# AGENDA
## PLACENTIA LIBRARY DISTRICT
## BOARD OF TRUSTEES
## SPECIAL MEETING

August 29, 2022
3:00 p.m.
Community Meeting Room
411 E. Chapman Avenue
Call-in Number: (669) 900-6833
Meeting ID: 850 1206 7452
Password: 046086
ZOOM Link: meetings.placentialibrary.org

**placentia**
**LIBRARY DISTRICT**
Inspiration, Innovation and Imagination

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### Mission Statement:
Placentia Library District inspires, opens minds, innovates, and connects our community.

### District Goals:

📖     Strengthen connections and expand community relationships.

📖     Provide equitable access.

📖     Adapt to community needs.

📖     Cultivate thriving collections of resources.

📖     Provide and promote relevant library services.

📖     Maintain fiscal responsibility and integrity.

📖     Support and empower staff.

📖     Provide an inviting, pleasant, and safe place to explore.

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*AGENDA DESCRIPTIONS: The Agenda descriptions are intended to give members of the public notice and a general summary of items of business to be transacted or discussed. The Board may take any action which it deems to be appropriate on the Agenda and is not limited in any way by the notice of the recommended action.*

*REPORTS AND DOCUMENTATION: Reports and documentation relating to Agenda items are on file in the Administrative Office and the Reference Department of Placentia Library District, and are available for public inspection. A copy of the Agenda packet will be available for use during the Board Meetings. Any person having any question concerning any Agenda item may call the Library Director at 714-528-1925, Extension 200.*

**PLEDGE OF ALLEGIANCE**      Library Board President

**CALL TO ORDER**
1.   Call to Order      Library Board President

2.   Roll Call      Recorder

3.   Adoption of Agenda

Placentia Library District Board of Trustees Special Date Meeting Agenda, August 29, 2022

> *This is the opportunity for Board members to delete items from the Agenda, to continue items, to re-order items, and to make additions pursuant to Government Code Section 54954.2(b).*
> Presentation:      Library Director
> Recommendation:  Adopt by Motion

4.      Oral Communications

> *Members of the public may address the Library Board of Trustees on any matter within the jurisdiction of the Board. Presentations by the public are limited to 5 minutes per person. Members of the public are also permitted to address the Library Board of Trustees on specific Agenda Items before and at the time that an Item is being considered by the Board. Action may not be taken on items not on the Agenda except in emergencies or as otherwise authorized. Reference: California Government Code Sections 54954.3, 54954.2(b).*

**NEW BUSINESS (Item 5)**
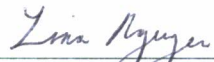
5.      Discuss quotes for service and installation of an upgraded telecommunication system.

**ADJOURNMENT**

6.      The Library Board of Trustees will adjourn the August 29, 2022 Special Meeting.

****************CERTIFICATION OF POSTING*********************

I, Lina Nguyen, Executive Assistant of the Placentia Library District, hereby certify that the Agenda for August 29, 2022 Special Meeting of the Library Board of Trustees of the Placentia Library District was posted on August 24, 2022.

_____
Lina Nguyen, Executive Assistant

# PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES

**TO:**      Library Board of Trustees

**THRU:**    Jeanette Contreras, Library Director

**FROM:**    Jeremy Yamaguchi, IT Consultant

**SUBJECT:** **Discuss Quotes for service and installation of an upgraded telecommunication system.**

**DATE:**    August 29, 2022

## BACKGROUND

The Placentia Library District requires a robust communication platform to provide excellent customer service to the public and achieve the District's goals. The District's phone system serves as the backbone of the voice communications platform. The current analog phone system was installed in 2004 and uses on-premises hardware to transmit phone calls over analog Plain-Old Telephone (POT's) lines using AT&T's infrastructure and phone services.

In recent years, the District has found the current analog phone system to be inflexible and lacking in the modern tools and features available in newer phone systems. Challenges with the system became increasingly exacerbated since the start of remote/hybrid work and equipment failures. The current phone system requires a third-party vendor to configure the system in support of the unique needs for library staff. This does not allow the District to address needs directly or with in-house consultants. This results in significant delays when trying to setup automated attendant, schedule special messages, or diagnose other issues.

Phone systems on the market today offer modern tools that don't require the assistance of a third-party vendor, instead these systems provide robust administrative portals (to setup automated attendants, schedule after-hour and holiday messages, or troubleshoot inactive voicemail boxes), and provide access to softphone applications from any computer connected to the network. The District's IT consultant identified this in the District's Two-Year Technology Strategic Plan last year as a much-needed update and provided detailed solutions and categorized this as a Short-Term Goal.

The existing hardware has been in operation non-stop since it was installed in 2004. This system routes all incoming calls to an automated phone tree, forwards to extensions, and records voicemails for all staff mailboxes. This system has begun to show age and certain functions have begun to fail and experience intermittent connection issues. Library staff, IT Consultant Contractors, and other third-party telephone technicians have spent significant time recently trying to keep the antiquated system functioning. The costs of replacement parts and technician time continues to rise as these service calls become more and more frequent and parts become more difficult to find. Staff have spent significant time researching options and examining the costs associated with new telephone systems. To improve the flexibility and reliability of the District's phone system and provide access to modern tools and features

available in phones systems now, staff recommends the replacement of the current analog phone system. The Library Board of Trustees approved this as part of the budget update in June 2022.


## DISCUSSION:

The District facilities department currently manages hardware devices that support the telephone systems such as Private Branch Exchange (PBX), voicemail recorders, auto attendants, and remote access devices to facilitate voice communications in the library. All existing equipment has been deemed end of life (EOL) by multiple telephone contractors and the IT consultant. Repairing the existing system would only be possible by procuring used components that do not have warranty and are no longer supported by the manufacture. The phone system cabling was pre-existing to the PBX install in 2004 and may need additional repairs as well. Staff has held numerous conversations about options moving forward and is recommending a new on-premises Voice over IP (VoIP) telephone system.

**Modern Features:** VoIP offers exciting communication features that are not available on traditional telephony systems, such as:

> 1. Personal Communications Interface, a software application that allows users to call and message people from their computer, as well as numerous other functions.
> 2. VoIP is very flexible and can be used without a desk phone – instead, a simple headset can be used for convenience and further costs savings (as an optional desk phone replacement).
> 3. VoIP encompasses a concept called "presence," which lets users know when someone is available and what their availability status is at any given time.
> 4. VoIP features "single-number reach", which is a way to streamline communications by allowing callers to dial one number, and by rerouting incoming calls to multiple devices.
> 5. VoIP introduces visual voicemail, which lets users manage voicemails like messages in an inbox.
> 6. VoIP allows users to move their own devices from one location to another, which provides them with a new level of flexibility; this flexibility reduces overhead required for system maintenance on the part of TI staff.

**Security Improvements:** a new VoIP telephone system can provide more advanced security by restricting time of day access, more complex passwords, advanced logging for user activity, and notifications of changes or unauthorized access.

**Staff Efficiency:** District Staff currently spends significant time updating and maintaining the current phone system. An updated system will help streamline these processes and provide more automation based on time of day and day of week messages. Other plugins may be available to include on-hold wait times, passport status updates, and computer availability messages. These features will empower staff to be more efficient with their time while being more effective at reaching the public with important information.

**Phone System Roles and Objectives:**
- Provide an effective medium of communication within the library, and outside as well.
- Help in building patron relations and improving all business transactions.
- Maximize productivity through better communication.
- Ensure heightened security with passwords and pins for privacy
- Greet patrons with a friendly auto-attendant that is informative and easy to navigate
- Allow staff to easily update phone systems

## Proposals

Staff received seven proposals from different vendors for Voice over IP systems. Four were for hosted services in the cloud, and three were for on-premise equipment. After reviewing each proposal staff recommends the on-premises VoIP system proposal from KCCI communications.

While the hosted solutions provide the most functionality for staff and are more feature rich for remote/hybrid work, the cost of ownership over time was significantly higher when compared to an on-site server. The on-premise proposal from KCCI was the most affordable solution and includes the same style handsets for staff at each desk or work station as the cloud service proposals, but does not provide for remote access and collaboration. There is still a voicemail to email function, but not the same voice to text feature. The on-premise proposal will utilize phone lines from AT&T and be limited to the number of phone lines coming into the system. The cloud services proposed one line per user. The on-premise system as proposed runs off of a server installed in the IT server room in the center of the library. This system can be easily run by library staff and IT consultants to make daily changes and additions.

Attachment A is cci proposal.
Attachment B is Dynalink proposal.
Attachment C is eartel proposal.
Attachment D is KCCI proposal.
Attachment E is Mohawk Cable proposal.
Attachment F is Nextiva proposal.

## Alternatives Considered

1. Continue to repair/replace components in the existing phone system. Contract with telephone system vendor to support the system on a Time and Material basis.
2. Contract with a cloud-base PBX (ring central, Nextiva, etc.). The high monthly costs associated with a hosted phone system was a major factor when staff decided not to recommend this solution.

## RECOMMENDATIONS

1. Authorize KCCI to provide an on-premise voice over (VoIP) telephone system, as presented, inclusive of input from the Library Board of Trustees; and,

2. Roll call vote.

CCI Network Services
155 North 400 West Suite 100
Salt Lake City, Utah 84103
Phone: 801-994-4100  Fax: 801-994-2960
www.ccicom.com

August 11, 2022
Mark Geiselmayr
801.783.1801
markg@ccicom.com
**Director of Channel Sales**

**Prepared By:**   Kevin Francis

**Quote Prepared For:**
Pacentia Library
Technology Source
Matthew Clements

**This Quote expires on:**   10/10/2022

| Quote | | | | | | | Agent Quote: apq0200pm660 | | |
| **Agreement Term:** | **36 Months** | | | | | | **CCI Quote Number: CCI31132** | | |
| **Address** | **City** | **State** | **ZIP** | **Product** | **MRC** | **NRC** | **Quantity** | **Total MRC** | **Total NRC** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 411 E. Chapman Ave. | Placentia | CA | 92870 | CCI Cloud PBX - Enterprise | $24.99 | $10.00 | 25 | $624.75 | $250.00 |
| | | | | CCI Cloud PBX - Essential | $19.99 | $10.00 | 15 | $299.85 | $150.00 |
| | | | | Yealink T46 rental | $8.00 | $0.00 | 7 | $56.00 | $0.00 |
| | | | | Yealink T42 rental | $5.00 | $0.00 | 31 | $155.00 | $0.00 |
| | | | | Yealink CP920 rental | $13.00 | $0.00 | 2 | $26.00 | $0.00 |
| | | | | CCI SDWAN 20 Mbps* | $100.00 | $450.00 | 1 | $100.00 | $400.00 |
| | | | | 5G Fixed Wireless** | $174.00 | $150.00 | 1 | $174.00 | $150.00 |
| | | | | | | | | $1,435.60 | $950.00 |

**Pricing does not include taxes, fees, or carrier surcharges that may apply**

Essential license includes: 1 telephone number with E911 & CNAM, 2500 minutes local/LD domestic & Canada outbound (pooled). Call queues billed $12 per queue.
Enterprise license includes: All of the above, 1 call queue per license.
Overage and Inbound Toll Free Calls billed at $0.019 cents per minute.

*Utilizing customer's existing bandwidth for one of the two connections
**5G Fixed Wireless availability based network coverage

# PROPOSAL

*Prepared for*

PLACENTIA LIBRARY

By Chris Kenney
chris@dynalink.com

**DynaLink**
COMMUNICATIONS
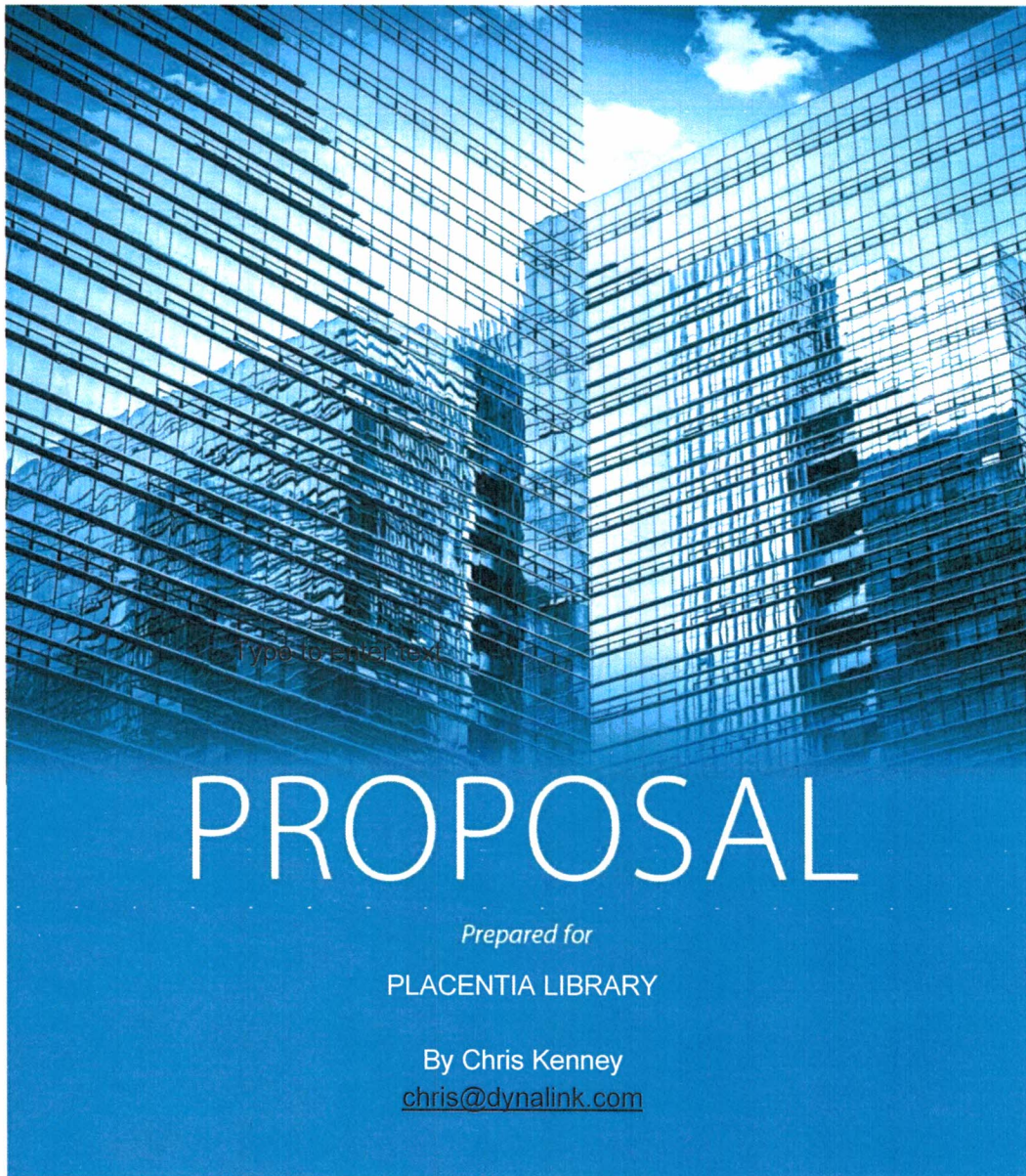
*The Only Phone Company You'll Ever Need*

11 Broadway, Suite 200, New York, NY 10004 | 877-DYNALINK

## Company Overview

DynaLink Communications, Inc. was founded by a long established (1973), multi-million dollar supplier and integrator of communications equipment and services in New York, NY.

With our experienced staff, DynaLink has had a solid record of sales growth. Our goal is to give our customers access to tomorrow's technology by using the most advanced telecommunication solutions and services that are available today.

Dynalink's employees are expertly trained to configure and service all types of Internet connectivity and applicable services such as Ethernet, MPLS, Hosted Systems and SIP Trunking.

We also have network engineers that work closely with clients to create or upgrade entire LAN/WAN/VPN/MPLS Systems. Dynalink utilizes the multi-billion-dollar networks of the major carriers to provide service to customers.

DynaLink has invested its money where it really counts, in customer service, support and billing platforms in order to provide customers with the best possible experience.

Why pay more for the same network when you can go through DynaLink for increased savings and superior customer service. All customer care reps are factory trained and authorized to work on all the products and services we offer.
At the heart of the management philosophy is a strong understanding of its target market, coupled with the commitment to satisfy client needs in a timely, cost-effective manner.

products to market. Prior to selection, all systems and telephone bills are thoroughly evaluated. The demanding criteria include: functionality, reliability, ease of operation, user friendliness, and cost cutting. Once services or products are approved for marketing purposes, DCI's technical and sales personnel are trained on all features and applications.

DYNALINK HAS BEEN FEATURED ON:

CNN   FOX BUSINESS   Aol.   NBC

Bloomberg   AMERICAN EXPRESS OPEN   HLN
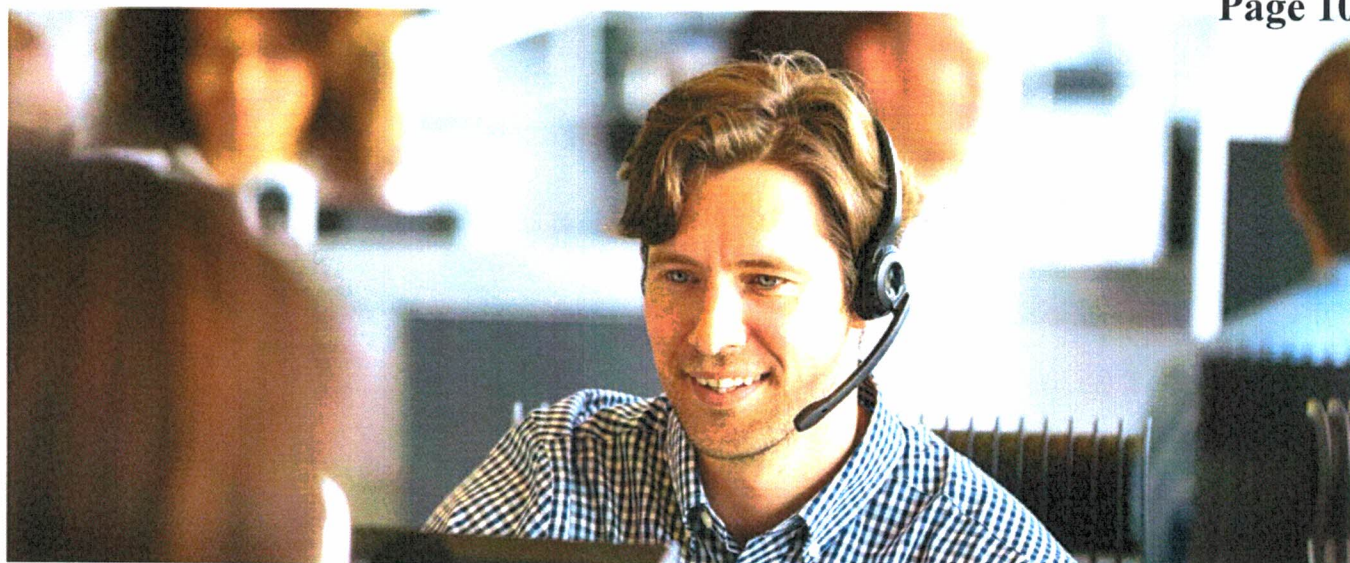
## Customer Service

### Large Enough to Service, Small Enough to Care

Our success is based upon building and maintaining long term relationships with our clients. The reputation of DynaLink Communications has been established through professionalism, reliability and integrity.

DynaLink offers rapid-response service and support through various stages of the customer relationship. Our service and support functions begin by working closely with customers at the product definition and design stage.

To meet our customer's requirements, our sales and operations departments are organized to respond quickly to short lead-time orders. We provide worldwide post-sale service and support of our products through technical consulting, installation assistance and maintenance

## Diverse Clientele

Dynalink has successfully implemented systems for all types of businesses- professional, health care, hospitality, manufacturing etc. DynaLink is proud of its clientele and points to many multi-site organizations, which have selected DYNALINK as their full service telecommunications company. Dynalink uses over 10 carriers and can give customers ONE bill, ONE Customer service number, but have multiple locations using multiple carriers.

Services

## Mobile Service

We are able to bundle AT&T solutions with Dynalink's solutions and offer clients the advantage of the AT&T network, cloud and mobility services at substantial savings while removing the frustration associated with multiple plans and terms. Let us manage your mobile voice and data plans so you don't have to. We will eliminate the "overage charges" but putting your devices in the correct shared plan and upgrading when needed. Save 20% to 30% off your existing invoice while staying on the nation's fastest and most reliable network. Dynalink will manage all of your employees' devices free of charge. Our Mobile specialists will set up phones for all new employees including voice mail/ emails bookmarks etc.

## SIP Service

Use your existing bandwidth or purchase one of our solutions for access to our start of the art SIP product. Order trunks individually or our SIP PRI's (23 simultaneous trunks) and receive the lowest prices in the industry while still maintaining call quality. With custom designed packages for each business, SIP is the new way for making calls or having it as a back up for your business

## VoIP / Hoted PBX

VOIP Systems (Hosted), provides a cost-effective means of making telephone calls using a broadband internet connection instead of a regular (or analog) phone line. DynaLink provides turnkey VoIP solutions for a complete range of services including local, long distance, mobile, and international calling. From small business to large business, Dynalink's hosted product is able to meet all of your needs. With over 100 features and over 150 separate reports, you are now able to take control of your phone system needs with a simple to use portal.

## Data Services

DynaLink's data services provides customers with lightning fast, dedicated bandwidth, at an economical price. With a Data line, network and Internet access is always on and available, and no longer requires the use of slower technologies such as dial-up, DSL, or ISDN lines. From 1.5mb T-1 to 1GB transports, Dynalink is able to provide all the speeds in between. Dedicated Internet Access, Ethernet over Copper and Ethernet over Fiber are all serviced by Dynalink

## VPN Services

DynaLink's VPN is a secured network solution that secures data traffic between your corporate network and homebound employees/ your remote location.

## International Calling Plans

DynaLink Provides a wide variety of reliable, low-cost solutions for international calls.

As an objective, independent force in the industry, Dynalink has constantly updated its products and offerings to satisfy the rapidly changing telecommunication requirements in the market place. By providing cost-effective solutions to a wide variety of communications applications, Dynalink developed an outstanding account base. DynaLink is ever mindful that its business will continue to flourish in concert with its commitment to provide the best service in the industry.

# DynaLink
## COMMUNICATIONS
The only phone company you will ever need

## PROPOSAL FOR PLACENTIA LIBRARY

| 411 E CHAPMAN AVENUE, PLACENTIA, CA 92870 | | DYNALINK | |
|---|---|---|---|
| **SERVICE** | **QTY** | **COST PER MONTH** | **DYNALINK** |
| HOSTED SEAT WITH UNLIMITED NATIONWIDE CALLING | 40 | $ 17.50 | $ 700.00 |
| YEALINK 42S -10- LINE PHONE | 31 | $ 9.17 | $ 284.27 |
| YEALINK 46S - | 7 | $ 12.92 | $ 90.44 |
| YEALINK CP960- WM CONFERENCE PHONE WITH WIRELESS MIC | 2 | $ 47.08 | $ 94.16 |
| ROUTER | 1 | $ 30.00 | $ 30.00 |
| **TOTAL COST PER MONTH** | | | $ 1,198.87 |

*THE ABOVE PRICING IS BASED ON A 3 YEAR TERM*

**INCLUDED FEATURES**

| Feature Description | Enhanced |
|---|---|
| Direct Dial (DID) Phone Number | √ |
| Audio / Video conferencing (5 Users) | Up to 10 Participants |
| 24/7 Support | √ |
| US & Canada Calling Included | √ |
| Call blocking | √ |
| Chrome extension | √ |
| Phone Portal | √ |
| Voice Mail to eMail | √ |
| Text messaging (SMS/MMS) | SMS/MMS |
| Live chat | √ |
| Web calling | √ |
| Mobile app (IOS and Android) | √ |
| On hold options (upload messaging/music) | √ |
| Welcome menu (AA) | √ |
| Text to Speech | √ |
| Ring groups | √ |
| Call Routing by Time and Date | √ |
| Company Directory | √ |
| Call History | √ |
| Virtual Fax | √ |
| VMT (voicemail transcription) | √ |
| International calling to 20+ countries | √ |
| Call recording | √ |
| Reception Console | √ |
| Microsoft Team Integration | √ |
| CRM integration | √ |
| API integration | √ |
| Call queues | |
| Agent Loin/Log Out | |
| Agent Priority Based Routing | |
| SMS Routing | |
| Allow Que Monitor | |
| Que Call Back | |
| Call Center Supervisor Pannel | |
| Silent Monitor Coach Barge in | |
| Advanced reporting and analytics | |

I would like to thank you for taking the time to review the proposal for your wireless services. If you have any questions, feel free to contact me at any time.


Thanks


Chris Kenney

212-620-8777

Chris@dynalink.com

## EARTEL — We Hear You™
### A DBA of REI Consultants, Inc

# Quote

| Customer Information | | | | Date | 8/16/2022 |
|---|---|---|---|---|---|
| **Customer:** Placentia Library | | | | Quote # | PL822 |
| **Address:** 411 E. Chapman Ave | | | | Sales Rep. | RG Luna |
| **City, State, Zip:** Placentia, CA 92870 | | | | Email | rluna@eartel.net |
| **Contact:** Fernando Maldonado fmaldonado@placentialibrary.org | | | | Contact | 310 549 9038 |

| | PO Number | Shipping | Shipping Terms | Delivery | DUE DATE |
|---|---|---|---|---|---|
| | | FedEx | Ground | | |

| QTY | ITEM # | DESCRIPTION | UNIT PRICE | LINE TOTAL |
|---|---|---|---|---|
| 1 | 700476005 | Avaya IP500 V2 Control Unit | $ 650.00 | $ 650.00 |
| 1 | 700479710 | Avaya IP500 V2 System Sd Card W/Essential Software | $ 550.00 | $ 550.00 |
| 1 | 700504032 | Avaya IP500 VCM 64 V2 Base Card | $ 220.00 | $ 220.00 |
| 1 | 700417439 | Avaya IP500 Universal PRI 1 | $ 400.00 | $ 400.00 |
| 24 | 383091 | PRI Licenses | $ 102.00 | $ 2,448.00 |
| 1 | 700429202 | Avaya IP500 Rack Mounting Kit | $ 75.00 | $ 75.00 |
| 40 | 389611 | Voip Set License | $ 90.00 | $ 3,600.00 |
| 4 | 384081 | Additional VM Ports | $ 220.00 | $ 880.00 |
| 7 | 700513569 | Avaya J179 IP Phone | $ 180.00 | $ 1,260.00 |
| 30 | 700513918 | Avaya J139 IP Phone | $ 165.00 | $ 4,950.00 |
| 2 | 700513570 | Avaya JBM24 Button Module | $ 70.00 | $ 140.00 |
| 2 | 700504740 | Avaya B179 SIP Conference Phone | $ 400.00 | $ 800.00 |
| 7 | 700512402 | Avaya J100 Wireless Module / WIFI and Blutooth | $ 70.00 | $ 490.00 |
| 1 | 700431778 | Avaya IP500 Analog Phone / Paging Card | $ 100.00 | $ 100.00 |
| | | | | $ - |
| | | | | $ - |
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| | | | | $ - |
| | | | | |
| | | | | $ - |
| | | | | $ - |
| | | | | $ - |

All equipment will be new, unless otherwise specified, and will carry a one year warranty. All work will be completed in a professional manner according to standard practices. Unless otherwise stated, all work performed under this quote shall be done during regular business hours from 8:30am to 5:00pm. Customer has the right to cancel this and any accepted estimate within seventy-two hours from the date of acceptance without incurring any penalties or restocking fees except for special orders. We charge a restocking fee equal to 20% of total estimate including labor for all cancellations which are received after the 72-hour grace period, except for special orders which must be prepaid in full prior to order fulfillment. Any change orders to the original estimate shall incur charges at our current rates $125.00 per hour 8am to 5pm, $187.50 after 5pm, $250.00 per hour Weekends. REI is not responsible for any existing wire or enviromental conditions.

| | |
|---|---|
| Sub Total | $ 16,563.00 |
| Discount | |
| Shipping | $ 220.00 |
| Tax | $ 1,490.67 |
| Labor | 3,800.00 |
| Total | $ 22,073.67 |

Acceptance Signature                         Date

# KCCi

K.C. Communications, Inc.

Business Communication Solutions

**2715 Saturn Street, Brea, California 92821**
(714) 577-7777    (800) 735-4541    (714) 577-9990 fax

**www.KCCi.Cloud**       **Email: Matt@KCCi.Cloud**

# PLACENTIA LIBRARY

**Prepared For:**

**PLACENTIA LIBRARY**

**411 E. Chapman Ave.
Placentia, CA. 92870
(714) 528-1906  TEL
(714) 519-1370  CELL
C: Jeremy
JYamaguchi@placentialibrary.onmicrosoft.com**

| | |
|---|---|
| **Date:** | **August 12, 2022** |
| **Prepared By:** | **Matt Clements** **Application Engineer** **Matt@KCCi.Cloud** **(714) 646-8898    Direct UC Number** |
| **KCCi Bid#** | **08122022MLEC-411-1-SL** |

PLACENTIA LIBRARY
Bid#    08122022MLEC-411-1-SL

**NEC**

Introducing the SL2100 Smart
Communications System

PLACENTIA LIBRARY
Bid#    08122022MLEC-411-1-SL

# PROPOSAL

**Proposal Submitted To:**

PLACENTIA LIBRARY
411 E. Chapman Ave.
Placentia, CA. 92870
(714) 528-1906 Tel
**Attn: Jeremy Yamaguchi**
JYamaguchi@placentialibrary.onmicrosoft.com

**Work To Be Performed At:**

*** SAME ***

We hereby propose to furnish the materials and perform the labor, programming, and customer training necessary for the completion of the following contracted project:

## KCCi System Solution I-NEC-SL2100-COs-InMail, August 12, 2022
BID # 08122022MLEC-411-1-SL

## TELEPHONE EQUIPMENT

**System Equipped For:** 9 - Central Office CO Lines, 40 - Digital Station Ports, 38 - New Digital Speakerphones, 10 - Analog Station Ports, & 2 - New Analog Conference "Konf Tels"

| Quantity | Components | **Caller I.D. Ready** |
|---|---|---|
| | **NEC SL2100 Digital Communication Server** Includes ALL necessary System Components & Cables. Configured 9- Central Office Lines, 40- Digital Station Ports, 38 New Digital Speakerphones, & 2 New Analog Conf Tels in 2- Chassis | |
| 3 | **NEC SL2100 3 Port Central Office Line Blade**, 3 Ports for CO Lines | |
| 5 | **NEC SL2100 8 Digital Station Blade**, 8 Port Digital Station Blade + 2 Analog Station Ports | |
| 1 | Mp3 Player for Music-On-Hold & Message-On-Hold | |

### Auto Attendant & Voice Mail System
| | |
|---|---|
| 1 | **NEC SL2100 Advanced InMail**, 16 Port Digital Voice Messaging System (In-Skin Blade). Includes: 16 Audio Ports and 15 Hours of Recording Space. Included with SL2100 System Package |
| 1 | **NEC SL2100 VM2Email Licenses**, Get your Voice mails in your Email Inbox (as a .wav file) |

### Digital DeskTop Devices
| | |
|---|---|
| 31 | **NEC SL2100 DTL-12D**, 12Button Digital Display Full Duplex Speakerphone (For General Office Staff) |
| 7 | **NEC SL2100 DTL-24D**, 24Button Digital Display Full Duplex Speakerphone (For Higher Traffic Use) |
| 2 | **KONF Tel,** Analog Full Duplex Speakerphone (For Conference Rooms) |

## 60 Month Equipment Warranty by KCCi, NEC SL2100 Equipment*

## INSTALLATION, PROGRAMMING & TRAINING

| Quantity | Components |
|---|---|
| 1 | Install, Program, Test & Train Telephone System & Users |
| 1 | Install, Program, Test & Train Voice Processing System & Users |
| 1 | Install, Program, Test & Train Voice Mail to Email Feature |
| 40 | Install, Program, Test & Train Telephones Sets, **Reuse Voice Cables** |
| | *If Additional Data Cables are required, a separate proposal will be proposed.* |

Initials: _____

PLACENTIA LIBRARY
Bid#   08122022MLEC-411-1-SL

# PLACENTIA LIBRARY
## Technology Improvement Program
## KCCi Total Solution **1**

## FINANCIAL CONSIDERATIONS

| | |
|---|---|
| Telephone & Voice Processing Systems | 16,650.00 |
| Installation, Programming & Training | 3,000.00 |
| **KCCi 10% "Continued Business" Discount** (On All) | **-1,965.00** Never Expires |
| **Total Investment to KCCi** (Solution 1) | **$17.685.00** |

(Plus CA Sales Tax (7.75%), $1,290.38)

## Leasing Options Are Available.

**Customer Signature:** _____     **Date:** _____

**PLACENTIA LIBRARY**
**Bid#   08122022MLEC-411-1-SL**

Price includes all labor and material. All labor and material furnished by KCCi is under warranty. Customer is to provide a plywood backboard in office communications closet. Bid assumes there are stubbed conduits into drop ceilings at all phone, fax, modem and data cable locations, (except warehouse, PA speakers and tie cable locations). KCCi does not guarantee customer provided equipment. (*) 90 day warranty on CD player, cordless phones and related items. Bid assumes the voice and data cables terminate at the same backboard or in the same room. All work to be performed during normal business hours, (Monday through Friday, 8:00 AM to 5:00 PM), unless otherwise stated. This bid is subject to inspection of the premises. If Building Permits are required or if property owner/agent requires being; "also insured", KCCi will pass-through any charges and expenses to customer. Parking costs are not included in the estimate. No allowance made or implied for asbestos abatement and removal. Any delays incurred at no fault to KCCi, alterations or deviation from the above specifications involving extra cost will be executed only upon written orders and will become an extra charge billed on a Time & Material basis; over and above the estimated proposal price. All agreements contingent upon strikes, accidents or delays will be considered beyond our control. Owner shall carry adequate fire, general liability and other necessary and required insurance for the completion of the above project. Workman's Compensation and Public Liability Insurance on above project to be taken out by the contractor/sub-contractor: KC Communications, Inc. / KCCi.

Respectfully submitted by KC Communications, Inc. / KCCi, per Matt Clements, Project / Applications Engineer

Note: we may withdraw this proposal if not accepted within 30 days.
The above price, specifications and conditions are satisfactory and hereby accepted.
You are authorized to do the work specified. Payment will be made as outlined below:

_____ **KCCi Total Solution (Option #1)** BID # 08122022-MLEC-411-1-SL
**NEC SL2100 Communication Server with CO Lines**

_____ **Terms: 50% upon execution of this agreement; & 50% upon completion of system installation.**

_____ **Lease Terms: As Detailed under Financial Considerations. Please Circle Term Length below.**

**36 Months   /   60 Months**

Initials:_____

**KCCi Signature:** _____     **Date:** _____

**Customer Signature:** _____     **Date:** _____

**PLACENTIA LIBRARY**
**Bid#   08122022MLEC-411-1-SL**

# PROPRIETARY STATEMENT

This proposal is the property of KC Communications Inc. of Nevada and KCCi of California. It contains confidential and proprietary information and is submitted to you in confidence for use solely for the purposes of evaluating the products and services proposed herein, on the condition that you and your representatives have, by receiving it, agreed not to reproduce or copy it, in whole or in part, or to furnish such information to others or to make any other use of it except for the evaluation purposes stated above, and to return it to KC Communication Inc. / KCCi upon request.

In the event that this proposal results in a contract, you may retain this proposal for use in connection with the products and services covered by such contract, and for that purpose make such copies thereof as may be necessary.

This proposal and the prices quoted herein shall remain valid for a period of 30 days from the date of this proposal.

*"It's the way we put it together that sets us apart..."* *KC*

# *MOHAWK CABLE*

1136 S Pine Valley Rd. Suite C
Williams, AZ 86046
MohawkCable@gmail.com
(714) 981-6464

## <u>Customer Information:</u>

Contact: Jeremy Yamaguchi
Placentia Public Library
411 E. Chapman Ave.
Placentia, CA 92870
Phone: (714) 528-1906
e-mail: jyamaguchi@placentialibrary.onmicrosoft.com

<u>PROPOSAL</u>: Bid #1219 Submitted Annie Logan 08/19/22 – Bid good for 30 Days

Job Specifications: To replace current system with NEC SV9100.

| Qty. | Job Materials | Rates | Sub- Total |
|------|---------------|-------|-----------|
| 1 | NEC SV9100 System with 8 CO Trunks | | $21,750.00 |
| | 40 Digital Station Ports | | |
| | 4 Port Analog Station Ports | | |
| | NEC Voice Mail and Auto Attendant System | | |
| | NEC VM to Email Licsense | | |
| | 31 NEC 12 Btn Display Tels | | |
| | 7 NEC 24 Btn Display Tels | | |
| | 2 Conference Room Tels - Analog | | |
| | | | |
| 1 | Programmin and Installation (Includes Training) | | $2,900.00 |
| 1 | Discount of 10% on Equipment | | ($2,175.00) |
| | **Total for Cabling Project** | | $22,475.00 |
| | Sales Tax (7.75%) | | $1,517.06 |

Grand Total for Telephone System Project $23,992.06

## <u>Accept the Project: $23,992.06</u>

**50% Due on Signing, 50% Due on Completion of Project<u>:</u>** _____Initials required on Terms

**Signature**_____     Date_____

**Name**_____     **Title**_____

Mohawk Cable proposes to provide the supplies and execute the labor, programming and customer training needed for the completion of the project.
Price includes all labor and materials. All work to be completed during normal business hours (8am to 5pm, Monday thru Friday).
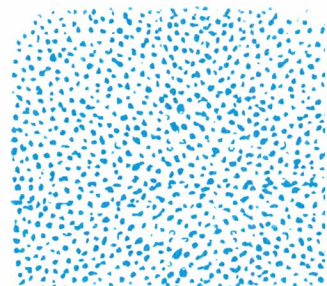
# nextiva

# Your Nextiva Communication Suite Proposal

Get ready— you're about to
**grow fearlessly**.
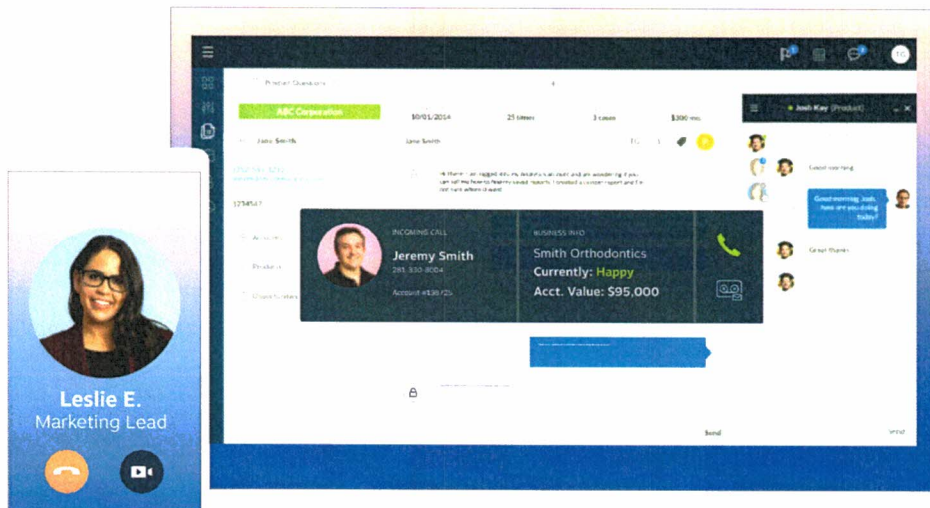


**nextiva.com**

# Why do companies choose Nextiva?

Expect more from your business communication. Supercharge your business with a truly unified and integrated platform. Powerful phone service, sales pipeline management, customer relationship management, marketing engagement tools, and more.

The new way of working is Nextiva.

### Amazing Service®

Our support team is made up of knowledgeable, friendly, and patient HUMANS based at our offices.

### Customers of All Sizes

Large and small companies in 25+ industries across the U.S. trust Nextiva as their business lifeline.

### Our Platform, NextOS

Our revolutionary platform allows you to conduct business from anywhere, and makes managing your business communications easier than ever.

### Reliable & Secure

All of your data is protected by multiple layers of security and monitoring. With the highest uptime in the industry, you're always available.

### Seamlessly Unified Communication

Communication, customer engagement, and collaboration tools — all (finally) working together.

### Cost Savings

Slash your current business communication bills by almost 50%. Also get add-on features at no extra cost.

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# The Nextiva advantage

### Network Reliability

The Nextiva network is one of the most advanced in the world of cloud-based business communications. Our network design increases service resiliency through redundancy, ensuring all calls are delivered fast and smoothly. Check out DownDetector.com and see how Nextiva is the best performing network since 2016 among UCaaS providers.

### Awards and Recognition

Nextiva is no stranger to being recognized by the press, analysts, and awards. Forbes, Entrepreneur, Inc. and other publications have shared the Nextiva story, and we were recently named a notable vendor in the Gartner UCaaS Worldwide Magic Quadrant Midmarket Contextualization Report.

### Competitive Rankings

Among cloud communications providers for businesses, Nextiva consistently ranks above the competition. On average, our customers have much better experiences than those of other providers. Take a look at the reviews on GetVoIP, G2 Crowd, and Comparably to start.

### Company Culture

Nextiva employees are the heart of providing customers Amazing Service. When employees are satisfied and engaged, the result is deeper customer connections and an elevated customer experience. Nextiva is committed to creating an engaging and fun environment that boosts employee satisfaction, and therefore provides customers with better service.

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# Your Nextiva Quote

**Customer**
Jeremy Yamaguchi
Placentia Library District

**Quote ID**
18484099

**Quote Date**
01/27/2022

**Quote Expires**
01/31/2023

**Sales Agent**
Pete Olszewski
pete.olszewski@nextiva.com
702-823-0816

**Nextiva, Inc.**
8800 E. Chaparral Rd
Suite 300
Scottsdale, AZ 85250

| Item Name | Quantity | One Time | Monthly |
|---|---|---|---|
| Nextiva Cloud Communications Professional: 36 Months $24.95<br>    1 Nextiva Cloud Communications Professional: Base User | 1 | $0.00 | $24.95 |
| Nextiva Cloud Communications Professional: 36 Months $24.95 - Discount | | $0.00 | ($10.00) |
| Cisco ATA 192<br>    Cisco 2 line ATA | 1 | $160.00 | $0.00 |
| DaaS Nextiva X-815 Desk phone, MRR $4.60.<br>    DaaS Nextiva X-815 Desk phone, MRR $4.60. | 30 | $0.00 | $138.00 |
| DaaS Nextiva X-885 Desk phone, MRR $8.40.<br>    DaaS Nextiva X-885 Desk phone, MRR $8.40. | 7 | $0.00 | $58.80 |
| DaaS Snom C520 Conference Phone, MRR $22.00.<br>    DaaS Snom C520 Conference Phone, MRR $22.00. | 2 | $0.00 | $44.00 |
| DaaS Vtech E6 Expansion Module MRR $6.90<br>    DaaS Vtech E6 Expansion Module MRR $6.90, Compatible with X-815, X-835, and X-885. | 7 | $0.00 | $48.30 |
| NextOS Basic Extension $14.95<br>    Basic extension with limited features. MRC: $14.95 | 13 | $0.00 | $194.35 |
| NextOS Basic Extension $14.95 - Discount | | $0.00 | ($65.00) |
| NextOS Paging Extension | 1 | $0.00 | $4.95 |

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Virtual Extension (Paging)

| | | | |
|---|---|---|---|
| Nextiva Cloud Communications Professional: Additional User<br>   Nextiva Cloud Communications Professional: Additional User | 26 | $0.00 | $648.70 |
| Nextiva Cloud Communications Professional: Additional User - Discount | | $0.00 | ($260.00) |
| Nextiva Cloud Communications Upgrade: Professional to Enterprise<br>   Nextiva Cloud Communications Upgrade: Professional to Enterprise | 25 | $0.00 | $250.00 |
| Nextiva Cloud Communications Upgrade: Professional to Enterprise - Discount | | $0.00 | ($250.00) |

| | | |
|---|---|---|
| **Sub Total** | $160.00 | $827.05 |

| | | |
|---|---|---|
| Ground Shipping | $245.00 | $0.00 |

Estimated Taxes and Fees

| | | |
|---|---|---|
| State Universal Lifeline Telephone Service Charge (VoIP) | $0.00 | $12.16 |
| State E911 (VoIP) | $0.00 | $12.30 |
| County District Tax | $0.80 | $1.45 |
| State CA High Cost Fund A (VoIP) | $0.00 | $1.80 |
| Federal FUSF (VoIP) | $0.00 | $25.58 |
| State CASF (VoIP) | $0.00 | $2.61 |
| State TRS (VoIP) | $0.00 | $2.85 |
| Local Utility Users Tax (VoIP) | $0.00 | $24.03 |
| State CA Teleconnect Fund (VoIP) | $0.00 | $2.00 |
| Local Sales Tax | $1.60 | $2.90 |
| County Sales Tax | $2.00 | $3.62 |
| State Sales Tax | $9.60 | $17.35 |
| State P.U.C. Fee (VoIP) NF | $0.00 | $1.34 |
| Federal FCC Regulatory Fee (VoIP) | $0.00 | $0.32 |
| E911 Fee | $0.00 | $34.99 |

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| | | |
|---|---|---|
| Regulatory Recovery Fee | $0.00 | $53.46 |
| **Total Taxes and Fees** | $14.00 | $198.76 |
| **Recurring Monthly Charge** | | $1,025.81 |
| **Total Due Today** | $1,444.81 | |

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# Trusted by businesses just like yours

Nextiva provides business communication solutions for companies of all sizes and in all industries

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