X7X40S Bare Metal UCS C21 OM2 Svr.,2xE5640 CPU,4
  
- 1 VMW-UC-STD-K9-1 A VMware ESXi 4.0 Standard (2 CPU), 1 yr support
- 2 VMW-VS-STD-1A VMware vSphere Standard (1 CPU), 1 yr support
- 1 CON-ISV1-UCSTD1A ISV 24X7 VMware vSphereESXi 4.0 Std,2 CPU,lyr
- 6 CON-ISV1-VSSTD1A ISV 24X7 VMware vSphere Std (1 CPU), 1 yr supp re

## MUNI eM SERVER

- 1 UCS-C210M2-VCD2 Bare Metal UCS C210M2 Svr.,2xE5640 CPU,48GB RAM,10x146GB HOD
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- 12 UC-N01-M304GB1 4GB DDR3-1333MHz RDIMM/PC3-10600/dual rank 1Gb DRAMs List
- 1 UC-N2XX-ABPCI03 Broadcom BCM5709 Quad Gig E card (101100I1GbE)
- 1 UC-R210-0DVDRW DVD-RW Drive for UCS C21 0 M 1 Rack Servers
- 1 UC-R2XX-PLOO3 LSI 6G MegaRAID PCIe Card (RAID 0, I, 5, 6,10, 60) -512WC
- 2 UC2-R2XO-PSU2-650W 650W power supply unil for UCS C210 MI Rack Server
- 2 CAB-9K12A-NA Power Cord, 125VAC 13A NEMA 5-15 Plug, North America
- 1 VMW-UC-STD-K9-1 A VMware ESXi 4.0 Standard (2 CPU), 1 yr support **required**
- 2 VMW-VS-STD-1A VMware vSphere Standard (1 CPU), 1 yr support required
- 1 CON-UCWD7-C210M2 VC UC PLUS DR 24X7X40S Bare Metal UCS C21 OM2 Svr.,2xE5640 CPU,4
- :
- 1 CON-ISV1-UCSTD1A ISV 24X7 VMware vSphereESXi 4.0 Std,2 CPU,lyr sup List Price:
- 6 CON-ISV1-VSSTD1A ISV 24X7 VMware vSphere Std (1 CPU), 1 yr supp re List Price:



3 CON-ISV1- ISV 24X7 VMware vSphereESXi 4.0 Std,2  
 UCSTD1A CPU,lyr sup List

**PHONES**

2 CP-7925G-A-K9= Cisco 7925G FCC; Battery/Power Supply Not Included  
 2 CP-7925G-SW-K9-A Cisco 7925G Software, FCC List Price: \$0.00  
 2 CP-BATT-7925G-EXT= Cisco 7925G Battery, Extended List Price: \$95.00  
 CP-PWR-7925G-NA= Cisco 7925G Power Supply for North

1 CP-7916= 7916 UC Phone Color Expansion Module  
 1 CP-7937G= Cisco UC Conference Station  
 49 CP-7942G= Cisco UC Phone 7942, spare  
 2 CP-7945G= Cisco UC Phone 7945, Gig Ethernet, Color, spare  
 20 CP-7962G= Cisco UC Phone 7962, spare  
 6 CP-9971-C-CAM-K9= Cisco UC Phone 9971, Charcoal, Std Hndst with  
**Camera**  
 1 GATEWAY  
 1 C2951-VSEC-CUBE/K9 C2951 UC SEC CUBE Bundle, PVDM3-32, UC SEC Lie, FL-CUBEE-25:  
 1 FL-CUBEE-25 Unified Border Element Enterprise License -25  
 sessions:  
 1 PWR-2921-51-AC Cisco 292112951 AC Power Supply  
 1 S2951UK9-15001M Cisco 2951 IOS UNIVERSAL  
 1 SL-29-IPB-K9 IP Base License for Cisco 2901-2951  
 1 SL-29-SEC-K9 Security License for Cisco 2901-  
 1 SL-29-UC-K9 Unified Communication License for Cisco 2901-2951  
 1 CAB-AC AC Power Cord (North America), C13, NEMA 5-15P, 2.1m  
 1 CAB-CONSOLE-USB Console Cable 6 It with USB Type A and mini-B  
 1 ISR-CCP-CD Cisco Config Professional on CD, CCP-Express on Router Flash

1 MEM-2951-512U2GB 512MB to 2GB DRAM Upgrade (12GB DIMM) for Cisco 2951  
 ISR list Price:  
 1 MEM-CF-256U 1 GB 256MB to 1 GB Compact Flash Upgrade for Cisco  
 1900,2900,3900 list Price:  
 1 PVDM3-32U256 PVDM3 32-channel to 256-channel factory  
 1 VIC2-4FXO Four-port Voice Interface Card -FXO (Universal)  
 1 VWIC2-2MFT-T1E1 2-Port 2nd Gen Multiflex Trunk VoiceN-/flJol Int. Card -T1E1

3 CON-SNTP-2951VSCC SMARTNET 24X7X4 C2951 VSEC CUBE Bundle, PVDM3-32, UC SEC

1 C2951-VSEC-CUBE/K9 C2951 UC SEC CUBE Bundle, PVDM3-32, UC SEC lie, FL-CUBEE-25

1 FL-CUBEE-25	Unified Border Element Enterprise License -25 sessions List Price: \$0.00
1 PWR-2921-51-AC	Cisco 2921/2951 AC Power Supply list Price: \$0.00
1 S2951UK9-15001M	Cisco 2951 IOS UNIVERSAL list Price: \$0.00
1 SL-29-IPB-K9	IP Base License for Cisco 2901-2951 List Price: \$0.00
1 SL-29-SEC-K9	Security license for Cisco 2901-2951 List Price: \$0.00
1 SL-29-UC-K9	Unified Communication license for Cisco 2901-2951 List Price: \$0.00
1 CAB-AC	AC Power Cord (North America), C13, NEMA 5-15P, 2.1m List Price: \$0.00
1 CAB-CONSOLE-USB	Console Cable 6 ft with USB Type A and mini-B List Price:
1 ISR-CCP-CD	Cisco Config Professional on CD, CCP-Express on Router Flash list Price:

1 MEM-CF-256U1GB 256MB 101GB Compact Flash Upgrade for Cisco  
1900,2900,3900

1 PVDM3-32U256 PVDM3 32-channelto 256-channel factory upgrade

1 VIC2-4FXO Four-port Voice Interface Card -FXO (Universal)

1 VWIC2-2MFT-T1/E1 2-Port 2nd Gen Mulliflex Trunk VoicelWAN Inl.  
Card -T1E1

3 CON-SNTP-2951VSCC SMARTNET 24X7X4 C2951 VSEC CUBE Bundle,  
PVDM3-32, UC SEC

6 ST-LC 1 METER MULTIMODE

6 ST-LC 3 METER MULTIMODE

2 ST-LC 10 METER SINGLEMODE

2 SC-LC 10 METER SINGLEMODE

2 i2753-A-10M-2J LC-LC 10 METER SINGLEMODE

35 3 FT CATS PATCH BLUE

35 5 FT CATS PATCH BLUE

3 SUA3000XL APC Smart-UPS 3000VA XL -UPS -AC 120 V -2.7 kW -  
3000 VA -RS-232 -11 output connector(s) -5U

3 UXABP48 APC Smart-UPS 48V Ultra Battery Pack -Battery  
enclosure -48 V lead acid





# State of Maryland - Quotation

Corporate Headquarters  
 22521 Gateway Center Drive  
 Clarksburg, MD 20871  
 Tel: 301-670-0381 800-955-3259  
 Fax: 301-963-1516 [www.daly.com](http://www.daly.com)

DOIT Hardware Master Contract  
 060B9800013

DOIT COTS Software Master Contract  
 060B9800011

**Daly MBE # 90-727**

Quotation #: SQ0129653  
 Quotation Date: 8/4/2011  
 Quoted By:  
 Phone: 301-  
 Sales ID: Maryland  
 Project: MD4  
 Customer Number: 13168  
 Business Number: 7448  
 Terms: Net 30 Days

MD-MAYORS OFFICE OF INFO TECH  
 401 E. FAYETTE ST.  
 BALTIMORE, MD 21202

Contact:  
 Email: @BALTIMORECITY.GOV  
 Phone: 410-

**This Quote Is Valid For 30 Days**

Item no	MFG Code	Description	Qty	Unit Price	Extended Price
WS-C3560E-12D-E	CIS	CISCO CATALYST 3560E-12D LAYER 3 SWITCH	2	19,750.00	39,500.00
C3K-FAN-16CFM=	CIS	CISCO FAN MODULE FOR CATALYST 3560E-12D	8	INC	INC
C3K-PWR-300WAC=	CIS	CISCO POWER SUPPLY 300 WATT	4	INC	INC
CVR-X2-SFP=	CIS	CISCO TWINGIG CONVERTER	24	INC	INC
GLC-SX-MM=	CIS	GE SFP LC CONNECTOR SXTRANSCEI	6	314.00	1,884.00
GLC-SX-MM=	CIS	GE SFP LC CONNECTOR SXTRANSCEI	6	314.00	1,884.00
GLC-LH-SM=	CIS	GE SFP LC CONNECTOR LX/LHTRANS	8	625.00	5,000.00
GLC-T=	CIS	CISCO 1000BASE-T SFP	6	248.00	1,488.00
CAB-16AWG-AC=	CIS	AC POWER CORD 16AWG	4	INC	INC
S356EVK9T-12255SE	CIS	CISCO IOS UNIVERSAL W/WEB BASED DEVICE MANAGER	2	INC	INC
CON-SNT-C3560EE	CIS	CISCO SMARTNET EXTENDED SERVICE AGREEMENT - REPL 8X5 NBD	2	2,199.00	4,398.00
WS-C3750X-24P-S	CIS	CISCO C3750X-24P-S SWITCH LAYER 3 24 PORTS	2	4,500.00	9,000.00
C3KX-PWR-715WAC/2	CIS	CISCO POWER SUPPLY REDUNDANT PLUG IN MODULE	2	INC	INC
C3KX-NM-10G=	CIS	CAT3K-X 10G NTWK MOD	2	1,545.00	3,090.00
C3KX-PWR-715WAC/2	CIS	CISCO POWER SUPPLY REDUNDANT PLUG IN MODULE	2	617.00	1,234.00
CAB-3KX-AC=	CIS	CISCO AC POWER CORD 3K-X NA	4	INC	INC
CAB-SPWR-30CM=	CIS	CISCO CATALYST 3750X STACK POWER CABLE 30 CM	2	INC	INC
CAB-STACK-50CM=	CIS	CISCO STACKWISE 50CM STACKING	2	INC	INC
GLC-SX-MM=	CIS	GE SFP LC CONNECTOR SXTRANSCEI	3	314.00	942.00
S375XVK9T-12255SE	CIS	CISCO IOS UNIVERSAL W/WEB BASED DEVICE MANAGER	2	INC	INC
CON-SNT-3750X2PS	CIS	CISCO SMARTNET EXTENDED SERVICE AGREEMENT 1YR NBD	2	600.00	1,200.00
WS-C3750X-48PF-S	CIS	CISCO CATALYST 3750X 48 PORT FULL POE IP SWTCH	3	8,645.00	25,935.00
C3KX-PWR-1100WAC=	CIS	CISCO 3K-X 110-W AC POWER SUPPLY	3	INC	INC
C3KX-NM-10G=	CIS	CAT3K-X 10G NTWK MOD	3	1,540.00	4,620.00
C3KX-PWR-1100WAC/2	CIS	CISCO POWER SUPPLY REDUNDANT PLUG IN MODULE	1	945.00	945.00
CAB-3KX-AC=	CIS	CISCO AC POWER CORD 3K-X NA	6	33.00	198.00

Please Reference Quote Number On All Purchase Orders

CAB-SPWR-30CM=	CIS	CISCO CATALYST 3750X STACK POWER CABLE 30 CM	3	INC	INC
CAB-STACK-50CM=	CIS	CISCO STACKWISE 50CM STACKING	3	INC	INC

Subtotal	\$101,318.00
Tax	
Total	<u>\$101,318.00</u>

Accepted By: \_\_\_\_\_

Date: \_\_\_\_\_

**Terms and Conditions**

Please check your shipment immediately for accuracy and condition. Notify your Account Executive of any shipment discrepancies or damages. Unless otherwise provided by contract, all returns for credit or replacement must be made within seven (7) days of receipt. Buyer may only return products with the Seller's consent. No returns will be accepted without a Daly Return Authorization Number. All original contents and packing material must be returned. There must be no markings or writing on the manufacturer's packaging. The Return Authorization Number must be clearly marked on the shipping label only. All products including the manufacturer carton(s) should be packed into an additional carton to help prevent damage while in transit.

**DO NOT WRITE ON OR DEFACE ORIGINAL PACKAGING**

*Phone/credit card orders will not be accepted without a signed quote being returned to Daly via fax, or digital pdf format. Thank you.*

Release Purchase Order P514950:54

General Items Vendor Address Accounting Routing Attachments(1) Notes(2) Change Orders Reminders Summary

Note Date	User	Show Vendor	Note
Jul 29, 2011		<input type="checkbox"/>	Needs other 2 quotes attached. Blanket not set up correctly.
Aug 4, 2011		<input type="checkbox"/>	Additional quotes were requested but not received. Since Digicon is a gold partner with Cisco, the other Cisco awarded vendors are not authorized to provide some of the equipment items listed. This PO release is part of a huge
Aug 4, 2011		<input type="checkbox"/>	awarded vendors are not authorized to provide some of the equipment items listed. This PO release is part of a huge VOIP Voice over Internet Protocol project that is time sensitive.

---

**From:** Singleton, Rico  
**Sent:** Tuesday, September 27, 2011 2:58 PM  
**Subject:** Re: VoIP

**Importance:** High

With VoIP I should be able to plug my phone in anywhere and have active station. Why would I not be able to that?

**From:** \_\_\_\_\_ <\_\_\_\_@baltimorecity.gov>  
**Date:** Tue, 27 Sep 2011 14:53:07 -0400  
**To:** Rico Singleton <rico.singleton@baltimorecity.gov>  
**Cc:** \_\_\_\_\_ <\_\_\_\_@baltimorecity.gov>, \_\_\_\_\_ <\_\_\_\_@baltimorecity.gov>, "  
<\_\_\_\_@baltimorecity.gov>, \_\_\_\_\_ <\_\_\_\_@baltimorecity.gov>  
**Subject:** VoIP

CIO Singleton,

We plan to have Phase I of the VoIP Implementation completed by this weekend. Phase I consists of the 2nd, 3rd, and 4<sup>th</sup> floors of our building. The question about unplugging the VoIP phone here at MOIT and taking it across the street and just plugging it in and it working is a negative. We do have the capability of quickly configuring a VoIP phone for you to demo with no problem when you are ready after our implementation.

*Chief of Staff / Program Director  
City of Baltimore, Mayor Stephanie Rawlings-Blake  
Mayors Office of Information Technology (MOIT)  
\_\_\_\_@baltimorecity.gov*

410.3 office  
443. cell

---

**From:** Singleton, Rico  
**Sent:** Wednesday, October 12, 2011 6:47 PM  
**To:** DL - All Mailboxes - MOIT  
**Cc:**  
**Subject:** Communications from the CIO: VoIP Telephony  
**Attachments:** MOIT VoIP Memo 101211.pdf; ATT00001.htm

Please see the attached memo.





## *Memorandum*

To: MOIT Employees  
From: Rico J. Singleton, Chief Information Officer  
Date: 12 October 2011  
Subject: VoIP Telephony

I'm sure you have already noticed the new telephone appliance on your desk. This new Voice over Internet Protocol (VoIP) telephone will soon begin providing enhanced telephone services across the City of Baltimore.

The MOIT provided VoIP service will eventually replace the legacy CENTREX phones that have supported Baltimore's voice communications needs for some time. When fully deployed, the VoIP solution will enable the City of Baltimore to provide enhanced call services, disaster recovery, introduction of new features, while reducing the overall costs of telephone services to City agencies, expecting to save millions of dollars annually.

### **What is VoIP?:**

Voice over Internet Protocol (VoIP) introduced a simple yet profound innovation in telecommunications: the ability to transmit voice over a data network. Traditional phone systems rely on circuits switched by PBX (Private Branch Exchange) equipment and phone lines connected to the public switched telephone network (PSTN). VoIP bypasses this conventional telephone hardware by transmitting voice across a company's existing data network. The system converts the signal digitally and sends it via voice data packets through an Internet Protocol (IP) in a manner similar to Email and Internet Access. VoIP can also access the public switched telephone network, allowing calls to reach conventional land lines.

### **The Benefits of VoIP**

Because VoIP uses the existing data network to transport voice, a number of benefits to the City of Baltimore are derived. As mentioned previously, these include cost savings and productivity enhancements, as well as the ability to deliver new features rapidly and inexpensively to users. Some specific examples are listed below:



1. Voice over IP systems promise to increase productivity while lowering costs--a win-win situation. The basis of this claim is the technology's convergence of voice and data onto a single unified network. Users enjoy easier access to information, greater flexibility, and more advanced functionality. And because the solution utilizes a common infrastructure, the support and maintenance costs are greatly reduced.
2. Because it goes through the data network and is run on a server, VoIP can integrate with other applications. For example, in call centers, the benefits of VoIP include integrating the phones to customer relationship management (CRM) applications or providing a "click here to talk to a representative" button on your client's Web page. By providing alternate contact methods to its constituents, the City of Baltimore can more effectively communicate with customers.
3. VoIP is immediately scalable to a business' needs. The flexibility of the solution and interfaces permit rapid changes to the system without relying on external support. Rearranging desktop phones is simply a matter of unplugging and moving them to another outlet--there's no PBX circuit-switching or re-wiring necessary.
4. Many advanced functions that are either a luxury or unavailable on PBX systems come standard with VoIP. These features include advanced call forwarding and electronic messaging, custom auto-attendant, three-way conferencing, videoconferencing, and Advanced Call Distribution (ACD) functions such as skills-based call routing. These and other features will be rolled-out to the city as more users are integrated and the system matures.

#### System Use

The VoIP phone on your desk is currently configured with the 5 digit CENTREX number that is currently on your other phone. You can dial 5 digit numbers on this phone to reach other users on the VoIP system and the CENTREX system as if you were using your old phone. Additionally, we have enabled public network access on these phones so you can make and receive calls just like any other phone. You will notice that your phone is also provisioned with a 10 digit telephone number. This number is how people from outside of the VoIP system can call you.

Additionally, voicemail has been provisioned with the phone and is immediately accessible. Press the envelope icon on the phone and listen to the prompts. The default PIN for the voicemail system is six 1's (111111).

**\*\*\*An important note: the CENTREX phone on your desk should remain plugged in and working. Until the VoIP system is integrated with the CENTREX solution, the only way other CENTREX users in the city can call you is through this phone.**

CITY OF BALTIMORE

STEPHANIE PAWLINGS-BLAKE, Mayor



MAYOR'S OFFICE OF  
INFORMATION TECHNOLOGY

RICO J. SINGLETON, Chief Information Officer

401 E. Fayette St. 3rd Floor  
Baltimore, Maryland 21202  
Phone 410-396-3902

If you require any assistance or have any questions regarding use of this new service, please contact the VoIP Project Manager, ( ) @baltimorecity.gov, Extension . In the meantime, please bear with us as we work through this transition to provide modern IT services to the City of Baltimore.

---

**From:**  
**Sent:** Friday, December 09, 2011 10:48 AM  
**To:**  
**Subject:** FW: Price negotiations/best/final offer

FYI...i told nat a second meeting has been set.

-----Original Message-----

**From:**  
**Sent:** Friday, December 09, 2011 10:44 AM  
**To:**  
**Subject:** FW: Price negotiations/best/final offer

Looks like they are rejecting your concerns. Has a second meeting been set?

-----Original Message-----

**From:** I  
**Sent:** Friday, December 09, 2011 9:57 AM  
**To:**  
**Subject:** FW: Price negotiations/best/final offer

What now? (We're meeting with Rico on another matter at 10.)

Notice: The City of Baltimore requires all vendors to have an approved procurement instrument (i.e., a purchase order or, if a under a master blanket purchase order, a release purchase order) prior to providing goods or services. Entering into contracts verbally or without appropriate authorization is prohibited. Any vendor who delivers services or goods to the City without a proper contract is doing so entirely at their own risk.

-----Original Message-----

**From:**  
**Sent:** Friday, December 09, 2011 3:13 AM  
**To:**  
**Cc:**  
**Subject:** RE: Price negotiations/best/final offer

Please disregard my previous response to this matter. The Comptroller will like us to proceed with price negotiations on the TIPP project. Please arrange a meeting with IBM accordingly. , please notify the Battles group once we have some firm dates.

Thanks,

-----Original Message-----

From:

Sent: Tue 12/6/2011 2:39 PM

To: f

Cc:

Subject: FW: Price negotiations/best/final offer

Hi

We have not sent this forward to IBM yet. It's my understanding that it may be premature to start the best and final offer process with IBM because of MOIT's meeting with the Comptroller.

Notice: The City of Baltimore requires all vendors to have an approved procurement instrument (i.e., a purchase order or, if a under a master blanket purchase order, a release purchase order) prior to providing goods or services. Entering into contracts verbally or without appropriate authorization is prohibited. Any vendor who delivers services or goods to the City without a proper contract is doing so entirely at their own risk.

---

From: n  
Sent: Tuesday, December 06, 2011 1:02 PM  
To: ;h  
Cc:  
Subject: RE: Price negotiations/best/final offer

Has IBM responded to this request. Please advise.

Thanks,

From:  
Sent: Wednesday, November 30, 2011 10:06 AM  
To:  
Cc: 'I  
Subject: Price negotiations/best/final offer  
Importance: High

We have reviewed the pricing clarifications, and analyzed the entire pricing proposal from IBM for the TIPP solution.

Based our review, we have determined it will be in the best interest of the City to begin negotiations and best and final offer from IBM.

Please endeavor to schedule this meeting as soon as possible. I will be on travelling overseas on vacation beginning December 8. I therefore

intend to present the comptroller a final offer for the TIPP solution before travelling. This will give her enough time to complete a final review

and make some decisions.

Thanks,

---

**From:** @battlesgroup.com>  
**Sent:** Thursday, December 29, 2011 9:08 AM  
**To:** Singleton, Rico  
**Cc:** ; Pratt, Joan;  
**Subject:** Answers to MOIT TIPP questions, concerns  
**Attachments:** MOIT Questions, MTE responses, TIPP v2.1.doc

Rico, hope you are having a wonderful holiday season. Based on our recent meeting with the City's Comptroller, see attached written responses. Feel free to contact me with any other questions. Happy New Year.

Principal, The Battles Group, LLC



Tel: 301-

[www.battlesgroup.com](http://www.battlesgroup.com)

**Past President (2006-2008), STC** - Society of Telecommunications Consultants

*The largest association of independent telecommunications consultants in North America, [www.stcconsultants.org](http://www.stcconsultants.org), est. 1976*

*Think Green - Not every email needs to be printed*

## Executive Overview

MOIT has conducted a review of the proposal submitted by IBM for the Telecommunications Improvement and Procurement Project (TIPP) solicitation. This review was aimed at identifying deficiencies and omissions that will have a significant impact on the deployment of a VoiP solution for the City of Baltimore. The issues identified and illustrated in this document/review indicate that the city of Baltimore will incur significant additional costs due to the following:

(MTE responses in blue)

1. Network Readiness Assessment Costs (IBM Pricing Proposal -Attachment I-Sheet 4 - Line 25) -The IBM proposal provides no cost or estimates associated with the level of effort necessary to complete a comprehensive network assessment with accompanying recommendations for the implementation of the VoiP solution. IT is estimated that any proposed survey/assessment would require approximately six months to complete and will cost Baltimore City \$500,000 or more.

- The IBM response included a Voice over IP (VoIP) readiness assessment for the nine sites that are in the scope of the RFP. This assessment was quoted as costing \$47,000. This type of assessment represents the best practice in deploying a VOIP solution. The City would then have the ability to remediate any deficiencies found at its discretion. IBM's approach allows the City to determine how to best mix VoIP, digital and analog protocols based on end user needs and network capabilities, without forcing expensive technology remediation where there is not a ROI for such activity. As mentioned in the December 14 meeting, this approach has worked well for other large organizations, but other options that accomplish the readiness include a non-IBM assessment, "certification of readiness" from IBM at a lesser cost, and/or a MOIT waiver for any network issues that might occur during implementation.

2. Professional Services Costs (IBM Pricing Proposal -Appendix B - Page 20) - The proposal does not include travel and living costs associated with the IBM implementation. IBM professional services personnel will be actively engaged onsite for a considerable amount of time and will incur significant costs that will be directly charged back to the city. Further, the proposal stipulates that two resources will remain onsite following the commissioning of the solution to provide ongoing support to the city. Finally, the professional services rate submitted by IBM for the execution of this project remain valid for only one (1) calendar year (2012), and are subject to renegotiation after the first year. This will likely result in increased services cost over the life of the project.

IBM's proposal included an MBE/WBE offer to enlist local resources whenever possible, and we believe that they will perform a large part of the effort, driving travel expenses down. It is not possible to define total travel and living expenses associated with the project as the detailed planning for each site can not be done until the work begins. This will be true for any firm, including Cisco professional services, that undertakes this project. Any travel expenses will be billed at City subsistence rates.



3. Infrastructure/Hardware Costs (IBM Technical Proposal Part 1-Section 6.7- Page 131)- Although the RFP did not request infrastructure modernization cost to be included in the vendor proposals, the ability to support VoiP across the Baltimore City data network will require significant upgrades and considerable capital costs not immediately represented in the IBM proposal.

- It is true that network upgrade costs are not part of the IBM proposal, but the total cost of ownership (TCO) scenarios (from the discovery phase as well as the proposal evaluations) include network upgrade, replacement, and "technology refresh" investments based on experience with similar clients and industry "rule of thumb" figures. As stated in item one, a strength of the IBM solution is that it will allow the City to decide where and if it wants to incur upgrade costs. By utilizing the multiple endpoint protocols, such as digital and analog available in the IBM solution, costly network infrastructure upgrades can be avoided or reduced.

4. Projected Growth Costs (IBM Pricing Proposal- Attachment 1-Sheet 3- Lines 10-31)- The IBM proposal is focused on the MTE requirements as specified in the RFP, which only requested the migration of up to 2,500 telephones in 9 buildings. As such, the submitted costs do not include sufficient infrastructure and licensing to support the 7500 users across the city. Therefore, any work to migrate users beyond the scope of this proposal will require significant additional expenditures that is not included as part of this proposal.

- The IBM solution is equipped for the 2,500 users specified in the RFP. As required by the RFP, the system as designed is capable of supporting up to 14,000 users. The items necessary to scale to the 7,500/14,000 users are licenses; gateways, if required; and endpoints (phones). An implementation of this size is typically approached in a phased fashion, as the Comptroller's Office has approached the implementation, in this latest RFP.

5. Expected Operational Expenditure Costs (IBM Technical Proposal - Section 10 - Page 319) - Although not specified by MTE in the RFP, the submitted IBM proposal does not address operational expenditure charges related to PSTN interconnect. Neither does the proposal provide a complete cost for ongoing support for operation of the system. These costs should be included in delivering a VoiP solution to Baltimore City.

- The operational cost to support the PSTN interconnection is included in IBM's pricing. In considering the total cost of ownership, the evaluation included primary rate interface (PRI) monthly recurring charges (MRCs). The cost of hardware, software, installation into the telephone system and the required translations is included. The potential savings of moving from Centrex to a private network that uses ISDN and SIP trunking (dependent on the final system design) could be significant. The preliminary design is intent on eliminating PSTN where and if possible and to leverage the City's existent infrastructure whenever possible. Ongoing operational costs are included in the pricing the IBM proposal. The City has options on how it chooses to manage and operate the system.

6. Technology Handicaps- (IBM Technical Proposal- Section 6- Page 71)- The IBM proposal specifies Time Division Multiplexing (TDM) based gateways for interconnection services to the Public Switch Telephony Network (PSTN) and CENTREX platforms. The

use of T1 and/or PRI circuit's limits the flexibility of the city to deploy additional interconnect services and is significantly more expensive to support when compared to IP/SIP Trunking solutions.

- There are no TDM Gateways in IBM's design. There are only IP (H248) Gateways. These IP Gateways include TDM components that allow the flexibility to interface to legacy endpoints or platforms when IP is not a cost-effective option or has an unknown capability. Furthermore, these gateways, do provide the ability for direct IP/SIP connection should that be the appropriate solution.

The IP Gateways will be strategically placed locally to the existing components/platforms utilizing the existing City infrastructure (LAN, WAN, MAN or dark fiber), thus avoiding/reducing additional PSTN or service provider costs. TDM to the Centrex is the best proposed solution given the ability to control cost and allow for possible reuse of existing circuits that would adhere to any existing City contracts or financial obligations to its providers.

Integration to each of the existing end points or platforms will be evaluated for the most cost effective method at the time of the implementation assessment for a particular location, to reduce/minimize long term expense to the City. If IP or SIP is available and are the most cost effective solutions, the IBM solution is flexible enough to allow the City to modify the integration of a particular component.

7. Phybridge Cabling and Connectivity Solution (IBM Pricing Proposal- Attachment I-Sheet 3 -Line 96) The RFP requests the utilization of alternative connectivity methods to provide access for deployed IP or digital phones in areas where robust network connectivity does not exist. The utilization of the Phybridge solution as an alternative connection solution seriously impacts user quality of service (QoS), limits operational bandwidth, and introduces additional points of failure in the network. The costs associated with providing this connectivity provide no savings for the city.

- Phybridge was included in IBM's solution as a cost-effective alternative to connect IP stations where it is not viable to rewire or converge. Phybridge is a well-established alternative solution, used specifically for environments where it is not cost-effective to retrofit and/or deploy cabling and new data equipment. The concerns outlined by MOIT are understandable but not applicable for the following reasons:
- Phybridge is based on reusing a parallel physical infrastructure (the current voice cabling infrastructure).
- Quality of service (QOS) or network bandwidth is not affected, since the Phybridge uses direct, circuit switched technology, not packet based, and would not use the MOIT network at all.
- The Phybridge supports IP transmissions to 1,200 feet compared to 300 feet for the typical converged design.
- The Phybridge is an option for locations that have old infrastructure or are scheduled for renovation in a relatively short time period, thus reducing or eliminating the need to recable for a converged network.

---

**From:** [redacted]  
**Sent:** Wednesday, February 29, 2012 11:02 AM  
**To:**  
**Cc:**  
**Subject:** RE: Cisco Phones

We appreciate your quick response. However, we kindly request the quantity and locations for possible inspection by the Department of Communications Services.  
As mentioned over the phone, MTE will be visiting the council President's office this afternoon to evaluate the unit in his office.

We hope the information being requested is not confidential, if so please advise.

Thank you,

---

**From:**  
**Sent:** Wednesday, February 29, 2012 10:51 AM  
**To:** [redacted]  
**Cc:**  
**Subject:** RE: Cisco Phones

MOIT has placed a few Cisco phones out for testing purposes to ensure our capability of supporting VoIP.

*Chief of Staff / Program Director  
City of Baltimore, Mayor Stephanie Rawlings-Blake  
Mayors Office of Information Technology (MOIT)  
[redacted] [baltimorecity.gov](http://baltimorecity.gov)  
410.3 office  
443. cell*

---

**From:**  
**Sent:** Wednesday, February 29, 2012 10:12 AM  
**To:** [redacted]  
**Cc:**  
**Subject:** Cisco Phones  
**Importance:** High

It has come to our attention that your office has deployed a limited number of Cisco phones in selected City offices. Can you please provide us a listing of these phones, numbers assigned, locations and owner? We will appreciate if you send us a listing by COB today.

Thanks for your kind attention.

Acting Director – Department Communications Services  
Office of the Comptroller  
201 East Baltimore St, Suite 1100  
410

---

**From:**  
**Sent:** Monday, March 12, 2012 5:16 PM  
**Subject:** RE: Cisco Phones

I am awaiting further direction from the Deputy Mayor before providing this information.

*Chief of Staff / Program Director  
City of Baltimore, Mayor Stephanie Rawlings-Blake  
Mayors Office of Information Technology (MOIT)*

*baltimorecity.gov*

410.3 office  
443.5 cell

---

**From:**  
**Sent:** Friday, March 09, 2012 3:31 PM  
**To:**  
**Cc:** I  
**Subject:** RE: Cisco Phones

Hope this email meets you well. Our office is still waiting for a listing of Cisco phones MOIT put out for testing purposes in various City locations. What is the duration of your test? As custodians of the City's voice communication infrastructure, it is imperative we gather this information for planning, provisioning and billing purposes. We also have to be certain the City is not in violation of its Centrex contract terms with Verizon. Did your agency acquire DID lines or converted existing Centrex lines to DID's? Once again, our office will appreciate a list from you as originally requested on February 29, 2012.

Have a pleasant week-end.

---

**From:**  
**Sent:** Wednesday, February 29, 2012 10:51 AM  
**To:**  
**Cc:**  
**Subject:** RE: Cisco Phones

MOIT has placed a few Cisco phones out for testing purposes to ensure our capability of supporting VoIP.

*Chief of Staff / Program Director  
City of Baltimore, Mayor Stephanie Rawlings-Blake  
Mayors Office of Information Technology (MOIT)*

*baltimorecity.gov*

410 office

---

**From:** [REDACTED]  
**Sent:** Wednesday, February 29, 2012 10:12 AM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Cisco Phones  
**Importance:** High

It has come to our attention that your office has deployed a limited number of Cisco phones in selected City offices. Can you please provide us a listing of these phones, numbers assigned, locations and owner? We will appreciate if you send us a listing by COB today.

Thanks for your kind attention.

Acting Director – Department Communications Services  
Office of the Comptroller  
201 East Baltimore St, Suite 1100  
410

---

**From:**  
**Sent:** Tuesday, March 27, 2012 4:25 PM  
**To:** Pratt, Joan  
**Cc:**  
**Subject:** MOIT VoIP Telephone Evaluation  
**Importance:** High

Dear

Per my conversation with CIO , I would like to provide the Comptroller and yourself two Cisco IP Telephones for installation in each of your offices for evaluation purposes. The IP Telephones will be configured to provide connectivity to the Public Switched Telephone Network as well as to other IP Telephones currently deployed in the Mayor's Office for their evaluation.

Inasmuch as the Comptroller's Office currently manages and maintains its own network infrastructure, MOIT would need some specific physical network layout information (switches, hubs, and cabling), as well as switch configuration and device addressing information essential to ensuring that the IP phones operate properly when placed in each of your offices. If there is a specific support person managing this for your office, we could coordinate configuration modifications through him/her.

In keeping with the Mayor's initiatives to provide superior service to the constituents of Baltimore, as well as the agencies encompassing the City of Baltimore Government, we look forward to having the opportunity to demonstrate the capabilities and features of the Cisco IP Telephone system to you and the Comptroller and are eager to work with your support organization to identify the infrastructure changes necessary to immediately support the solution in your offices.

If you have any questions or concerns, please do not hesitate to contact myself or Mr. at your convenience.

Thank you.

*City of Baltimore, Mayor Stephanie Rawlings-Blake  
Mayors Office of Information Technology (MOIT)*

*@baltimorecity.gov*

410. office

443. cell

---

**From:**  
**Sent:** Thursday, March 29, 2012 9:57 AM  
**To:** "CIO" - (Baltimore Housing)  
**Cc:**  
**Subject:** VoIP vs. CENTREX Cost Savings

Mr.

My name is [redacted] and I am the VoIP Program Manager for the Mayor's Office of Information Technology. MOIT is currently evaluating the feasibility of deploying a premise-based VoIP solution to support the agencies and organizations that currently encompass the City of Baltimore government. This migration away from the existing CENTREX solution looks to save a considerable amount of money for the City of Baltimore and its constituents. In a meeting yesterday with [redacted], the acting Deputy Mayor, a discussion on quantifying cost savings of deploying VoIP over CENTREX was conducted and the HABC organization was mentioned as having deployed Cisco Call Manager and supplanting the CENTREX solution for the reasons raised above. I have been requested to contact you and determine if you and your organization have determined a cost savings, and if so, what that cost savings is, for your VoIP solution.

If you have any questions or concerns about this request, please contact myself or the MOIT Chief of Staff, [redacted] or the Chief Information Office, [redacted], at your convenience.

Thank you for your time.

VoIP Program Manager  
443- [redacted] (office)  
678- [redacted] (mobile)  
[redacted]@baltimorecity.gov



**From:**  
**Sent:** Wednesday, November 30, 2011 5:42 PM  
**To:**  
**Cc:**  
**Subject:** Meeting with MOIT  
  
**Importance:** High



Scanned from a  
Xerox multifunc...

Here are questions/concerns from MOIT after our meeting with the Comptroller and the Deputy Mayor. The Comptroller has scheduled another meeting for 9am on Tuesday Decemb to address these questions and will therefore like either both of you or one to atten

Thanks,

## **Executive Overview**

MOIT has conducted a review of the proposal submitted by IBM for the Telecommunications Improvement and Procurement Project (TIPP) solicitation. This review was aimed at identifying deficiencies and omissions that will have a significant impact on the deployment of a VoIP solution for the City of Baltimore. The issues identified and illustrated in this document/review indicate that the city of Baltimore will incur significant additional costs due to the following:

1. **Network Readiness Assessment Costs (IBM Pricing Proposal – Attachment I – Sheet 4 - Line 25)** – The IBM proposal provides no cost or estimates associated with the level of effort necessary to complete a comprehensive network assessment with accompanying recommendations for the implementation of the VoIP solution. It is estimated that any proposed survey/assessment would require approximately six months to complete and will cost Baltimore City \$500,000 or more.
2. **Professional Services Costs (IBM Pricing Proposal – Appendix B – Page 20)** - The proposal does not include travel and living costs associated with the IBM implementation. IBM professional services personnel will be actively engaged onsite for a considerable amount of time and will incur significant costs that will be directly charged back to the city. Further, the proposal stipulates that two resources will remain onsite following the commissioning of the solution to provide ongoing support to the city.  
  
Finally, the professional services rate submitted by IBM for the execution of this project remain valid for only one (1) calendar year (2012), and are subject to renegotiation after the first year. This will likely result in increased services cost over the life of the project.
3. **Infrastructure/Hardware Costs (IBM Technical Proposal Part I – Section 6.7 – Page 131)** – Although the RFP did not request infrastructure modernization cost to be included in the vendor proposals, the ability to support VoIP across the Baltimore City data network will require significant upgrades and considerable capital costs not immediately represented in the IBM proposal.
4. **Projected Growth Costs (IBM Pricing Proposal – Attachment I – Sheet 3 – Lines 10 – 31)** – The IBM proposal is focused on the MTE requirements as specified in the RFP, which only requested the migration of up to 2500 telephones in 9 buildings. As such, the submitted costs do not include sufficient infrastructure and licensing to support the 7500 users across the city. Therefore, any work to migrate users beyond the scope of this proposal will require significant additional expenditures that is not included as part of this proposal.
5. **Expected Operational Expenditure Costs (IBM Technical Proposal – Section 10 – Page 319)**– Although not specified by MTE in the RFP, the submitted IBM proposal does not address operational expenditure charges related to PSTN interconnect. Neither does the proposal provide a complete cost for ongoing support for operation of the system. These costs should be included in delivering a VoIP solution to Baltimore City.

6. **Technology Handicaps – (IBM Technical Proposal – Section 6 – Page 71) - The IBM proposal specifies Time Division Multiplexing (TDM) based gateways for interconnection services to the Public Switch Telephony Network (PSTN) and CENTREX platforms. The use of T1 and/or PRI circuit's limits the flexibility of the city to deploy additional interconnect services and is significantly more expensive to support when compared to IP/SIP Trunking solutions.**
  
2. 7. **Phybridge Cabling and Connectivity Solution (IBM Pricing Proposal – Attachment I – Sheet 3 - Line 96) – The RFP requests the utilization of alternative connectivity methods to provide access for deployed IP or digital phones in areas where robust network connectivity does not exist. The utilization of the Phybridge solution as an alternative connection solution seriously impacts user quality of service (QoS), limits operational bandwidth, and introduces additional points of failure in the network. The costs associated with providing this connectivity provide no savings for the city.**

**Digicon Corporation**  
 9601 Blackwell Rd - Suite 250 - Rockville, MD 20850  
 Phone: 301-721-6333 - Fax: 301-869-8081 - Email: ti @digiconasp.com



**QUOTE**

**Quote** Baltimore City MOIT  
**Prepared** |  
**For** Baltimore, MD

Date	Quote #	Vehicle
06/10/11	DGCQ5874	P514950
Terms	Sales Rep	Ship Via
See Attached		DEST GND

**Email:** @baltimorecity.gov  
**Phone:** 443.  
**Fax:**

Qty	Part Number	Description	Unit Price	Ext. Price
64	WS-C3560X-24P-L	Cisco Catalyst 3560X-24P-L - Switch - managed - 24 x 10/100/1000 - rack-mountable - PoE List Price: \$4,200.00	\$2,362.50	\$151,200.00
60	WS-C3560X-48PF-L	Cisco Catalyst 3560X-48PF-L - Switch - managed - 48 x 10/100/1000 - rack-mountable - PoE List Price: \$8,600.00	\$4,837.50	\$290,250.00
			<b>SubTotal</b>	<b>\$441,450.00</b>
			Est. Sales Tax	\$0.00
			Est. Shipping	\$0.00
			<b>Total</b>	<b>\$441,450.00</b>

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## SIGN-OFF FORM

<b>TO:</b>	CIO SINGLETON
<b>FROM: (PLEASE PRINT &amp; INITIAL)</b>	
<b>DATE:</b>	JUNE 13, 2011
<b>SUBJECT:</b>	CARRYOVER - VOIP SWITCHES

**SUMMARIZE THE PURPOSE AND HIGHLIGHTS AND ACTION ITEMS OF THE DOCUMENT IN THE SPACE BELOW**

The attached proposal will provide PoE / VOIP switch infrastructure for buildings in the downtown Baltimore campus. Based on the extensive efforts that will be required to orchestrate upgrading existing equipment, this list is a fairly accurate estimate based on current network statistics. Depending on the exact circumstances when we go to deploy on a per-agency and per-wiring closet basis, a small number of additional switches may be required. Should we have overestimated, any additional equipment can be deployed at other (non-downtown) facilities, and/or kept as shelf units.

NOTE – This quote is ONLY for switches. There will be other items required to fully deploy VOIP to the downtown campus. These include: UPS's (Approx. 100, at ~\$120K, if we put one in every closet; we do not want to purchase these in advance as the batteries shouldn't be kept unused for long periods of time), SFP's (~\$5-10K, specific models will be determined on a per-agency basis), Fiber jumpers / other cables (\$5-7K), and routers (Approx. 30, ~\$120-140K).

**THE FOLLOWING INDIVIDUALS HAVE REVIEWED OR APPROVED THIS DOCUMENT:**

NAME & TITLE	UNIT	INITIALS	DATE
Ext. Svc. Mgr	Tech Services	"	6/13/11
TECH SERVICES	"		6/13/11

APPROVED BY CIO RICO SINGLETON

DISAPPROVED BY CIO RICO SINGLETON

<b>PLEASE RETURN THIS DOCUMENT TO (NAME/UNIT)</b>	<b>RETURN BY (DATE):</b>

---

**From:**  
**Sent:** Monday, June 13, 2011 1:59 PM  
**To:**  
**Subject:** RE: VOIP - Is this correct?

Looks good.

**From:**  
**Sent:** Monday, June 13, 2011 11:50 AM  
**To:** I  
**Subject:** VOIP - Is this correct?  
**Importance:** High

Does everyone agree here? Please let me know ASAP:

NOTE – This quote is ONLY for switches. There will be other items required to fully deploy VOIP to the downtown campus. These include: UPS's (Approx. 100, at ~\$120K, if we put one in every closet; we do not want to purchase these in advance as the batteries shouldn't be kept unused for long periods of time), SFP's (~\$5-10K, specific models will be determined on a per-agency basis), Fiber jumpers / other cables (\$5-7K), and routers (Approx. 30, ~\$120-140K).

---

**From:**  
**Sent:** Monday, May 16, 2011 11:33 AM  
**To:**  
**Subject:** RE: VOIP PM rate

I checked on his references. I did not leave it up to Digicon.

*Program Manager*  
*City of Baltimore, Mayor Stephanie Rawlings-Blake*  
*Mayors Office of Information Technology (MOIT)*  
*[@baltimorecity.gov](mailto:)*  
410 office  
410 cell


**From:** Singleton, Rico  
**Sent:** Thursday, May 12, 2011 4:59 PM  
**To:** !  
**Subject:** Re: VOIP PM rate

did you check these references your self. why would you leave it to digicon to check.. of course they are trying to sell the candidate

**Rico J. Singleton**  
**Chief Information Officer**  
City of Baltimore, Mayor Stephanie Rawlings-Blake  
Phone: (410)  
Email: [rico.singleton@baltimorecity.gov](mailto:rico.singleton@baltimorecity.gov)

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 please don't print this e-mail unless you really need to.

On May 10, 2011, at 9:50 PM, wrote:

Fyi

**From:** !  
**Sent:** Tuesday, May 10, 2011 09:23 PM  
**To:**  
**Cc:**  
**Subject:** RE: VOIP PM rate



Our management has decided on the rate of \$88.50 for the VOIP PM position. I will provide you further details when I meet with you tomorrow morning.

Here are the references for Paul:

-----Provided positive feedback

-----Reported positively

-----Still waiting for feedback

Regards,

Digicon Corporation  
Program Manager  
Cell Phone: (410)  
Email Address: \_\_\_\_\_ [@baltimorecity.gov](mailto:_____@baltimorecity.gov)

---

**From:** '  
**Sent:** Tue 5/10/2011 2:33 PM  
**To:**  
**Subject:** RE: Thank you

He was fine, but I have made the decision to go with Paul. There is one issue and that is I need the rate to be for a PM, which should be in the high 80's. Please speak to whomever and get back to me right away.

*Program Manager*  
*City of Baltimore, Mayor Stephanie Rawlings-Blake*  
*Mayors Office of Information Technology (MOIT)*  
*[\\_\\_\\_\\_\\_@baltimorecity.gov](mailto:_____@baltimorecity.gov)*

410. \_\_\_\_\_ office  
410. \_\_\_\_\_ cell

---

**From:** [redacted]  
**Sent:** Wednesday, February 09, 2011 8:57 PM  
**To:** Singleton, Rico  
**Subject:** RE: Phone call to discuss a PRI circuit

CIO Singleton,  
My response incorporated below...

---

**From:** Singleton, Rico [mailto:Rico.Singleton@baltimorecity.gov]  
**Sent:** Wednesday, February 09, 2011 3:52 PM  
**To:**  
**Subject:** Re: Phone call to discuss a PRI circuit

I'm fully aware of the dynamics of MTE and VoIp now,

OK.

but when asked for research, I didn't mean setting up test systems and requesting reconfigurations. Research and information gathering can be done independently,

Agreed. I believe Cisco extended the offer. Since this would be an opportunity to see how VoIP would interface with Exchange 2010 the staff probably saw this as a good experience. No reconfiguration will be required; this will be independent of our Centrex system. We have a trunk line that is underutilized, no new telco resources are required. But the trunk line will need to be reconfigured, hence [redacted], request to MTE.

and since you are also fully aware of the dynamics with MTE, i'm not sure how or why this would have occurred without running it by you or me.

I wasn't involved in the dialog you had with [redacted] but will follow up to avoid any future issue.

I do not want to get into a big debate

AGREED!

over this and think the response drafted below is to much. I've modified the response below.

Perfect.

I don't want anymore back and forth over this b/c i don't want it to spin out of control.

100% agreement.

Would you like this to go out from [redacted] or other? I would suggest [redacted] since [redacted] addressed him initially.

Thks,

(Hope you are feeling better)

**Rico J. Singleton**  
**Chief Information Officer**  
City of Baltimore, Mayor Stephanie Rawlings-Blake  
Phone: (410) 396-3902  
Email: [rico.singleton@baltimorecity.gov](mailto:rico.singleton@baltimorecity.gov)

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 please don't print this e-mail unless you really need to.

On Feb 9, 2011, at 3:18 PM, [redacted] wrote:

What I believe occurred is that you discussed VOIP options with [redacted] and engaged him to research. He then engaged [redacted] who communicated with Cisco, got them to provide demo equipment, and in the process needed a trunk (PRI) line in order to test. Inquiries to MTE to have an existing PRI configured to support our test lead to [redacted] response.

[redacted] crafted what I believe to be a very professional response (included below) to [redacted] but I wanted to run it past you in advance. Pls advise if OK for him to send.

As I mentioned in advance of your meeting with the Comptroller there is history here, but we never had a chance to discuss. If it didn't come out in your meeting with the Comptroller, MTE has been pursuing a VOIP solution for a number of years. Responses to one RFP were all rejected and I've been told another is being refined/crafted. We can discuss the history/politics if desired.

Thks.

[redacted] suggested response:

Thank you for the reply. This is a demo to make sure we understand and are prepared for the implications of VoIP on our data infrastructure and validating whether we will be able to support voice VLANs and QoS and Unified Communications.

With that being said, we are not trying to be counter-productive as we have some specialized features on the data infrastructure that we need to investigate and be prepared for in parallel with what you are trying to accomplish on the voice side.

I would be very interested in learning more about the implementation of the Cisco VoIP solution you are piloting. Being the 'new guy' on the WAN team and not having any previous knowledge of the technical details of your VoIP pilot, I feel it would be beneficial to myself and MOIT. I believe if we could get together and discuss the details of your vision of the implementation of VoIP from the MTE perspective, it would help us at

MOIT understand and narrow our focus on the roadmap to make this a successful merger of voice, video and data for the City of Baltimore.

If you could allot some time for a meeting to discuss this further please let me know your availability.

Thank you,

---

**From:** Singleton, Rico  
**Sent:** Wednesday, February 09, 2011 10:06 AM  
**To:**  
**Subject:** Fwd: Phone call to discuss a PRI circuit

What is going on here

**Rico J. Singleton**  
**Chief Information Officer**  
City of Baltimore, Mayor Stephanie Rawlings-Blake  
Phone: (410)  
Email: [rico.singleton@baltimorecity.gov](mailto:rico.singleton@baltimorecity.gov)

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 please don't print this e-mail unless you really need to.

Begin forwarded message:

**From:** [rico.singleton@baltimorecity.gov](mailto:rico.singleton@baltimorecity.gov) <[rico.singleton@baltimorecity.gov](mailto:rico.singleton@baltimorecity.gov)>  
**Date:** February 8, 2011 6:10:16 PM EST  
**To:** [rico.singleton@baltimorecity.gov](mailto:rico.singleton@baltimorecity.gov)  
**Cc:** [rico.singleton@baltimorecity.gov](mailto:rico.singleton@baltimorecity.gov), "Singleton, Rico" <[rico.singleton@baltimorecity.gov](mailto:rico.singleton@baltimorecity.gov)>, [rico.singleton@baltimorecity.gov](mailto:rico.singleton@baltimorecity.gov)  
**Subject:** RE: Phone call to discuss a PRI circuit

The Comptroller's office (MTE) has been working with a team of consultants and will soon release a comprehensive RFP for VOIP that will serve the needs of the entire City. Once a bidder is selected, we will work with MOIT on a range of issues as we implement this project in phases. For your information, MTE initiated a Cisco VOIP pilot in 2003. At that time, we met with Cisco engineers and invited MOIT to the meetings to discuss network vulnerabilities, connectivity and addressing issues. As part of the Pilot, the following servers were deployed; Cisco 7824 ( Call Manager), VG-200 Gateways, a scalable IP based audio conference solution with 50 ports , IPCC enterprise (virtual AGD with multiple

integrated servers, IVR etc. This pilot has since been successful and servers are still running after 8 years. In 2005, MTI extended its pilot to HABC section 8 at 1201 W. Pratt, supporting a Call center and over 120 IP phones for offices. The City's 6-3100 Call center has also been part of this pilot, as well our alternate Call center at the Municipal Post office and MTE offices. We have dedicated single mode Fiber linking all of these facilities.

We met with \_\_\_\_\_ from Cisco on several occasions. He is fully aware, there has been an existing Cisco Call Manager and IPCC at the MTE. He was also informed, the City will be issuing out an RFP for VOIP within a short time frame. Cisco as well as other vendors will then have the opportunity to bid based on City requirements. We are therefore surprised, as to why Mr \_\_\_\_\_ will want to extend a demo VOIP to your agency. We believe this exercise is counterproductive at this time. Our goal is to collaborate with all the agencies and work with MOIT on a comprehensive VOIP solution that will provide long term benefits and substantial cost savings to the entire City. We look forward to working with your team on an enterprise solution involving design, testing and connectivity once a vendor is selected.

Please let me know if you, or any member of your team will be interested in learning more about the Cisco VOIP trials at MTE.

Thanks,

Acting Director – Communication Services  
Municipal Telephone Exchange  
410 :

---

**From:** \_\_\_\_\_  
**Sent:** Tuesday, February 08, 2011 4:39 PM  
**To:** \_\_\_\_\_  
**Subject:** RE: Phone call to discuss a PRI circuit

We have Cisco CUCMBE demo equipment. The model is an MCS-7816-H3-IPC1 I believe. We are looking to get a block of 20 VoIP DIDs on a Verizon 'IP Trunked' VoIP circuit. (One of the unused PRIs that we have now, converted to an IP trunk). I will get back to you ASAP on the circuit ID and location. There are a few candidates we were mulling over but didn't make a decision about yet. The location is either MECU or MUNI.

I was told by \_\_\_\_\_ from Cisco that it shouldn't take very long to get a currently owned PRI converted to VoIP. (As opposed to ordering one brand new). Do you have any idea on how long that would take to provision a VoIP circuit as discussed?

Let me know what you think.

Thanks!

---

**From:** \_\_\_\_\_  
**Sent:** Tuesday, February 08, 2011 4:21 PM  
**To:** \_\_\_\_\_  
**Subject:** RE: Phone call to discuss a PRI circuit

What exactly are you trying to accomplish? Do you have a VOIP switch and if so, what model? What is the circuit ID and location of the PRI.

Thanks,

Doc # - 196

MTE

---

**From:** [REDACTED]  
**Sent:** Tuesday, February 08, 2011 3:24 PM  
**To:** [REDACTED]  
**Subject:** Phone call to discuss a PRI circuit

Hi

I called yesterday and left a VM on your desk phone. It is concerning changing an unused PRI that we currently have to a Verizon VoIP circuit. I was hoping you could provide me with some information on how to go about provisioning that. If you could, can you call me on my BB at your convenience so we can discuss the procedures or steer me in the right direction for a contact within MTE if you do not handle that? I would appreciate it.

Thanks,

---

[REDACTED] CCNA, MCSE, RSA CSE, A+  
WAN Engineer  
Mayors Office of Information Technology  
City of Baltimore  
BB- 443

---

---

**From:**  
**Sent:** Tuesday, April 12, 2011 9:21 AM  
**To:** Singleton, Rico  
**Subject:** VOIP Project Manager Job Description  
**Attachments:** VOIP Job Description.docx

CIO Singleton,

Attached is the draft of the VOIP Project Manager Job Description. Please review and make desire modifications.

*Program Manager  
City of Baltimore, Mayor Stephanie Rawlings-Blake  
Mayors Office of Information Technology (MOIT)  
[@baltimorecity.gov](mailto:office@baltimorecity.gov)  
office  
ll*

Baltimore, Maryland Mayor's Office of Information Technology (MOIT) is seeking a Project Manager with specific experience in VoIP (Voice over IP) projects. Qualified candidates must have in-depth understanding of VOIP technologies and solutions. Prior hands-on implementation and Project Management experience is required.

**Responsibilities:**

Provide project management leadership for the implementation of VoIP.

Responsible for end-to-end project management, demonstrating ownership of the entire process from beginning to end.

Manage project timelines, building baseline schedules and project initiatives.

Conduct risk analysis and providing communication to appropriate teams/personnel

Create status reports and presentations.

Define approach and solution requirements for the implementation.

Work with program manager, network and technical services teams in defining requirements.

Facilitate/host kick-off meetings, weekly team meetings, project review meetings, issues resolution meetings and other ad hoc meetings as required.

Provide standard project management documentation including:

- Project Definition Documents
- Statement of Work
- Project Plan
- Project WBS Schedule
- Project Risk and Issue Assessment and Tracking
- Project Change Controls
- Meeting Agendas and Minutes
- Status Reports
- Lessons Learned

**Requirements:**

Bachelor Degree in Computer Science or equivalent technology discipline.

XX years experience as a Project Manager for VoIP and IP Telephony projects.

XX years hands on experience with VoIP, Cisco Unified Communications, Cisco Contact Center, Cisco Unity.

Cisco equipment rollouts

Demonstrated ability to manage large complex projects and deliver them on time and within budget.

Demonstrated ability to communicate effectively in oral and written form.

Demonstrated ability to meet customer requirements and achieve a high level of customer satisfaction.

Demonstrated ability to work with a wide variety of technical & non-technical staff.

Strong leadership, interpersonal and communication skills (written and oral).

Ability to multi-task in a consulting role in support of business requirements.

Strong organizational and management skills with ability to function in a collaborative environment, working with cross-functional teams.

Project Management Certification highly desirable.



---


**From:** Singleton, Rico  
**Sent:** Thursday, April 21, 2011 12:14 PM  
**To:**  
**Cc:**  
**Subject:** Re: Cisco - VoIP

Both.. we need to understand the overall impact for the city enterprise to present to the mayor, but we also need to know what we need for just the first phase.

**Rico J. Singleton**  
**Chief Information Officer**  
City of Baltimore. Mayor Stephanie Rawlings-Blake  
Phone: (410)  
Email: [rico.singleton@baltimorecity.gov](mailto:rico.singleton@baltimorecity.gov)

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On Apr 21, 2011, at 11:26 AM, wrote:

I followed up with her after the meeting. Based on comments made she was heading in the direction of working with Cisco to present a plan that would build out infrastructure capable of supporting the enterprise. Probably 7 digits of budget.

I suggested that she consider an initial effort that would only encompass the 3 floors at MECU as inexpensive as practical to demonstrate a proof of concept along with an opportunity for the techs to get a feel for the technology.

Just wanted to give you an opportunity to chime in if this aligns with your objective.

Thks,

---

**From:** .@cisco.com>  
**Sent:** Tuesday, April 12, 2011 5:46 PM  
**To:** Singleton, Rico  
**Subject:** Re: VoIP PM

Can you provide ma some dates so I can gather everyone together? Thanks.

Cisco  
IP Phone:410-

Sent from my Blackberry Phone


**From:** Rico Singleton [mailto:rico.singleton@baltimorecity.gov]  
**Sent:** Tuesday, April 12, 2011 04:36 PM  
**To:**  
**Subject:** Re: VoIP PM

yes I plan to have an internal project kick off meeting. I was hoping to have a PM identified b/c I though the original Digicon PM was available. However, we will need to start without that person so we don't lose much time.

**Rico J. Singleton**  
**Chief Information Officer**  
City of Baltimore, Mayor Stephanie Rawlings-Blake  
Phone: (410)  
Email: [rico.singleton@baltimorecity.gov](mailto:rico.singleton@baltimorecity.gov)

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On Apr 12, 2011, at 5:32 PM, ) wrote:

Rico,

We are ready to go with those resources. I have my local engineering team ready to engage and roll up their sleeves. Do you want to have a meeting separate from Digicon to discuss starting?

Regards,

Account Manager  
US Public Sector

<image001.jpg>

Cisco Systems, Inc.  
8865 Stanford Boulevard  
Suite 200  
Columbia, MD 21045

[Cisco.com](http://Cisco.com)  
Phone: 410  
Mobile: 410  
[dcisco.com](mailto:dcisco.com)

<image002.gif>

<image003.gif> Think before you print

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<image004.gif>

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**From:** Rico Singleton [mailto:[rico.singleton@baltimorecity.gov](mailto:rico.singleton@baltimorecity.gov)]  
**Sent:** Tuesday, April 12, 2011 5:28 PM  
**To:**  
**Subject:** Re: VoIP PM

I'm not looking for a just a bill of materials. There is much more planning that needs to take place before we focus on ordering equipment. What I need from Cisco is the resource that you offered that will help us inventory current resources and assets, assess capabilities and provide recommendations on equipment and infrastructure enhancements needed to support VoIP.. When would you be able to make that resource available to start working with the team. In the meantime, I need a PM to begin initiation of the project, scope, work breakdown, and technical planning.

**Rico J. Singleton**  
**Chief Information Officer**  
City of Baltimore, Mayor Stephanie Rawlings-Blake  
Phone: (410)  
Email: [rico.singleton@baltimorecity.gov](mailto:rico.singleton@baltimorecity.gov)

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On Apr 12, 2011, at 4:04 PM, wrote:

Understood. Is there any benefit if Cisco provides a PM to develop the initial Scope and Bill of Material, then the City could use the contractors on contract to procure?

Regards,

<image001.jpg>

**Account Manager**  
**US Public Sector**

**Cisco Systems, Inc.**  
8865 Stanford Boulevard  
Suite 200  
Columbia, MD 21045

Cisco.com  
Phone: 410  
Mobile: 410  
[@cisco.com](mailto: @cisco.com)

<image002.gif>

<image003.gif> Think before you print.

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<image004.gif>

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**From:** Rico Singleton [mailto:[rico.singleton@baltimorecity.gov](mailto:rico.singleton@baltimorecity.gov)]  
**Sent:** Tuesday, April 12, 2011 3:44 PM  
**To:**  
**Subject:** Re: VoIP PM


I have not stated that a PM will come from Digicon. We need to identify a PM, regardless of where it comes from (preferably under Digicon or TCS b/c that is where the staffing contract is from). It also has to be in line with our average PM rates. So if you have a Cisco PM, I can't sustain a \$150 / hr PM..

There has been too much movement on this initiative without anyone driving the ship and before we get too far ahead of ourselves, we need to have someone steering the ship.

**Rico J. Singleton**  
**Chief Information Officer**  
City of Baltimore, Mayor Stephanie Rawlings-Blake  
Phone: (410)  
Email: [rico.singleton@baltimorecity.gov](mailto:rico.singleton@baltimorecity.gov)

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On Apr 12, 2011, at 3:39 PM, \_\_\_\_\_ wrote:

Rico,

I understand from MoIT that tomorrow's meeting has been postponed until a PM has been identified by Digicon. If Cisco provided the PM resource initially to kick off the project would that make any difference? Do you still want me to explore PM options within Cisco?

Regards,

<image001.jpg>

**Account Manager**  
**US Public Sector**

**Cisco Systems, Inc.**  
8865 Stanford Boulevard  
Suite 200  
Columbia, MD 21045

Cisco.com  
Phone: 410  
Mobile: 410  
[@cisco.com](mailto:ric.singleton@cisco.com)

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<image003.gif> Think before you print

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<image004.gif>

---

**From:** Rico Singleton [mailto:Rico.Singleton@baltimorecity.gov]  
**Sent:** Monday, April 11, 2011 9:32 AM  
**To:**  
**Subject:** VoIP PM

In search of a good project manager that will lead our VoIP project. Do you have any recommendations. The original PM that did Housing VoIP is no longer with Digicon and I don't know who he is or where to contact him. As you know, this is an important project and I don't want just any general PM. I need one that has experience implementing VOIP.

Thanks

**Rico J. Singleton**  
**Chief Information Officer**  
City of Baltimore, Mayor Stephanie Rawlings-Blake  
Phone: (410)  
Email: [rico.singleton@baltimorecity.gov](mailto:rico.singleton@baltimorecity.gov)

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**From:** Huddle <no-reply@huddle.net> on behalf of  
@baltimorecity.gov>  
**Sent:** Monday, April 25, 2011 8:01 PM  
**To:** Singleton, Rico  
**Subject:** [Document] VOIP Kickoff Meeting Minutes - PMO - VoIP Implementation - Huddle.net

Hi Rico Singleton,

PMO - VoIP Implementation's team) created a new document VOIP Kickoff Meeting Minutes in the PMO - VoIP Implementation workspace and has requested that you be notified.

Item Name: VOIP Kickoff Meeting Minutes  
Item Description: VOIP Kickoff Meeting Minutes

Click here <http://my.huddle.net/workspace/document/15392824?workspaceid=15247491&directoryid=15247496> to view this item.

-----  
This email has been sent automatically by Huddle

To access your workspace click here  
<http://my.huddle.net/workspace/15247491>

---

**From:**  
**Sent:** Tuesday, May 03, 2011 7:05 PM  
**To:** Singleton, Rico  
**Subject:** Re: VOIP PM - Digicon

Friday at 1pm

---


**From:** Singleton, Rico  
**Sent:** Tuesday, May 03, 2011 06:56 PM  
**To:**  
**Subject:** Re: VOIP PM - Digicon

depends on when i talk to him

**Rico J. Singleton**  
**Chief Information Officer**  
City of Baltimore, Mayor Stephanie Rawlings-Blake  
Phone: (410)  
Email: [rico.singleton@baltimorecity.gov](mailto:rico.singleton@baltimorecity.gov)

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On May 3, 2011, at 10:33 AM, wrote:

Digicon's rate fo is \$98.81. Is this doable?

Program Manager  
City of Baltimore, Mayor Stephanie Rawlings-Blake  
Mayors Office of Information Technology (MOIT)  
[@baltimorecity.gov](mailto:rico.singleton@baltimorecity.gov)

410 office  
410 cell

-----Original Message-----

**From:** Singleton, Rico  
**Sent:** Friday, April 29, 2011 5:23 PM  
**To:**  
**Subject:** Re: VOIP PM - Digicon

Looks decent. I'll talk to him



Sent from my iPad

On Apr 29, 2011, at 10:34 AM, i"  
< [j@baltimorecity.gov](mailto:j@baltimorecity.gov)> wrote:

CIO Singleton,

Attached is a resume for [redacted] from Digicon and a charter document he did for his VOIP implementation.

[redacted]  
Program Manager

City of Baltimore, Mayor Stephanie Rawlings-Blake

Mayors Office of Information Technology (MOIT)

[j@baltimorecity.gov](mailto:j@baltimorecity.gov)

410 [redacted] office

410 [redacted] cell

PM VOIP resume.pdf>

Project Charter1-1.pdf>

---

**From:** hello@huddle.net on behalf of [redacted]@baltimorecity.gov  
**Sent:** Thursday, May 05, 2011 2:53 PM  
**To:** Singleton, Rico  
**Subject:** [Task Status Updated] 'Draft VoIP Scope Document' changed status to 'In progress' - PMO - VoIP Implementation - Huddle.net

Dear Rico Singleton,

changed the status of task 'Draft VoIP Scope Document' from 'Not started' to 'In progress' in the workspace 'PMO - VoIP Implementation'.

Task: Draft VoIP Scope Document

Description: This will include, but not limited to, detailed project scope, phased implementation approach, high level budget and schedule estimate to inform the Mayor

Status: In progress

This task is assigned to 2 people in the 'PMO - VoIP Implementation' workspace. It should be completed by 5/20/2011.

Click here <http://my.huddle.net/workspace/15247491/tasks/13046885#13046885> to view this item.

-----  
To access your workspace click here  
<http://my.huddle.net/workspace/15247491>

---

**From:** . . . . .  
**Sent:** Tuesday, May 24, 2011 9:16 AM  
**To:** . . . . .  
**Subject:** Project status for the week of 5/21  
**Attachments:** VoIP Implementation Executive Project Status 05212011.docx

Here it is.

VoIP Project Manager  
Masters PMP, CCVP, CSM, A+, MCSE  
Cell 410

Mayor's Office of Information Technology  
401 E Fayette Street  
Baltimore, MD 21202  
City Of Baltimore





## City of Baltimore – Mayor's Office of Information Technology (MOIT)

**Project Name: VoIP Implementation**

**Reporting Period: 05/15/2011 – 05/21/2011**

**Prepared By**

Project Management:		Financial Summary:		
Project Name:	VoIP Implementation	Total Budget:		
Executive Project Sponsors:	CIO Rico Singleton	Actual Budget Spent:		
		Remaining Budget Available:		
Program Manager:		The above is the estimated baseline Budget. The final budget will be determined after design/migration and assessment recommendations are completed.		
Project Manager:				
Risk Assessment Summary				
	Green	Yellow	Red	Explanation
Scope	☉	☉	☉	
Budget	☉	☉	☉	
Schedule	☉	☉	☉	
Risk	☉	☉	☉	
Milestones/Tasks Completed This Reporting Period:				
1	Worked with Cisco on VOIP design			
2	Worked with Cisco to fine tune Bill of Material			
3	Review and Approved Bill of Material			
4	Bill of Material sent out for price quote to Digicon			
5				
Milestones/Tasks Planned in Next Reporting Period:				
1	Work on Project Charter and MOIT Project plan			
2	Work on Project Scope document			
3				
4				
5				
Action Items (From Last Meeting) / Open Issues:				
1	Budget	Owner:		
	<ul style="list-style-type: none"> <li>• Explanation –</li> </ul>			



**City of Baltimore – Mayor's Office of Information Technology (MOIT)**

**Project Name: VoIP Implementation**

**Reporting Period: 05/15/2011 – 05/21/2011**

**Prepared By:**

Closed Issues:	
1	
2	
3	



**City of Baltimore – Mayor’s Office of Information Technology (MOIT)**

**Project Name: VoIP Implementation**  
**Reporting Period: 05/15/2011 – 05/21/2011**  
**Prepared By:**

Risk Assessment Key:			
Scope -	No Scope Changes Identified This Reporting Period	Pending Scope Change(s) That Do Not Affect The Project Budget Or Timeline.	Pending Scope Change(s) That Affect The Project Budget Or Timeline
Budget -	No Changes To Baseline Budget (Reductions Will Be Considered Green Status)	Budget has increased between 1 and 9% of original value, Or Budget is undefined.	Budget Increase = 10% Or Greater Than Original Value
Schedule -	Project On Schedule	Increase To Timeline Between 1 And 6% Of Original Estimate, Or Schedule Is Undefined	Timeline Increase = 7% Or Greater Than Original Estimate
Risk -	Low Level Or No Risk(s) Identified This Reporting Period	Medium Level Risk(s) Identified This Reporting Period	High Level Risk(s) Identified This Reporting Period

Risk Assessment Details: (P x I / C = RF)					
New Risks Identified:	Probability	Impact	Control	Risk Factor	Risk Level
Retaining Email "Forever"	1	1	4	.25	Low
Email attachment sizes	1	1	4	.25	Low
BOLO's have no restrictions or limits on size	1	1	4	.25	Low
Individual mailboxes sizes	1	1	4	.25	Low
VCA (violent crime analysis) broadcast sizes	1	1	4	.25	Low
<b>Probability of Occurrence</b>			<b>Impact to Project</b>		
1 = Highly Unlikely			1 = Marginal exposure with minimal disruptions to progress, if any		
2 = Unlikely			2 = Moderate exposure with manageable disruptions to progress		
3 = Possible			3 = High exposure with significant disruptions to progress		
4 = Probable			4 = Critical exposure that threatens successful completion of project		
<b>Control</b>					
1 = Agency or Vendor has <u>no control</u> in preventing or reducing the risk threat					
2 = Agency or Vendor has <u>minimal control</u> in preventing or reducing the risk threat					
3 = Agency or Vendor has <u>significant control</u> in preventing or reducing the risk threat					
4 = Agency or Vendor has <u>total control</u> in preventing or reducing the risk threat					



**City of Baltimore – Mayor's Office of Information Technology (MOIT)**

**Project Name: VoIP Implementation**

**Reporting Period: 05/15/2011 – 05/21/2011**

**Prepared By:**

<b>Risk Factor and Risk Level</b>	<b>Mitigation Plan</b>
.25 – 4.0 = Risk level is "Low"	Project Director or Manager/s develop risk mitigation plan
4.25 – 6.0 = Risk level is "Medium"	Project Director/Manager/s and/or the City Agency develops risk mitigation plan
> than 6.0 = Risk level is "High"	All project stakeholders jointly develop risk mitigation plan

---

**From:**  
**Sent:** Monday, June 06, 2011 1:33 PM  
**To:** Singleton, Rico  
**Subject:** RE: [Comment] City VoIP Implementation Weekly Executive Status Report 05/28/2011 - PMO - VoIP Implementation - Huddle.net

CIO Singleton,

Are you looking for an estimate for the entire enterprise or just for MOIT? If it is for the enterprise, that will take time and investigations because we would have to analyze each agency and location to determine if new routers and switches would be required as well as other material needs.

Program Manager  
City of Baltimore, Mayor Stephanie Rawlings-Blake Mayors Office of Information Technology (MOIT)  
[@baltimorecity.gov](mailto:>@baltimorecity.gov)

41f office  
41f -ll

-----Original Message-----

From  
Sent: Monday, June 06, 2011 6:52 AM  
To: Singleton, Rico  
Cc  
Subject: RE: [Comment] City VoIP Implementation Weekly Executive Status Report 05/28/2011 - PMO - VoIP Implementation - Huddle.net

CIO,  
I'll take care of that for you. Thanks.

-----Original Message-----

From: Huddle [mailto:mailto:no-reply@huddle.net] On Behalf Of Rico Singleton  
Sent: Thursday, June 02, 2011 10:04 PM  
To  
Subject: [Comment] City VoIP Implementation Weekly Executive Status Report 05/28/2011 - PMO - VoIP Implementation - Huddle.net

Rico Singleton (PMO - VoIP Implementation's team) has added a new comment in the PMO - VoIP Implementation workspace and has requested that you be notified.

The following comment was added: I need a high level budget estimate for ALL equipment (including approximate # of handsets, switches, etc. by June 8th

Item Name: City VoIP Implementation Weekly Executive Status Report 05/28/2011 Item Description: City VoIP Implementation Weekly Executive Status Report 05/28/2011



Click here

<http://baltimore.huddle.net/workspace/document/15685157?workspaceid=15247491&directoryid=15655308> to view this item.

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To access your workspace click here

<http://baltimore.huddle.net/workspace/15247491>

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**From:**  
**Sent:** Monday, June 06, 2011 2:58 PM  
**To:**  
**Subject:** FW: MOITVOIPPILOT <#DGCQ5841>  
**Attachments:** dgcq5841(3).pdf

Here is the quote for the VOIP project. The last page of the document is what Digicon put in for implementation and install.

-----Original Message-----

From: [mailto: '@digiconasp.com]  
Sent: Thursday, May 26, 2011 1:27 PM  
To: DL - VOIP  
Subject: MOITVOIPPILOT <#DGCQ5841>

Sorry. The qty's on the UPS were incorrect. This is the final.

M: ^SE  
Account Manager  
Digicon Corporation  
Direct: 301 -  
Main: 301-  
Fax: 301 -  
@digiconasp.com



**QUOTE**

**Quote Prepared For** Baltimore City, MOIT  
 401 E. Fayette, St., 3rd Floor  
 Baltimore City, MD 21202

**Email:** [info@baltimorecity.gov](mailto:info@baltimorecity.gov)  
**Phone:** 410-396-1000  
**Fax:** 410-396-1000

Date	Quote #	Vehicle
05/23/11	DGCQ5841	P514950
Terms	Sales Rep	Ship Via
See Attached		DEST GND

Qty	Part Number	Description	Unit Price	Ext. Price
<b>SWITCHES, ACCESS &amp; DISTRIBUTION:</b>				
2	WS-C3560E-12D-E	Catalyst 3560E 12 Ten GE (X2) ports, IPS software List Price: \$32,000.00	\$18,086.96	\$36,173.92
8	C3K-FAN-16CFM	Fan Module for the Catalyst 3560E-12D List Price: \$0.00	\$0.00	\$0.00
4	C3K-PWR-300WAC	Catalyst 3560E-12D and 3560E-12SD 300WAC power supply List Price: \$0.00	\$0.00	\$0.00
24	CVR-X2-SFP=	Cisco TwinGig Converter Module List Price: \$195.00	\$110.22	\$2,645.28
6	GLC-SX-MM=	GE SFP, LC connector SX transceiver List Price: \$500.00	\$282.61	\$1,695.66
8	GLC-LH-SM=	GE SFP, LC connector LX/LH transceiver List Price: \$995.00	\$562.39	\$4,499.12
6	GLC-T=	1000BASE-T SFP List Price: \$395.00	\$223.26	\$1,339.56
4	CAB-16AWG-AC	AC Power cord, 16AWG List Price: \$0.00	\$0.00	\$0.00
2	S356EVK9T-12255SE	CAT 3560E IOS UNIVERSAL WITH WEB BASED DEV MGR List Price: \$0.00	\$0.00	\$0.00
2	CON-SNT-C3560EE	SMARTNET 8X5XNBD Catalyst 3560E 12 Ten GE (X2) ports, IPS List Price: \$2,560.00	\$2,142.61	\$4,285.22

Qty	Part Number	Description	Unit Price	Ext. Price
2	WS-C3750X-24P-S	Catalyst 3750X 24 Port PoE IP Base List Price: \$7,300.00	\$4,126.09	\$8,252.18
2	C3KX-PWR-715WAC	Catalyst 3K-X 715W AC Power Supply List Price: \$0.00	\$0.00	\$0.00
2	C3KX-NM-10G	Catalyst 3K-X 10G Network Module option PID List Price: \$2,500.00	\$1,413.04	\$2,826.08
2	C3KX-PWR-715WAC/2	Catalyst 3K-X 715W AC Secondary Power Supply List Price: \$1,000.00	\$565.22	\$1,130.44
4	CAB-3KX-AC	AC Power Cord for Catalyst 3K-X (North America) List Price: \$0.00	\$0.00	\$0.00
2	CAB-SPWR-30CM	Catalyst 3750X Stack Power Cable 30 CM List Price: \$0.00	\$0.00	\$0.00
2	CAB-STACK-50CM	Cisco StackWise 50CM Stacking Cable List Price: \$0.00	\$0.00	\$0.00
3	GLC-SX-MM=	GE SFP, LC connector SX transceiver List Price: \$500.00	\$282.61	\$847.83
2	S375XVK9T-12255SE	CAT 3750X IOS UNIVERSAL WITH WEB BASE DEV MGR List Price: \$0.00	\$0.00	\$0.00
2	CON-SNT-3750X2PS	SMARTNET 8X5XNBD Catalyst 3750X 24 PoE IP Base List Price: \$700.00	\$585.87	\$1,171.74
3	WS-C3750X-48PF-S	Catalyst 3750X 48 Port Full PoE IP Base List Price: \$14,000.00	\$7,913.04	\$23,739.12
3	C3KX-PWR-1100WAC	Catalyst 3K-X 1100W AC Power Supply List Price: \$0.00	\$0.00	\$0.00
3	C3KX-NM-10G	Catalyst 3K-X 10G Network Module option PID List Price: \$2,500.00	\$1,413.04	\$4,239.12
3	C3KX-PWR-1100WAC/ 2	Catalyst 3K-X 1100W AC Secondary Power Supply List Price: \$1,500.00	\$847.83	\$2,543.49
6	CAB-3KX-AC	AC Power Cord for Catalyst 3K-X (North America) List Price: \$0.00	\$0.00	\$0.00
3	CAB-SPWR-30CM	Catalyst 3750X Stack Power Cable 30 CM List Price: \$0.00	\$0.00	\$0.00
3	CAB-STACK-50CM	Cisco StackWise 50CM Stacking Cable List Price: \$0.00	\$0.00	\$0.00

Qty	Part Number	Description	Unit Price	Ext. Price
3	GLC-SX-MM=	GE SFP, LC connector SX transceiver List Price: \$500.00	\$282.61	\$847.83
3	S375XVK9T-12255SE	CAT 3750X IOS UNIVERSAL WITH WEB BASE DEV MGR List Price: \$0.00	\$0.00	\$0.00
3	CON-SNT-3750X4FS	SMARTNET 8X5XNBD Catalyst 3750X 48 Port Full PoE IP Base List Price: \$700.00	\$585.87	\$1,757.61
<b>CUWL LICS</b>				
1	CUWL-LIC	CUWL Top Level List Price: \$0.00	\$0.00	\$0.00
1	CCX-85-CMBUNDLE-K9	CCX 8.5 5 Seat CCX ENH CM Bundle - AVAILABLE ONLY FOR NEW CM List Price: \$0.00	\$0.00	\$0.00
880	CUCM-UWL	Communications Manager UWL DLU Bundle List Price: \$0.00	\$0.00	\$0.00
1	CUCM-UWL-PAK	CUCM Claim Certificate for UWL List Price: \$0.00	\$0.00	\$0.00
1	CUP-85-UWL-K9-PAK	Unified Presence 8.5 PAK List Price: \$0.00	\$0.00	\$0.00
80	CUP-85-UWL-USR	Unified Presence 8.5 Users List Price: \$0.00	\$0.00	\$0.00
1	CUPC-UWL-RTU	CUPC UWL PAK List Price: \$0.00	\$0.00	\$0.00
1	CUVA-UWL-RTU	CUVA UWL Right to Use Certificate List Price: \$0.00	\$0.00	\$0.00
1	IME-7845-85-KIT	IME 8.5 Media Kit List Price: \$0.00	\$0.00	\$0.00
1	IME-PAK	Include PAK Auto-expanding PAK for IME 8.0 List Price: \$0.00	\$0.00	\$0.00
80	LIC-UWL-STD-SLED-A	Services Mapping SKU, Under 1K UWL STD users List Price: \$0.00	\$0.00	\$0.00
1	UCM-7845-85-KIT	CUCM 8.5 Media Kit List Price: \$0.00	\$0.00	\$0.00
1	UCSS-UWL-STD-PK	UWL STD UCSS PAK List Price: \$0.00	\$0.00	\$0.00
1	UCXN8-UWL-PAK	Unity Connection 8.x PAK List Price: \$0.00	\$0.00	\$0.00

Qty	Part Number	Description	Unit Price	Ext. Price
80	UCXN8-UWL-USR	Unity Connection 8.x User List Price: \$0.00	\$0.00	\$0.00
1	UNITYCN8-HA-VMWARE	Unity Connection 8.x HA for VMWare List Price: \$0.00	\$0.00	\$0.00
2	CUP-85-UWL	Cisco Unified Presence 8.5 for CUWL only List Price: \$0.00	\$0.00	\$0.00
80	CUVA-CLIENT-UWL	Unified Video Advantage Client for CUWL only List Price: \$0.00	\$0.00	\$0.00
2	IME-7845-85	IME 8.5 7845 List Price: \$0.00	\$0.00	\$0.00
80	LIC-UWL-STD-SLED	Unified Workspace Licensing STD, 1 User Govt/Edu List Price: \$325.00	\$183.70	\$14,696.00
15	UCM-7845-85-UWL	CUCM 8.5 7845 List Price: \$0.00	\$0.00	\$0.00
80	UCSS-UWL-STD	3-Yr UWL STD UCSS List Price: \$70.00	\$39.57	\$3,165.60
2	UNCN8-VMWARE-UWL	Unity Connection 8.x for VMWare List Price: \$0.00	\$0.00	\$0.00
80	UPC8-CLIENT-UWL	Unified Personal Communicator 8.x for CUWL only List Price: \$0.00	\$0.00	\$0.00
1	CON-ESW-CUWLLIC	ESSENTIAL SW CUWL Top Level-See Svc on Components List Price: \$0.00	\$0.00	\$0.00
1	CON-ESW-CMBUNDK9	ESSENTIAL SW CCX 8.5 5 Seat CCX ENH CM Bundle - AVAIL1 List Price: \$500.00	\$418.48	\$418.48
240	CON-ESW-SSLEDA	ESSENTIAL SW Services Mapping SKU, Under 1K UWL STD List Price: \$21.00	\$17.58	\$4,219.20
<b>MECU CALL MANAGER SERVER</b>				
1	UCS-C210M2-VCD2	Bare Metal UCS C210M2 Svr., 2xE5640 CPU, 48GB RAM, 10x146GB HDD List Price: \$24,159.00	\$13,655.09	\$13,655.09
2	UC-A01-X0109	2.66GHz Xeon E5640 80W CPU/12MB cache/DDR3 1066MHz List Price: \$0.00	\$0.00	\$0.00
10	UC-A03-D146GC2	146GB 6Gb SAS 15K RPM SFF HDD/hot plug/drive sled mounted List Price: \$0.00	\$0.00	\$0.00

Qty	Part Number	Description	Unit Price	Ext. Price
12	UC-N01-M304GB1	4GB DDR3-1333MHz RDIMM/PC3-10600/dual rank 1Gb DRAMs List Price: \$0.00	\$0.00	\$0.00
1	UC-N2XX-ABPCI03	Broadcom BCM5709 Quad Gig E card (10/100/1GbE) List Price: \$0.00	\$0.00	\$0.00
1	UC-R210-ODVDRW	DVD-RW Drive for UCS C210 M1 Rack Servers List Price: \$0.00	\$0.00	\$0.00
1	UC-R2XX-PL003	LSI 6G MegaRAID PCIe Card (RAID 0, 1, 5, 6, 10, 60) - 512WC List Price: \$0.00	\$0.00	\$0.00
2	UC2-R2X0-PSU2-650W	650W power supply unit for UCS C210 M1 Rack Server List Price: \$0.00	\$0.00	\$0.00
2	CAB-9K12A-NA	Power Cord, 125VAC 13A NEMA 5-15 Plug, North America List Price: \$0.00	\$0.00	\$0.00
3	CON-ISV1-UCSTD1A	ISV 24X7 VMware vSphereESXi 4.0 Std,2 CPU,1yr sup List Price: \$0.00	\$0.00	\$0.00
1	CON-UCWD7-C210M2 VC	UC PLUS DR 24X7X4OS Bare Metal UCS C210M2 Svr.,2xE5640 CPU,4 List Price: \$1,063.00	\$889.68	\$889.68
1	VMW-UC-STD-K9-1A	VMware ESXi 4.0 Standard (2 CPU), 1 yr support required List Price: \$2,980.00	\$1,684.35	\$1,684.35
2	VMW-VS-STD-1A	VMware vSphere Standard (1 CPU), 1 yr support required List Price: \$0.00	\$0.00	\$0.00
1	CON-ISV1-UCSTD1A	ISV 24X7 VMware vSphereESXi 4.0 Std,2 CPU,1yr sup List Price: \$0.00	\$0.00	\$0.00
6	CON-ISV1-VSSTD1A	ISV 24X7 VMware vSphere Std (1 CPU), 1 yr supp re List Price: \$450.00	\$376.63	\$2,259.78
<b>MUNI CM SERVER</b>				
1	UCS-C210M2-VCD2	Bare Metal UCS C210M2 Svr.,2xE5640 CPU,48GB RAM,10x146GB HDD List Price: \$24,159.00	\$13,655.09	\$13,655.09
2	UC-A01-X0109	2.66GHz Xeon E5640 80W CPU/12MB cache/DDR3 1066MHz List Price: \$0.00	\$0.00	\$0.00
10	UC-A03-D146GC2	146GB 6Gb SAS 15K RPM SFF HDD/hot plug/drive sled mounted List Price: \$0.00	\$0.00	\$0.00

Qty	Part Number	Description	Unit Price	Ext. Price
12	UC-N01-M304GB1	4GB DDR3-1333MHz RDIMM/PC3-10600/dual rank 1Gb DRAMs List Price: \$0.00	\$0.00	\$0.00
1	UC-N2XX-ABPCI03	Broadcom BCM5709 Quad Gig E card (10/100/1GbE) List Price: \$0.00	\$0.00	\$0.00
1	UC-R210-ODVDRW	DVD-RW Drive for UCS C210 M1 Rack Servers List Price: \$0.00	\$0.00	\$0.00
1	UC-R2XX-PL003	LSI 6G MegaRAID PCIe Card (RAID 0, 1, 5, 6, 10, 60) - 512WC List Price: \$0.00	\$0.00	\$0.00
2	UC2-R2X0-PSU2-650W	650W power supply unit for UCS C210 M1 Rack Server List Price: \$0.00	\$0.00	\$0.00
2	CAB-9K12A-NA	Power Cord, 125VAC 13A NEMA 5-15 Plug, North America List Price: \$0.00	\$0.00	\$0.00
1	VMW-UC-STD-K9-1A	VMware ESXi 4.0 Standard (2 CPU), 1 yr support required List Price: \$2,980.00	\$1,684.35	\$1,684.35
2	VMW-VS-STD-1A	VMware vSphere Standard (1 CPU), 1 yr support required List Price: \$0.00	\$0.00	\$0.00
1	CON-UCWD7-C210M2 VC	UC PLUS DR 24X7X40S Bare Metal UCS C210M2 Svr.,2xE5640 CPU,4 List Price: \$1,063.00	\$889.68	\$889.68
1	CON-ISV1-UCSTD1A	ISV 24X7 VMware vSphereESXi 4.0 Std,2 CPU,1yr sup List Price: \$0.00	\$0.00	\$0.00
6	CON-ISV1-VSSTD1A	ISV 24X7 VMware vSphere Std (1 CPU), 1 yr supp re List Price: \$450.00	\$376.63	\$2,259.78
3	CON-ISV1-UCSTD1A	ISV 24X7 VMware vSphereESXi 4.0 Std,2 CPU,1yr sup List Price: \$0.00	\$0.00	\$0.00
<b>PHONES</b>				
2	CP-7925G-A-K9=	Cisco 7925G FCC; Battery/Power Supply Not Included List Price: \$675.00	\$381.52	\$763.04
2	CP-7925G-SW-K9-A	Cisco 7925G Software, FCC List Price: \$0.00	\$0.00	\$0.00
2	CP-BATT-7925G-EXT=	Cisco 7925G Battery, Extended List Price: \$95.00	\$53.70	\$107.40
1	CP-PWR-7925G-NA=	Cisco 7925G Power Supply for North America List Price: \$45.00	\$25.43	\$25.43



Qty	Part Number	Description	Unit Price	Ext. Price
1	CP-7916=	7916 UC Phone Color Expansion Module List Price: \$495.00	\$279.78	\$279.78
1	CP-7937G=	Cisco UC Conference Station 7937 Global List Price: \$1,295.00	\$731.96	\$731.96
49	CP-7942G=	Cisco UC Phone 7942, spare List Price: \$370.00	\$209.13	\$10,247.37
2	CP-7945G=	Cisco UC Phone 7945, Gig Ethernet, Color, spare List Price: \$465.00	\$262.83	\$525.66
20	CP-7962G=	Cisco UC Phone 7962, spare List Price: \$420.00	\$237.39	\$4,747.80
6	CP-9971-C-CAM-K9=	Cisco UC Phone 9971, Charcoal, Std Hndst with Camera List Price: \$995.00	\$562.39	\$3,374.34
1		GATEWAY List Price: \$0.00	\$0.00	\$0.00
1	C2951-VSEC-CUBE/K9	C2951 UC SEC CUBE Bundle, PVD3-32, UC SEC Lic, FL-CUBEE-25 List Price: \$10,395.00	\$5,875.43	\$5,875.43
1	FL-CUBEE-25	Unified Border Element Enterprise License - 25 sessions List Price: \$0.00	\$0.00	\$0.00
1	PWR-2921-51-AC	Cisco 2921/2951 AC Power Supply List Price: \$0.00	\$0.00	\$0.00
1	S2951UK9-15001M	Cisco 2951 IOS UNIVERSAL List Price: \$0.00	\$0.00	\$0.00
1	SL-29-IPB-K9	IP Base License for Cisco 2901-2951 List Price: \$0.00	\$0.00	\$0.00
1	SL-29-SEC-K9	Security License for Cisco 2901-2951 List Price: \$0.00	\$0.00	\$0.00
1	SL-29-UC-K9	Unified Communication License for Cisco 2901-2951 List Price: \$0.00	\$0.00	\$0.00
1	CAB-AC	AC Power Cord (North America), C13, NEMA 5-15P, 2.1m List Price: \$0.00	\$0.00	\$0.00
1	CAB-CONSOLE-USB	Console Cable 6 ft with USB Type A and mini-B List Price: \$30.00	\$16.96	\$16.96
1	ISR-CCP-CD	Cisco Config Professional on CD, CCP-Express on Router Flash List Price: \$20.00	\$11.30	\$11.30

Qty	Part Number	Description	Unit Price	Ext. Price
1	MEM-2951-512U2GB	512MB to 2GB DRAM Upgrade (1 2GB DIMM) for Cisco 2951 ISR List Price: \$700.00	\$395.65	\$395.65
1	MEM-CF-256U1GB	256MB to 1GB Compact Flash Upgrade for Cisco 1900,2900,3900 List Price: \$400.00	\$226.09	\$226.09
1	PVDM3-32U256	PVDM3 32-channel to 256-channel factory upgrade List Price: \$7,780.00	\$4,397.39	\$4,397.39
1	VIC2-4FXO	Four-port Voice Interface Card - FXO (Universal) List Price: \$800.00	\$452.17	\$452.17
1	VVIC2-2MFT-T1/E1	2-Port 2nd Gen Multiflex Trunk Voice/WAN Int. Card - T1/E1 List Price: \$2,000.00	\$1,130.43	\$1,130.43
3	CON-SNTP-2951VSCC	SMARTNET 24X7X4 C2951 VSEC CUBE Bundle, PVDM3-32, UC SEC List Price: \$1,536.00	\$1,285.57	\$3,856.71
1	C2951-VSEC-CUBE/K9	C2951 UC SEC CUBE Bundle, PVDM3-32, UC SEC Lic, FL-CUBEE-25 List Price: \$10,395.00	\$5,875.43	\$5,875.43
1	FL-CUBEE-25	Unified Border Element Enterprise License - 25 sessions List Price: \$0.00	\$0.00	\$0.00
1	PWR-2921-51-AC	Cisco 2921/2951 AC Power Supply List Price: \$0.00	\$0.00	\$0.00
1	S2951UK9-15001M	Cisco 2951 IOS UNIVERSAL List Price: \$0.00	\$0.00	\$0.00
1	SL-29-IPB-K9	IP Base License for Cisco 2901-2951 List Price: \$0.00	\$0.00	\$0.00
1	SL-29-SEC-K9	Security License for Cisco 2901-2951 List Price: \$0.00	\$0.00	\$0.00
1	SL-29-UC-K9	Unified Communication License for Cisco 2901-2951 List Price: \$0.00	\$0.00	\$0.00
1	CAB-AC	AC Power Cord (North America), C13, NEMA 5-15P, 2.1m List Price: \$0.00	\$0.00	\$0.00
1	CAB-CONSOLE-USB	Console Cable 6 ft with USB Type A and mini-B List Price: \$30.00	\$16.96	\$16.96
1	ISR-CCP-CD	Cisco Config Professional on CD, CCP-Express on Router Flash List Price: \$20.00	\$11.30	\$11.30
1	MEM-2951-512U2GB	512MB to 2GB DRAM Upgrade (1 2GB DIMM) for Cisco 2951 ISR List Price: \$700.00	\$395.65	\$395.65

Qty	Part Number	Description	Unit Price	Ext. Price
1	MEM-CF-256U1GB	256MB to 1GB Compact Flash Upgrade for Cisco 1900,2900,3900 List Price: \$400.00	\$226.09	\$226.09
1	PVDM3-32U256	PVDM3 32-channel to 256-channel factory upgrade List Price: \$7,780.00	\$4,397.39	\$4,397.39
1	VIC2-4FXO	Four-port Voice Interface Card - FXO (Universal) List Price: \$800.00	\$452.17	\$452.17
1	VVIC2-2MFT-T1/E1	2-Port 2nd Gen Multiflex Trunk Voice/WAN Int. Card - T1/E1 List Price: \$2,000.00	\$1,130.43	\$1,130.43
3	CON-SNTP-2951VSCC	SMARTNET 24X7X4 C2951 VSEC CUBE Bundle, PVDM3-32, UC SEC List Price: \$1,536.00	\$1,285.57	\$3,856.71
6		ST-LC 1 METER MULTIMODE List Price: \$0.00	\$10.49	\$62.94
6		ST-LC 3 METER MULTIMODE List Price: \$0.00	\$11.71	\$70.26
2		ST-LC 10 METER SINGLEMODE List Price: \$0.00	\$17.06	\$34.12
2		SC-LC 10 METER SINGLEMODE List Price: \$0.00	\$17.06	\$34.12
2	i2753-A-10M-2J	LC-LC 10 METER SINGLEMODE List Price: \$0.00	\$18.24	\$36.48
35		3 FT CAT5 PATCH BLUE List Price: \$0.00	\$1.79	\$62.65
35		5 FT CAT5 PATCH BLUE List Price: \$0.00	\$2.07	\$72.45
3	SUA3000XL	APC Smart-UPS 3000VA XL - UPS - AC 120 V - 2.7 kW - 3000 VA - RS-232 - 11 output connector(s) - 5U List Price: \$0.00	\$1,237.85	\$3,713.55
3	UXABP48	APC Smart-UPS 48V Ultra Battery Pack - Battery enclosure - 48 V lead acid List Price: \$1,295.00	\$909.35	\$2,728.05
1		WALL MOUNT SHELF List Price: \$0.00	\$217.39	\$217.39
1	DGC-SVC	Digicon VOIP Installation and configuration Site 1 Call Manger 8.5 server publisher, subscriber and unity voicemail Configuration / Programming of CallManager, including: Programming of trunks to HABC CallManager Load, Program and Configure 75 phones	\$25,000.00	\$25,000.00

Qty	Part Number	Description	Unit Price	Ext. Price
		Bulk Admin Telephone (BAT) ends the entire phone and creates tap phones Configuration / Programming of Voicemail Test and install qty 2 Wireless phones Configure and Program, at 2nd location 2 subscriber and voicemail Installation Configuration / Programming of CallManager Configuration / Programming of Voicemail Assist (MOIT) in the configuration of the closets switches for QOS and IP ADDRESSING *Site survey, will be provided by City if needed. Site surveys are not included in this price. List Price: \$0.00		
1	DGC-SVC	Digicon Engineering and Support Services for first year on installation of initial 75 phones installation 16 Hours a month for engineering, add moves and changes. List Price: \$0.00	\$16,000.00	\$16,000.00
			SubTotal	\$259,030.33
			Est. Sales Tax	\$0.00
			Est. Shipping	\$0.00
			<b>Total</b>	<b>\$259,030.33</b>

IF YOU HAVE ANY QUESTIONS PLEASE CALL:

MS.

OR EMAIL AT

@DIGICONASP.COM

Please review the Digicon Terms and Conditions on the attached document before placing your order.

---

**From:**  
**Sent:** Tuesday, June 07, 2011 4:52 PM  
**To:**  
**Subject:** Re: MOITVOIPPILOT <#DGCQ5841-01>

Sounds good, I just want to make sure we expect to need some budget for it.  
-----

MOIT Helpdesk: 410-777

----- Original Message -----

**From:**  
**Sent:** Tuesday, June 07, 2011 04:47 PM  
**To:**  
**Subject:** RE: MOITVOIPPILOT <#DGCQ5841-01>

Understood. Digicon is suppose to provide the support quote in a separate document.

Program Manager  
City of Baltimore, Mayor Stephanie Rawlings-Blake Mayors Office of Information Technology (MOIT)  
[baltimorecity.gov](http://baltimorecity.gov)

410-777 office  
410.5 cell

-----Original Message-----

**From:**  
**Sent:** Tuesday, June 07, 2011 4:46 PM  
**To:**  
**Cc:**  
**Subject:** Re: MOITVOIPPILOT <#DGCQ5841-01>

Please keep in mind that we will need support services from someone to set this up, and there will likely be a cost unless we can get Cisco to do it for free.  
-----

MOIT Helpdesk: 41C

----- Original Message -----

**From:**  
**Sent:** Tuesday, June 07, 2011 04:44 PM  
**To:**  
**Subject:** FW: MOITVOIPPILOT <#DGCQ5841-01>

This is the updated VoIP Quote from Digicon. I had them remove the support costs.

Program Manager

City of Baltimore, Mayor Stephanie Rawlings-Blake Mayors Office of Information Technology (MOIT)

[\\_\\_\\_\\_\\_@baltimorecity.gov](mailto:_____@baltimorecity.gov)

410 \_\_\_\_\_ office

410 \_\_\_\_\_ ell

-----Original Message-----

From: \_\_\_\_\_ [mailto:\_\_\_\_\_@digiconasp.com]

Sent: Tuesday, June 07, 2011 4:25 PM

To:

Subject: FW: MOITVOIPPILOT <#DGCQ5841-01>

attached is the revised quote

Business Development Manager

Digicon Corporation

9601 Blackwell Road

Suite 250

Rockville, MD 20850

Phone: (301) \_\_\_\_\_

Cell: (443) \_\_\_\_\_

Fax: (301) \_\_\_\_\_

E-mail: \_\_\_\_\_@digiconasp.com <mailto:\_\_\_\_\_@digiconasp.com>

Web: [www.digicon.com](http://www.digicon.com) <<https://mx.digiconasp.com/exchweb/bin/redir.asp?URL=http://www.digicon.com/>>

---

From: \_\_\_\_\_,

Sent: Tue 6/7/2011 1:31 PM

To:

Subject: MOITVOIPPILOT <#DGCQ5841-01>

Without installation and support lines per your request.

Ms \_\_\_\_\_ CSE

Account Manager

Digicon Corporation

Direct: 301 \_\_\_\_\_

Main: 301 \_\_\_\_\_

Fax: 301 \_\_\_\_\_

[\\_\\_\\_\\_\\_@digiconasp.com](mailto:_____@digiconasp.com)

---

**From:**  
**Sent:** Wednesday, June 08, 2011 6:47 PM  
**To:**  
**Subject:** VOIP Switches

We've got a good count on switches for the downtown campus, and will be putting in a quote request tomorrow. We're meeting tomorrow morning to work out switch models to make sure we covered everything.

---

**From:**  
**Sent:** Wednesday, June 08, 2011 7:12 AM  
**To:** Singleton, Rico  
**Cc:**  
**Subject:** RE: [Comment] City VoIP Implementation Weekly Executive Status Report 05/28/2011 - PMO - VoIP Implementation - Huddle.net  
**Attachments:** Voip Price estimate.xlsx

CIO,

Not sure if you wanted all the phones and switches for the downtown area or just estimates for the first phase. I have completed estimates for the first phase but do not have estimates for the other offices downtown until they finish their assessment of the downtown campuses.

-----Original Message-----

**From:** Huddle [mailto:no-reply@huddle.net] On Behalf Of Rico Singleton  
**Sent:** Thursday, June 02, 2011 10:04 PM  
**To:**  
**Subject:** [Comment] City VoIP Implementation Weekly Executive Status Report 05/28/2011 - PMO - VoIP Implementation - Huddle.net

H

Rico Singleton (PMO - VoIP Implementation's team) has added a new comment in the PMO - VoIP Implementation workspace and has requested that you be notified.

The following comment was added: I need a high level budget estimate for ALL equipment (including approximate # of handsets, switches, etc. by June 8th

Item Name: City VoIP Implementation Weekly Executive Status Report 05/28/2011 Item Description: City VoIP Implementation Weekly Executive Status Report 05/28/2011

Click here

<http://baltimore.huddle.net/workspace/document/15685157?workspaceid=15247491&directoryid=15655308> to view this item.

-----  
This email has been sent automatically by Huddle

To access your workspace click here

<http://baltimore.huddle.net/workspace/15247491>



**From:**  
**Sent:** Wednesday, June 15, 2011 11:02 AM  
**To:**  
**Subject:** RE: VOIP SERVICES <#DGCQ5882>  
**Importance:** High

Please remove all task items Project Manager, Installation, Site Surveys, QTY, Unit Price, and Ext Price from the quote.

Under "Configuration / Programming of CallManager", it should state:

Programming of SIP Trunks  
Load, Program and Configure 75 phones  
Bulk Admin Telephone (BAT) end the entire phone and creates tap phones

I really need to have the VOIP personnel be assigned to the project and take the task assignments from who is the project manager, base on his project plan. I will need a rate for the personnel assigned and their resumes. These individual(s) will be paid hourly.

Program Manager  
City of Baltimore, Mayor Stephanie Rawlings-Blake Mayors Office of Information Technology (MOIT)  
[@baltimorecity.gov](mailto:)

410  
410.

-----Original Message-----

**From:** [mailto: @digiconasp.com]  
**Sent:** Monday, June 13, 2011 3:47 PM  
**To:**  
**Subject:** FW: VOIP SERVICES <#DGCQ5882>  
**Importance:** High

Mr  
Attached is Installation service for MOIT Department VOIP initial project.

Business Development Manager  
Digicon Corporation  
9601 Blackwell Road  
Suite 250  
Rockville, MD 20850  
Phone: (301)  
Cell: (443)  
Fax: (301)  
E-mail: [@digiconasp.com](mailto: @digiconasp.com) <mailto: @digiconasp.com>  
Web: [www.digicon.com](http://www.digicon.com) <<https://mx.digiconasp.com/exchweb/bin/redir.asp?URL=http://www.digicon.com/>>

---

From:  
Sent: Mon 6/13/2011 3:44 PM  
To:  
Subject: VOIP SERVICES <#DGCQ5882>

Ms. , CSE  
Account Manager  
Digicon Corporation  
Direct: 301-  
Main: 301-  
Fax: 301-

[@digiconasp.com](mailto: @digiconasp.com)

---

**From:**  
**Sent:** Wednesday, June 22, 2011 7:33 AM  
**To:** @digiconasp.com)  
**Subject:** FW: Cisco update diagrams and quotes  
**Attachments:** MoIT\_Infrastructure\_BOM\_5\_11\_v2.xlsx; city\_of\_baltimore\_VoicePortion\_v5.xls

Here is Cisco's original design, it was transferred to the BOM that Digicon quoted. The quote that gave was approved and is being purchased so is the design. I will discuss with you further.

**From:** [mailto: @cisco.com]  
**Sent:** Thursday, May 19, 2011 12:17 PM  
**To:**  
**Cc:**  
**Subject:** Cisco update diagrams and quotes

Hello Everyone,

Here are the update BOMs and diagrams according to our conversations with I and . We are scheduled to be onsite tomorrow morning at 10am to overview and finalize all items with the entire team. If you have any questions or concerns before hand, please feel free to reach out to me.

Thanks and hope to see you all tomorrow,

Thanks,

*Systems Engineer*  
**CCIE #**

**Cisco Systems, Inc.**  
8865 Stanford Blvd  
Columbia, MD 20145  
Mobile:  
Email: @cisco.com

---

**From:**  
**Sent:** Monday, July 25, 2011 5:02 PM  
**To:**  
**Cc:**  
**Subject:** RE: Just put the PO in for 64 and 60 3560'x

Thank you . . . Can you tell me the status of the VoIP PO; What state are we in? Waiting for Cisco to ship?

Thanks!

**From:** [mailto: @digiconasp.com]  
**Sent:** Monday, July 25, 2011 4:26 PM  
**To:** '  
**Subject:** Just put the PO in for 64 and 60 3560'x

Ms.  
Sr. Account Manager  
Digicon Corporation  
9601 Blackwell Road  
Suite 250  
Rockville, MD 20850  
301

[@digiconasp.com](mailto: @digiconasp.com)  
Cisco Gold Partner

---

**From:** Singleton, Rico  
**Sent:** Tuesday, October 18, 2011 5:31 PM  
**To:**  
**Cc:**  
**Subject:** Re: VoIP financial analysis

It would surprise me that MTE has 23 people supporting phones. I thought it was 1. But certainly we could absorb them.. We could even reduce the number

Sent from my iPad

On Oct 18, 2011, at 5:21 PM, " <[\[REDACTED\]@baltimorecity.gov](mailto: [REDACTED]@baltimorecity.gov)> wrote:

> Let me know when you have anything for me to work with.

>

> Additionally, let me know if the estimates include internal MoIT staff who would need to be hired to operate the system. Could the 23 full-time positions that currently make up Municipal Telephone Exchange be absorbed by MoIT or will it take different skill sets?

>

>

>

> [REDACTED].IS

> CitiStat Analyst

> o: (410)

> c: (443)

>

> -----Original Message-----

> From: Singleton, Rico

> Sent: Monday, October 17, 2011 11:06 AM

> To: f

> Cc:

> Subject: VoIP financial analysis

>

>

>

> Please work [REDACTED] to get him information on our VoIP financial assumptions and estimates. He will be doing a financial analysis for us. He will need data as soon as possible this week.

>

> Sent from my iPad

**From:**  
**Sent:** Tuesday, October 18, 2011 4:56 PM  
**To:**  
**Subject:** Fw: Centrex Phones and Billing info

This was the latest thing I sent you last week. I'm still working on getting some new data from the mainframe folks. Its looking better now. I should have something by cob tomorrow. holding me hostage in her office at the moment.  
 :)  
 Sent from my blackberry wireless handheld

**From:** '  
**Sent:** Wednesday, October 12, 2011 04:41 PM  
**To:**  
**Cc:** I  
**Subject:** RE: Centrex Phones and Billing info

A little more info on the MOIT phone bill and what I provided earlier. The dollars I provided below were just for MOIT at MECU, floors 2,3 & 4. MOIT actually has 9 different (billing) locations, which you can see in the chart below. There are 5 billing line items in the invoice. There are Centrex Lines, Centrex Circuits, ALS lines (Analog), Nextel Cell and Verizon Cell.

LOCATION ID	ADDRESS	CENTREX LINES	Monthly Charge per location
060	MECU-401 E Fayette	135	\$9,466.88
012	1201 E ColdSpring La	0 (There are other charges though)	\$104.02 (2 Nextel Phones)
002	MUNI- 200 Holliday Street	33	\$3,378.95
203	405 Fallsway	1	\$41.21
957	118 N Howard St	4	\$229.31
003	111 N Calvert St	0	\$41.12
911	300 E Lexington (MUNI also)	39	\$1,301.23
979	601 E Fayette (Police)	0 under this billing code.	\$5,824.71
980	601 E Fayette (Police)	63	\$6,308.20
<b>TOTAL</b>			<b>\$26,695.63</b>

That is a summary of the total picture what MOIT pays MTE per month for their services.

Below is a breakdown of what each MOIT location pays for each service per month that MTE provides. (Based on March, 2011)

Location ID	Centrex Lines	Centrex Circuits	Analog Circuits	Verizon Cell	Nextel Cell	TOTAL Per location
-------------	---------------	------------------	-----------------	--------------	-------------	--------------------

060	6283.90	327.74	1147.98	1110.84	596.42	\$9466.88
012					104.02	\$104.02
002	1144.65	60.94	2173.36			\$3,378.95
203					41.21	\$41.21
957	177.91		51.40			\$229.31
003			41.12			\$41.12
911	1260.12		41.11			\$1,301.23
979		53.31	5771.40			\$5,824.71
980	6168.47	37.38	102.35			\$6,308.20
TOTAL						\$26,695.63

Another number to toss out there. There are 51 Centrex Lines we are billed for that have 0 usage and no past history of usage- \$2,194.36/mth. I heard that we had this Centrex system for over 10 years. Assuming that they provisioned these numbers from the beginning, that's \$263,323 we've paid for the last 10 years for something we never used. (Probably longer!)

Using March as a baseline- MOIT as an agency in whole, pays 320,347.56 a year for MTEs services.

I hope this data helps!

---

**From:**  
**Sent:** Wednesday, October 12, 2011 12:09 PM  
**To:**  
**Cc:** ?  
**Subject:** Centrex Phones and Billing info

About 7 months ago I did a MTE phone bill/current Centrex usage study. From the mainframe group provided me with the extracts for the NOV 2010 through MAR 2011 phone bill that MTE sends us. They were delivered to me as the monthly bill for each month in an Access database format, 1 database for each month. I imported them in SQL and began to scripting out some queries that could provide us some insight as to what we are paying for our Centrex lines and various other services from MTE; such as Verizon and Nextel cell phones, Analog lines, and Centrex Circuits. My primary focus was to discover how many Centrex Lines we were paying for at MECU, floors 2, 3 & 4. This was initially to get a baseline for ROI for a phase 1 VOIP implementation. What I discovered was that we are paying for 135 Centrex Lines a month and almost half of them had no use in all 5 months of the billing history I had for them... So I did a little digging.

For MECU only: (Monetary figures are based on March, 2011 bill)  
135 Centrex Lines @\$6,283.90/mth

Over half of these lines (71 lines) had 0 usage for all 5 months. After cross referencing in Active Directory and dialing ALL the phone numbers with 0 usage looking to see if VM was ever set up, I narrowed it down to 51 lines without usage and no VM set up and also no reference in Active directory to a user. This would leave me to believe these lines have never been used since the inception of Centrex in the City.

There are 51 Centrex Lines we are billed for with 0 usage and no past history of usage- \$2,194.36/mth (This has been going on for years I presume). Just 5 years of paying for these 51 lines= \$131,700.00. That's almost 1/3 of the total we would have paid over 5 years (60 Months) for the 135 Centrex lines. \$377,040.00

Summary- MOITs Centrex bill covers multiple buildings with multiple types of service. The numbers I provided above are JUST for the MECU building, floors 2, 3 & 4 and JUST for Centrex Lines. (End Users).

Please let me know if this is the info you are looking for and if you need anything else.

Regards,

-----  
CCNA, MCSE, RSA CSE, A+  
WAN Engineer  
Mayors Office of Information Technology  
City of Baltimore  
BB- 443.  
-----



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**From:**  
**Sent:** Thursday, October 06, 2011 5:21 PM  
**Subject:** Executive Status Report for Week Ending 10/07/2011  
**Attachments:** VoIP Implementation Executive Project Status 100311 - 100711.docx

Folks;

Please find the status report attached. If you have any questions or concerns, please contact me at your convenience.

Thank you.

VoIP Project Manager  
410 (office)  
678 (mobile)  
[@baltimorecity.gov](mailto: @baltimorecity.gov)



**City of Baltimore – Mayor’s Office of Information Technology (MOIT)**

**Project Name: City VoIP Implementation**

**Reporting Period: 10/03/2011 – 10/07/2011**

**Prepared By:**

Project Management:		Financial Summary:	
Project Name:	VoIP Implementation	Total Budget:	7,045,150
Executive Project Sponsors:	CIO Rico Singleton	Actual Budget Spent:	767,893.47
		Remaining Budget Available:	
Program Manager:			
Project Manager:			

**Risk Assessment Summary**

	Green	Yellow	Red	Explanation
Scope	☉	☾	☾	Defined, but requiring review and approval
Budget	☾	☉	☾	Being defined
Schedule	☾	☉	☾	Defined, but requiring review and approval
Risk	☉	☾	☾	Defined, see action items

**Milestones/Tasks Completed This Reporting Period:**

1	Phones configured and issued to MOIT Users
2	Call Testing and issue resolution completed
3	DID numbers have been provided for the entire MOIT organization
4	SIP Trunks have been tested with new DIDs
5	

**Milestones/Tasks Planned in Next Reporting Period:**

1	Support MOIT rollout with MAC activity (Moves, Adds, Changes) as necessary
2	Provide support function for user base for familiarity and training
3	Begin planning for next organization migration
4	Create introduction document for users – provide background for VoIP solution and rudimentary usage information for new users.
5	
6	
7	
8	



**City of Baltimore – Mayor’s Office of Information Technology (MOIT)**

**Project Name: City VoIP Implementation**

**Reporting Period: 10/03/2011 – 10/07/2011**

**Prepared By:**

9		
<b>Action Items (From Last Meeting) / Open Issues:</b>		
1		<b>Owner:</b>
	•	
2		<b>Owner:</b>
	•	
3		<b>Owner:</b>
	•	
<b>Closed Issues:</b>		
1	Phase I VoIP Launch – Now Closed	
<b>Explanation – DIDs obtained and assigned to all users in MOIT</b>		
2	SIP Trunk/Call Manager Issue – Now Closed	
<b>Explanation – Timer issue identified and resolved.</b>		
3	List of MOIT users and associated phones is incomplete	
<b>Explanation – Completed. Phones allocated and placed on user desktops</b>		



**City of Baltimore – Mayor’s Office of Information Technology (MOIT)**

**Project Name: City VoIP Implementation**

**Reporting Period: 10/03/2011 – 10/07/2011**

**Prepared By:**

<b>Risk Assessment Key:</b>			
Scope -	No Scope Changes Identified This Reporting Period	Pending Scope Change(s) That Do Not Affect The Project Budget Or Timeline.	Pending Scope Change(s) That Affect The Project Budget Or Timeline
Budget -	No Changes To Baseline Budget (Reductions Will Be Considered Green Status)	Budget has increased between 1 and 9% of original value, Or Budget is undefined.	Budget Increase = 10% Or Greater Than Original Value
Schedule -	Project On Schedule	Increase To Timeline Between 1 And 6% Of Original Estimate, Or Schedule Is Undefined	Timeline Increase = 7% Or Greater Than Original Estimate
Risk -	Low Level Or No Risk(s) Identified This Reporting Period	Medium Level Risk(s) Identified This Reporting Period	High Level Risk(s) Identified This Reporting Period

<b>Risk Assessment Details: (P x I / C = RF)</b>					
<b>New Risks Identified:</b>	<b>Probability</b>	<b>Impact</b>	<b>Control</b>	<b>Risk Factor</b>	<b>Risk Level</b>
<b>Probability of Occurrence</b>	<b>Impact to Project</b>				
1 = Highly Unlikely	1 = Marginal exposure with minimal disruptions to progress, if any				
2 = Unlikely	2 = Moderate exposure with manageable disruptions to progress				
3 = Possible	3 = High exposure with significant disruptions to progress				
4 = Probable	4 = Critical exposure that threatens successful completion of project				
<b>Control</b>					
1 = Agency or Vendor has <u>no control</u> in preventing or reducing the risk threat					
2 = Agency or Vendor has <u>minimal control</u> in preventing or reducing the risk threat					
3 = Agency or Vendor has <u>significant control</u> in preventing or reducing the risk threat					
4 = Agency or Vendor has <u>total control</u> in preventing or reducing the risk threat					



## City of Baltimore – Mayor's Office of Information Technology (MOIT)

**Project Name: City VoIP Implementation**

**Reporting Period: 10/03/2011 – 10/07/2011**

**Prepared By:**

<b>Risk Factor and Risk Level</b>	<b>Mitigation Plan</b>
.25 – 4.0 = Risk level is "Low"	Project Director or Manager/s develop risk mitigation plan
4.25 – 6.0 = Risk level is "Medium"	Project Director/Manager/s and/or the City Agency develops risk mitigation plan
> than 6.0 = Risk level is "High"	All project stakeholders jointly develop risk mitigation plan



## MEMORANDUM:

October 25, 2011

**TO:** The Honorable Stephanie Rawlings-Blake  
Chief of Staff  
, Deputy Mayor  
, Deputy Mayor  
, Senior Adviser  
Deputy Chief of Staff

**FROM:** The CitiStat Team

**SUBJECT:** Voice Over Internet Protocol Phone System

- The City of Baltimore's commitment to data, collaboration and improved public services has positioned it at the forefront of global "smarter cities." To lay the foundation for continued improvements in Baltimore's transformation into a smarter city, the **City should move to unifying its voice and data networks by moving to a Voice over Internet Protocol (VoIP) Phone system** managed by the Mayor's Office of Information Technology.
- With VoIP service, phone calls travel over the internet as data, just as e-mail does. The technology has been proven to give users better call quality while vastly expanding the features offered to manage both incoming and outgoing calls, which ultimately will improve employee constituent experience. Most importantly, VoIP will dramatically reduce the cost of phone charges City agencies and departments incur.

### Cost Savings

- The annual costs charged to City Agencies are below. For the previous fiscal year, agencies were charged \$7,880,414 by MTE for their phone usage. Chief Information Officer Rico Singleton, based on his experience in the industry, predicts that the annual cost for VoIP phone services city wide to be as low as \$407,542.
- The upfront investment necessary to implement VoIP across the City is \$7,045,150.
- Even taking into account overlapping MTE and VoIP expenses as the new VoIP phone systems is rolled out across the City, this initial investment will be **paid back in under two years**. The City agencies and departments will collectively save over \$6 million annually in phone expenses and can focus their budget on achieving their core missions.

	FY 09 Act.	FY 10 Act.	FY 11 Act.	FY 12 Est.	FY13 Est.	FY 14	FY 15	FY 16	FY 17	FY 18
MTE Expense	\$ 7,918,275	\$ 7,767,073	\$ 7,880,414	\$ 7,855,254	\$ 7,855,254	\$ 7,855,254	\$ 7,855,254	\$ 7,855,254	\$ 7,855,254	\$ 7,855,254
VoIP Operating Expense					\$407,542	\$ 407,542	\$ 407,542	\$ 407,542	\$ 407,542	\$ 407,542
VoIP \$7mm Upfront Cost Capitalized Over 5 Years					\$ 1,816,572	\$1,816,572	\$1,816,572	\$1,816,572	\$1,816,572	\$ 1,816,572
Potential Savings					\$ 6,038,682	\$6,038,682	\$6,038,682	\$6,038,682	\$6,038,682	\$ 7,855,254

### Other Benefits:

- **Reduced cellular service costs.** PDA/Smartphones can use VoIP to make calls when near wi-fi which will reduce cellular service costs.
- **Reduction of infrastructure.** By consolidating data and voice networks onto one network, less money and time is spent on network management.
- **Simplified phone system management.**
  - During remodeling, MTE informed HABC that the cost for moving a group of HABC staff upstairs one floor would be \$250/ person and would require a week of downtime. Because they had already switched to VoIP, HABC's CIO was able to switch phones instantly at no cost.
- **Optimized staff.** People are the most significant cost elements in a network. By combining operations between voice and data staff and consolidating operation and accounting functions, additional cost savings can be achieved.
- **Affordable Advanced Phone Features.** Functions such as Caller Id, Voicemail, Conference calling, and call cascading can be easily implemented at the push of the phone's touchscreen and at no additional cost as is the case now.
- **Cost Effectively Implement Unified Messaging.** Users will be able to retrieve and send voice, fax and e-mail messages from the phone.
- **Provide better constituent service.**
  - An IP based phone system can be integrated with other with city systems so that it would be possible to know, as soon as a constituent calls, if the constituent is a registered voter, utilized 311, paid property taxes, etc.

### Why This Should be a MoIT Project

The VoIP system should be housed under in the Mayor's Office of Technology because it can be implemented by this department faster and more affordably than if it were to be done by the MTE.

- MOIT already has implemented VoIP throughout its Department and has done so in under two months.
- MOIT already has the necessary IT equipment and can start to roll it out to other agencies, immediately. It only took a few minutes (seconds) to install the phone in the Executive Conference Room. With the legacy system it could take days- if not a week – and cost hundreds of dollars to the same work.
- Conversely, MTE has been going through an outsourced procurement process for over two years and has not been able to execute. (They are a few weeks away from going to the Board of Estimates to award a **multi-million dollar** outsourcing contract for VoIP when MOIT can do it inhouse for cheaper).
- VoIP is a “data” initiative, not just a “voice” initiative. MOIT owns and manages the data system for the City. For VoIP to function, access will be needed to the City's network (which MOIT manages), the City security directory (which MOIT manages), the network switches and routers (which MOIT manages), and other components of the network (all of which MOIT manages). Under MTE's proposal, there will be **redundant equipment** and the **outsourcing of management and monitoring** of the system: which will be much more costly.
- **MTE has History of Poor Management and Customer Service**
  - Agencies enter Telephone Service Requests (TSRs) to disconnect phone lines and will even receive confirmation that it has been “disconnected.” However, charges will continue to appear. When agencies challenge these continued charges when reviewing their statements, MTE refuses to refund payment.
  - Agencies pay an indirect fee that is supposed to account for MTE's overhead. When agencies inquire as to what the “miscellaneous fee” they are also charged with is supposed to cover MTE does not have an answer for them.

- Agencies still pay a \$12.75/mo leasing fee per phone for antiquated phones.
- MOIT examined their internal usage of MTE Centrex lines. At the MECU building, they were charged for 135 total lines, however, over half of the lines (71 lines) had 0 usage for the five months examined. 51 of the lines never had voicemail set up and no reference to an active user in the directory costing MoIT (\$2,194.36/mo).

**Other issues**

- MTE has 23 employees. Half of which are telephone operators. The other half is involved in the administration of the City's phone system. Some consideration will need to be given to how to reallocate that staff. MoIT predicts it can provide system support with as few as 3 staff trained in Information Systems.



---

**From:**  
**Sent:** Thursday, November 17, 2011 12:36 AM  
**To:** Singleton, Rico  
**Subject:** Re: Phones

Yes, like to see the details, and like to know a more bottom line potential cost figure. Need to be able to say to Mayor "we should move forward because we are still XX cheaper over projected life of project".

---

**From:** Singleton, Rico  
**Sent:** Thursday, November 17, 2011 12:29 AM  
**To:**  
**Subject:** Re: Phones

So far, this is what we have been able to discern regarding what is omitted in the proposal. Outside of costs, there are technical issue MOIT has issues with. And it's largely due to how MTE structured their requirements and what they asked for, since they didn't work with MOIT to define the requirements.

1. **Network Readiness Assessment Costs** – The IBM proposal provides no cost or estimates associated with performing a comprehensive network assessment with to determine if the City network will support their proposed VoIP solution.
2. **Professional Services Costs** - The proposal does not include travel and living costs associated with the IBM implementation. IBM professional services personnel will be actively engaged onsite for a considerable amount of time and will incur significant costs that will be directly charged back to the city. Further, the proposal stipulates that two resources will remain onsite following the commissioning of the solution to provide ongoing support to the city.  
Finally, the professional services rate submitted by IBM for the execution of this project remain valid for only one (1) calendar year (2012), and are subject to renegotiation after the first year. This will likely result in increased services cost over the life of the project.
3. **Infrastructure/Hardware Costs** – Although the RFP did not request infrastructure modernization cost to be included in the vendor proposals, the ability to support VoIP across the Baltimore City data network will require significant upgrades and considerable capital costs not immediately represented in the IBM proposal.
4. **Projected Growth Costs** – The IBM proposal is focused on the MTE requirements as specified in the RFP, which only requested the migration of up to 2500 telephones in 9 buildings. As such, the submitted costs do not include sufficient infrastructure and licensing to support the 7500 users across the city. Therefore, any work to migrate users beyond the scope of this proposal will require significant additional expenditures that is not included as part of this proposal, potentially upwards of \$1M based on their proposed rates.
5. **Expected Operational Expenditure Costs** – Although not specified by MTE in the RFP, the submitted IBM proposal does not address operational expenditure charges related to PSTN interconnect. These costs should be included in delivering a VoIP solution to Baltimore City.
6. **Technology Handicaps** – The IBM proposal specifies Time Division Multiplexing (TDM) based gateways for interconnection services to the Public Switch Telephony Network (PSTN) and CENTREX platforms. The use of T1 and/or PRI circuits limits the flexibility of the city to deploy additional interconnect services and is significantly more expensive to support when compared to IP/SIP Trunking solutions. This is a technical disadvantage to the city.


7. **Ongoing Operation & Management Costs** - We could not find any information anywhere regarding the annual costs to operate and manage the system once it is installed. The \$7M proposal appears to only cover installation. We do not see any costs associated with annual management. If we assume current rates MTE pays to Verizon, it appears that cost is \$50K per month.

I have this detailed out in more detail if you would like to review.

**Rico J. Singleton**  
**Chief Information Officer**  
City of Baltimore, Mayor Stephanie Rawlings-Blake  
Email: [rico.singleton@baltimorecity.gov](mailto:rico.singleton@baltimorecity.gov)

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 please don't print this e-mail unless you really need to.

On Nov 17, 2011, at 12:15 AM, wrote:

Did you learn anything else about the phone bid? Are the full costs significantly higher or not? Hope all is well...

CITY OF BALTIMORE

STEPHANIE RAWLINGS-BLAKE, Mayor



MAYOR'S OFFICE OF  
INFORMATION TECHNOLOGY

RICO J. SINGLETON, Chief Information Officer

401 E. Fayette St. 3rd Floor  
Baltimore, Maryland 21202  
Phone: 410-396-3902

November 28, 2011

Honorable Joan M. Pratt  
Baltimore City Comptroller  
100 Holliday St., Suite 104  
Baltimore, MD, 21202

Dear Madam Comptroller:

As the Chief Information Officer for the City of Baltimore, I have a critical role and interest in the delivery of technology related solutions and services to the City. Although my office was not involved in either the prior or current preparation of the Request for Proposal (RFP) for Telecommunications Improvement and Procurement Project (TIPP), we have been following the progress closely.

Now that the requested bids have been received, MOIT has had an opportunity to evaluate the proposed solution, cost and impact of this major technology initiative and have some concerns I would like to discuss with you. These concerns relate to the overall proposal, total cost of ownership, scope, schedule and technical solution.

At your earliest convenience, I would appreciate the opportunity to meet with you to discuss these concerns and the impact they may have to Baltimore City. Your office may contact me at 410-396-3902 to schedule a mutually convenient time at the earliest opportunity.

Cordially,

A handwritten signature in black ink, appearing to read "Rico J. Singleton".

Rico J. Singleton  
Chief Information Officer

: cc

Deputy Mayor  
Finance Director  
Deputy Comptroller

---

**From:** Singleton, Rico  
**Sent:** Friday, December 09, 2011 4:42 PM  
**To:**  
**Cc:**  
**Subject:** Re: Revised Document for Review

I don't think you understood my statement. Based on the current RFP, they expect the award to be about \$3.5M (regardless whether it didn't include everything, we already know that). However for what they bid, they don't expect the award to be about \$7m they expect it to be around \$3.5M. How does that compare against your MTE comparison (without assumptions). Seems about right to me if you ignore the added costs that we put in where we saw voids?

We need to indicate in the chart which numbers are factual vs which numbers are MOIT Assumed. IN reading it, you would think the IBM proposal included a \$500k network assessment, when it didn't We included that. So we need to reference any costs that we inferred.

**From:** [@baltimorecity.gov>](mailto:)  
**Date:** Fri, 9 Dec 2011 16:33:55 -0500  
**To:** Rico Singleton <[rico.singleton@baltimorecity.gov](mailto:rico.singleton@baltimorecity.gov)>  
**Cc:** [@baltimorecity.gov>](mailto:), [@baltimorecity.gov>](mailto:)  
**Subject:** Re: Revised Document for Review

We totally disagree. The proposal comparison only included required items and we did not incorporate the optional items included by IBM. In addition, the proposal does not include CAPEX items such as infrastructure upgrade, voice mail, etc., that the MOIT proposal includes. Further, any 3rd party attempting to deploy a VOIP solution on the MOIT network will require a significant assessment activity prior to any deployment which will further cost the city a significant amount of money (500k - 1mil based on published IBM service rates)

MOIT Chief of Staff  
443.  
Sent from my iPad

On Dec 9, 2011, at 4:12 PM, "Singleton, Rico" <[Rico.Singleton@baltimorecity.gov](mailto:Rico.Singleton@baltimorecity.gov)> wrote:

The Comptrollers office as stated they think the costs for the RFP will be more around \$3.5M since they are not taking advantage of many of the options and they expect additional discounts in the negotiations. How does this impact your pricing estimates and assumptions

**Rico J. Singleton**  
**Chief Information Officer**  
City of Baltimore, Mayor Stephanie Rawlings-Blake  
Phone: (410)  
Email: [rico.singleton@baltimorecity.gov](mailto:rico.singleton@baltimorecity.gov)

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On Dec 5, 2011, at 5:29 PM, I

wrote:

Gentlemen;

Additional revisions following my discussion with Damien.

Thank you

**From:**

**Sent:** Monday, December 05, 2011 3:22 PM

**To:** ; Singleton, Rico;

**Subject:** Revised Document for Review

Gentlemen;

Please find the update version of the document attached.

Thank you.

VoIP Project Manager

41C (office)

672 (mobile)

[baltimorecity.gov](http://baltimorecity.gov)

<MOIT VoIP Costs for Solution Delivery 120511 - Modifications.docx>

---

**From:**  
**Sent:** Wednesday, December 14, 2011 4:59 PM  
**To:** Singleton, Rico  
**Subject:** RE: phones

How many do you have that you could deploy as a "test"? You can have the three in City Hall.

I'd focus on responding to their questions quickly. I think you can give the backup data on the numbers fast. I'm wondering if the pre-existing document satisfies their request for a "plan". I think you'll need to add in more of the technical details. What do you think?

---


**From:** Singleton, Rico  
**Sent:** Wednesday, December 14, 2011 3:51 PM  
**To:**  
**Subject:** phones

please let me know if we should put in an order for phones and how many. it'll take couple weeks to get in, so let me know.

**Rico J. Singleton**  
**Chief Information Officer**  
City of Baltimore, Mayor Stephanie Rawlings-Blake  
Phone: (410)  
Email: [rico.singleton@baltimorecity.gov](mailto:rico.singleton@baltimorecity.gov)

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**From:** Singleton, Rico  
**Sent:** Wednesday, December 14, 2011 4:53 PM  
**To:**  
**Cc:**  
**Subject:** VoIP Next Steps

Please prepare a packet of information as supporting document that outlines all the product sku#'s and prices that went into developing those budget estimates.. No need to get official quotes if you don't have them. But any information that back-ups our costs with a summary indicating quantities of each hardware and sw component.


also - please work on preparing a technical proposal that will outline our approach and architecture to compare against IBM proposal. You don't not have to put together a 50 page detailed proposal like the have, but we need to document how this will be done, the technology used, architecture, etc.

how long do you need to pull this together.

**Rico J. Singleton**  
**Chief Information Officer**  
City of Baltimore, Mayor Stephanie Rawlings-Blake  
Phone: (410)  
Email: [rico.singleton@baltimorecity.gov](mailto:rico.singleton@baltimorecity.gov)

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**From:**  
**Sent:** Monday, December 12, 2011 10:02 AM  
**To:**  
**Cc:**  
**Subject:** RE: Document for Review

Wednesday at 1:30 p.m. in Comptroller's office

**From:**  
**Sent:** Monday, December 12, 2011 9:55 AM  
**To:**  
**Subject:** RE: Document for Review

What time is it?

**From:**  
**Sent:** Monday, December 12, 2011 9:50 AM  
**To:** Singleton, Rico  
**Cc:**  
**Subject:** RE: Document for Review

Please send me and revised version as soon as you can. I think you should join us for the next meeting with the Comptroller. I can explain why. The spreadsheet that Rico will send us should be self-explanatory. Utilizing MOIT for VoIP will save the City at least \$4 million and be done much much faster. Thanks...

**From:** Singleton, Rico  
**Sent:** Monday, December 12, 2011 9:15 AM  
**To:**  
**Subject:** Document for Review

Sent from my iPhone



---

**From:**  
**Sent:** Friday, December 09, 2011 4:53 PM  
**To:** Singleton, Rico  
**Subject:** RE: Telephones

, looping you in. See below.

**From:** Singleton, Rico  
**Sent:** Friday, December 09, 2011 4:51 PM  
**To:**  
**Subject:** Re: Telephones

It's interesting when I was meeting with Purchasing today they told me the RFP was not for VoIP at all. That MTE told them that VoIP was an option they could take advantage of, but the RFP was to improve the telephone system and they wouldn't be starting off with VoIP. That's why they are urging purchasing to move forward regardless of the ongoing discussions regarding VoIP. I didn't understand that at all. I told them that the RFP was most certainly VoIP. So much funny business going on.

**From:** [@baltimorecity.gov>](mailto:)  
**Date:** Fri, 2 Dec 2011 10:45:01 -0500  
**To:** Rico Singleton <[rico.singleton@baltimorecity.gov](mailto:rico.singleton@baltimorecity.gov)>, "J" <[@baltimorecity.gov>](mailto:)  
**Subject:** Fw: Telephones

See below

**From:**  
**Sent:** Friday, December 02, 2011 09:57 AM  
**To:**  
**Subject:** Telephones

reports today that he got a call from IBM and was told that they are becoming concerned about what is going on. They said that MTE was asking a number of questions about the bid at this point and that is why there were concerned. IBM indicated that they want to be part of any negotiations that might be going on.

He told them it was not unusual for the agency to ask for clarification information and that was just part of the process.

Incidentally indicated that the IBM bid included an alternative for a VOIP solution but did not include any cost related to it.

---

**From:**  
**Sent:** Wednesday, February 01, 2012 2:07 PM  
**To:** Singleton, Rico  
**Subject:** RE: VoIP Deployment Options

Option 1 - Mayor talks to Comptroller and agrees to give MOIT permission to build out Cisco VoIP Solution.  
Option 2 - MOIT builds Cisco solution and Comptroller retains ownership and management oversight of the project.

Option 3 – Comptroller/IBM/MTE execute Avaya VoIP bid and MOIT provides professional services for implementation of project. (not recommended)

Option 4 – Another option not initially included, but you may want to consider is that MOIT builds Cisco VoIP solution and ignores Comptroller activities.

*Chief of Staff / Program Director  
City of Baltimore, Mayor Stephanie Rawlings-Blake  
Mayors Office of Information Technology (MOIT)  
[@baltimorecity.gov](mailto: @baltimorecity.gov)*

410. office  
443. cell

---


**From:** Singleton, Rico  
**Sent:** Wednesday, February 01, 2012 12:55 PM  
**To:** !  
**Subject:** Re: VoIP Deployment Options  
**Importance:** High

After reading this – do you understand specifically what the options are in how we may move forward?

**Rico J. Singleton**  
**Chief Information Officer**  
City of Baltimore, Mayor Stephanie Rawlings-Blake  
Phone: (410) :  
Email: [rico.singleton@baltimorecity.gov](mailto:rico.singleton@baltimorecity.gov)

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**From:** [@baltimorecity.gov](mailto: @baltimorecity.gov)>  
**Date:** Tue, 31 Jan 2012 17:29:34 -0500  
**To:** Rico Singleton <[rico.singleton@baltimorecity.gov](mailto:rico.singleton@baltimorecity.gov)>  
**Subject:** VoIP Deployment Options

Attached is the requested VoIP Deployment Options document.

*Chief of Staff / Program Director  
City of Baltimore, Mayor Stephanie Rawlings-Blake  
Mayors Office of Information Technology (MOIT)*

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# Voice Over Internet Protocol "VoIP"

## VoIP Deployment Options

**Rico Singleton**  
CIO

**COS/PMO Program Director**



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## Overview

The Mayor's Office of Information Technology (MOIT) is currently proposing a major deployment project for the City of Baltimore. The delivery of an enterprise class Voice over IP (VoIP) solution providing enhanced telecommunications services to the majority of the City's government agencies and organizations, resulting in significant cost savings for the City through reductions in telecommunications costs and improved work flows.

Baltimore's Municipal Telephone Exchange organization, under the auspices of the Office of the Comptroller, is currently responsible for managing and maintaining the outdated telecommunications infrastructure for the City of Baltimore. This infrastructure is built on a Verizon CENTREX solution, is fairly inflexible, and costs the City agencies a considerable amount of money to maintain and support.

Although MTE is currently pursuing a VoIP solution for the City, MOIT contends that the technical complexity of the solution and the necessary reliance on the City's data network demonstrate that with convergence of the voice and data networks, the VoIP solution can only be efficiently managed and maintained by the Mayor's Office of Information Technology.

As the current stewards of the existing data infrastructure for the City government and its associated agencies, MOIT has continuously demonstrated its unique ability to efficiently support the vast and varied data network as it has evolved to its current state. The MOIT organization has further demonstrated its efficiencies through standardization and normalization of processes, procedures, and solutions deployed to support the city agencies. This aggressive methodology has enabled MOIT to provide a needed service to the City of Baltimore with an extremely low resource pool resulting in significant cost savings.



## Option I

The City of Baltimore Comptroller's Office is chartered with the responsibility of communications across the government. As this responsibility has evolved with voice, data, and video communications, MOIT has assumed a large role in the management and delivery of communications solutions to the city as well. The advent of converged voice, data, and video communications solutions provides for the ability to merge these mediums into a single and integrated backbone infrastructure permitting the recognition of considerable cost savings and associated improvements in productivity.

MOIT continues to believe that the efficiencies related to the convergence of voice and data across the MOIT infrastructure can only be realized through the planning, design, integration, and operation of the voice application by MOIT only. The ability of the Comptroller entity (Metropolitan Telephone Exchange) to effectively administer, manage, and troubleshoot a converged IP based solution is not practical with the current skill set and expertise existent with MTE.

As an application resident on the MOIT infrastructure, the networking and engineering staff encompassing the MOIT group, is specialized in the techniques essential to insuring efficient data delivery and performance in a manner consistent with all of the applications running on the network.

MTE and the Controller's office should be convinced that this change in management and operation is more cost effective and efficient for the City of Baltimore.

## Option II

The MOIT network currently leverages a "Cisco-centric" based network to provide an infrastructure solution to the city government and its tenant agencies. Through this deliberate architectural approach, MOIT has been able to provide a high level of network services with a fairly small and dynamic networking resource pool. The resources engaged in the MOIT organization are highly trained and familiarized with the Cisco product set and are able to provide significant skill to the operation and management of the MOIT network.

In keeping with a Cisco solution set, MOIT would recommend that the City of Baltimore deploys a Cisco Unified Communications Solution that would readily integrate into the existent infrastructure, provide a product commonality already existent with the network, and permit the continued support and streamlined resource allocation resulting in reduced operations costs to the City of Baltimore.

As part of this plan, MOIT would design and deploy the VoIP solution for the city. Further, as stated above, MOIT would further recommend that its staff provide management and support functions for the solution. MTE would continue to provide its current functions of communications oversight and provide a service interface to the city agencies for the purposes of Moves, Adds, and Changes (MAC). Further, MTE would continue to provide reporting to the user agencies for the purposes of budgeting and billing for VoIP services provided.



### Option III

A variation of the option listed above would further enable the status quo of MTE providing front-end management to voice communications for the city. As part of the Comptroller's initiative to upgrade the city's aging telecommunications solution, the MTE has nominally selected IBM to provide professional services for the design, configuration, implementation, and operation of an Avaya based VoIP solution. MOIT recommends that, as an option to the highly priced professional services costs offered by IBM for the solution, its resources should provide the implementation services related to the solution. This will significantly lower the costs proposed for solution delivery and ongoing operations of the solution once deployed. MOIT currently offers its resources to other government entities across the city for the purposes of network support, infrastructure solution design, and technical project management. The utilization of these resources for the VoIP project permits the city to leverage a knowledgeable resource pool already familiar with the city, its infrastructure, and its user organizations.

Although MOIT does not recommend the implementation of the Avaya solution for the City of Baltimore, if the decision to continue with the IBM proposal was mandated, the utilization of MOIT personnel and resources to implement and operate the solution should be considered as essential as troubleshooting and network support issues will regularly require MOIT input. Providing training and familiarization, included as part of the IBM proposal, further enables MOIT to provide a high level of service and support which better serves the city in keeping operational and support costs low.