



## Questions & Answers

### RFP No. 2015 -01- IT Supportive Services

***Please Note: Information relevant to our decision has either been disclosed in the original RFP or answered via the questions below/attached Exhibits. We are looking for an IT Supportive Services Provider that will continue to help us operate more efficiently, thus current supportive services work load is not an indicator of future need.***

1Q. How many servers (both physical and virtual) will we be monitoring/maintaining?

**1A. Please refer to Exhibit A.**

2Q. How many network devices (switches, routers, firewalls, etc) will we be monitoring/maintaining? Is it possible to see an inventory list prior to bid?

**2A. Please refer to Exhibit A.**

3Q. Can we see a logical diagram of the network, storage and virtual environments?

**3A. Please refer to Exhibit B.**

4Q. Is there another phone system services provider involved?

**4A. AT&T Mobility is used for business wireless service. AT&T is also used in the areas that are currently not geographically covered by Cox.**

5Q. Which version of Asterisk is in use? Is it under current vendor support?

**5A. Asterisk AA350 (PBX Switchvox). Not under current vendor support.**

6Q. What model phone handsets are in use?

**6A. Polycoms and Aastra 9143i.**

7Q. How many handsets are in the environment?

**7A. 345 Handsets (+Approx. 30 non-VoIP handsets at our Charter School in Chula Vista)**

8Q. How many VoIP servers/switches are there?

**8A. Please refer to Exhibit A.**

9Q. What are the vendor and types of the different devices? (network switches, firewalls, routers, phones, servers, etc)

**9A. Please refer to Exhibit A.**

- 10Q. Is there a security policy in place today? Please provide a copy.
- 10A. No security policy in place.**
- 11Q. Is there an acceptable use policy in place today? Please provide a copy.
- 11A. Please refer to Exhibit C.**
- 12Q. What is MAAC using for Web Filtering and Anti-Virus?
- 12A. Barracuda.**
- 13Q. What WIFI devices are currently in place? The same devices at all locations? If so, how many, and what type(s) of devices are in use at each location?
- 13A. Please refer to Exhibit A.**
- 14Q. The RFP states that an outage at a site affects all other sites. Are there current plans to add redundant circuits to avoid a provider outage from affecting uptime?
- 14A. Not at this time.**
- 15Q. The RFP states “On Site Services 5 Days per Week (during business hours)”. Does this mean “as needed” or a dedicated person onsite to match the business hours of MAAC Project? If so, which site would they report to?
- 15A. It is very likely that you will need multiple on-site staff to match MAAC’s business hours. These onsite staff would report to and be managed by your company.**
- 16Q. Are there IT Policies and Procedures in place or should the proposal include formalizing an Organizational IT Policy? (Examples: change control, acceptable use, hardware requests, server resources etc)
- 16A. Please see Exhibit C for current policies in place. Proposal should include revision of the current policies.**
- 17Q. On Site Services 5 Days per Week (during business hours) Can you please explain in detail what is required here, and why on site?
- 17A. This proposal is not just for managed server contract. Users are on site, so on-site staff is needed for help desk ticket resolution.**
- 18Q. If we can provide these services remotely in a more cost effective way, will this be acceptable for review
- 18A. Yes.**
- 19Q. Is it possible to get a copy of the three year strategic plan mentioned on page 3 of the IT Support Services RFP?
- 19A. Please refer to Exhibit D.**
- 20Q. How many servers are currently being utilized, virtual and physical?

- 20A. Please refer to Exhibit A.**
- 21Q. How many network devices (routers, firewalls, etc.) are employed?
- 21A. Please refer to Exhibit A.**
- 22Q. Are service contracts/support agreements maintained on hardware/software?
- 22A. Some service/support contracts are maintained for software. No extended warranties maintained for hardware.**
- 23Q. Would you be able to provide your historical volume of level 1/2/3 tickets?
- 23A. Please refer to Exhibit E.**
- 24Q. When it comes to Disaster Recovery & Backups, would our company be providing the service or maintaining/managing an existing operation?
- 24A. Your company would provide the service.**
- 25Q. What defines support of the MAAC website?
- 25A. Ensuring site is secure w/https so that we can imbed online donation facilitation w/out jumping to an external site. Collaborating to develop intranet -- preferably thru Microsoft 360 -- and providing user support for intranet related issues; Including website in overall IT security measures.**
- BIG WISHLIST ITEM: Establishing intranet***
- 26Q. The RFP lists “Hardware” as an item for technical services or support—is there any specification as to what that refers to?
- 26A. Servers, Switches, etc. Please refer to Exhibit A.**
- 27Q. The RFP also lists mobile devices—could you specify what type and how many, as well as if there is already an existing MDM solution
- 27A. Current mobile devices would be cell phones and tablets—variety of models. Approximately 106 cellphones – 66 smartphone (w/data service), 40 w/out data service.**
- 28Q. MAAC states that they have recently engaged with Cox Communications and is planning to move into Cox data center and into a virtualized environment, is support for servers requested as part of this proposal? If yes, how many physical / virtual servers?
- 28A. Yes, server support is requested. Please refer to Exhibit A.**
- 29Q. How is licensing currently purchased for MAAC? Will your new vendor be responsible for future licensing purchases? Does MAAC currently utilize Tech Soup, Dell Non-Profit, or Microsoft directly?
- 29A. Licensing is currently purchased through a variety of ways and utilizes the abovementioned vendors, though MAAC usually purchases proprietary licenses/software direct thru the respective company.**

- 30Q.** Is MAAC currently using or planning on using Office 365 for non-profits?
- 30A. MAAC is currently not using Office 365, but is open to solutions that make sense.**
- 31Q.** MAAC is in the process of implementing new applications into their environment, will MAAC need assistance from chosen partner to assist in completing these implementations?
- 31A. Yes. Assistance will be needed if chosen partner is brought on board prior to the implementation being completed.**
- 32Q.** As MAAC moves forward with a new technology strategy, is a more mobile workforce part of this plan? What percentage of MAAC workforce is currently utilizing a mobile device? Would MAAC want those devices managed as part of the Managed Services?
- 32A. Yes. 25% of workforce utilizes cellphones and/or tablets. Yes, MAAC would like those devices to be managed as part of managed services.**
- 33Q.** In regards to a Disaster Recovery Strategy & Backups, can you share how much data MAAC is currently storing both on and off site?
- 33A. No.**
- 34Q.** What types of regulatory compliance is MAAC currently subject to? PCI or HIPPA?
- 34A. HIPPA. Health Services Programs (DUI & Recovery Homes) are subject to State & County Regulatory Compliance: Title 9.**
- 35Q.** How does MAAC envision onsite support? Is MAAC looking for a senior level engineer onsite or an engineering resource dedicated to helping with end user experience?
- 35A. MAAC envisions support of entire IT function. Most likely, service technicians, network administrator(s), and a CIO level support would be needed as you deem necessary.**
- 36Q.** Is there a current or relatively current schematic or network topography available for us to review?
- 36A. Please see Exhibit B. This will change, however, as we move into virtual environment/cloud-based solutions.**
- 37Q.** What are the current pain points that MAAC is experiencing related to IT Support Services? This is important because we need to understand what the pain points are to see if we can solve them. There's no reason for MAAC to engage a new provider that is not able to solve these existing pain points.
- 37A. Lack of bigger picture of IT Vision  
Assistance with updating/formalizing IT Policies & Procedures  
Phone system support, Energy Call Center (needs a better solution)**
- 38Q.** Are there any network diagrams or network documentation that can be shared with us so we have a more detailed understanding of MAAC's IT environment? Specific things we are looking for:

- a. Are the servers located in Chula Vista or San Marcos?
- b. What kind of redundancy and replication has been setup?
- c. How many servers do you have and what are the server roles?
- d. Is there an onsite email or exchange server?
- e. Are there any non-windows servers? If so, what are they?
- f. Virtualization technology being used. Is it VMware, Microsoft, Citrix or something else?

**38A. Please refer to Exhibit A.**

39Q. How many total employees?

**39A. 495 employees. There are approximately 550 active Microsoft Exchange Accounts.**

40Q. How many full time employees?

**40A. Majority of employees are full-time.**

41Q. How many servers do they currently have on-site?

**41A. Please refer to Exhibit A.**

42Q. How many servers do they currently have off-site?

**42A. Please refer to Exhibit A.**

43Q. Location of the off-site servers?

**43A. Please refer to Exhibit A.**

44Q. How many of these are in production and can we get a list of what each does?

**44A. Please refer to Exhibit A.**

45Q. What is there operating systems?

**45A. Please refer to Exhibit A.**

46Q. What is there hardware configuration?

**46A. Please refer to Exhibit A.**

47Q. Are any of the servers under manufacture warranty?

**47A. Please refer to Exhibit A.**

48Q. Do you have any spare server parts in case of hardware failure?

**48A. Please refer to Exhibit A.**

49Q. How old is the server hardware?

**49A. Please refer to Exhibit A.**

50Q. What is your backup strategy?

**50A. Nightly incremental back up of e-mail & shared files.**

51Q. What servers are covered under your backup plan?

**51A. All servers are covered.**

52Q. Is there a disaster recovery plan?

**52A. Yes.**

53Q. Has this DR plan been tested?

**53A. N/A**

54Q. What is the time frame to migrate or collapse the current server environment?

**54A. 3-6 months.**

55Q. Knowing the number of current servers what is the projected number of servers after the collapse?

**55A. N/A**

56Q. Do you have vendor support for the business line applications?

**56A. Yes.**

57Q. Which applications are covered or supported with manufacture/publisher support?

**57A. Yardi, & cloud based applications: Abila MIP, Workforce Modules, Microix**

58Q. What applications are hosted by the publisher (cloud based?)

**58A. Abila MIP, Workforce Modules, Microix**

59Q. What is the virtualization platform you are planning to implement?

**59A. Currently looking at options.**

60Q. Do you have a list of the purchased hardware and a project plan as how the new hardware is to be deployed?

**60A. No.**

61Q. Can we have a copy of the plan for our review?

**61A. N/A**

62Q. What are your business hours?

**62A. Administrative Business Hours are 8AM-5PM Monday thru Friday. However, depending on program, MAAC has staff working between the hours of 7AM-9:30PM, Monday thru Saturday.**

63Q. What is your budget for this years IT support?

**63A. N/A**

64Q. How much has been invested in the current hardware?

**64A. N/A**

65Q. How much is projected to invest in future projects?

**65A. N/A**

66Q. How many people are currently handling this work load? How many are presently on-site?

**66A. Currently 4-5 Outsourced Staff handle our IT services. Please note that current work levels are not an indicator of future need.**

67Q. Is there a monthly/annual budget for this project ? If so, what is it?

**67A. N/A**

68Q. The RFP references remote locations a lot. Ask for a clear definition of remote locations; small office, home offices?

**68A. MAAC has 3 Administrative sites, 2 in North County and 1 in South Bay. All other MAAC worksites are considered remote locations—the majority of these**

69Q. As far as the on-site services we will be proposing, is there a designated area/space for these people ? If so, how large?

**69A. Yes, small office space is designated for support staff at the administrative locations.**

70Q. How many total sites?

**70A. 40 total sites. Please see Exhibit F.**

71Q. Number of sites including main office and remote sites, How many remote users?

**71A. There are approximately 25 remote users who would be accessing from home or non-MAAC locations.**

72Q. How many people are not in an office?

**72A. Not relevant, but 100% of MAAC staff have access to a workstation.**

73Q. What kind of network?

**73A. Please refer to Exhibit A.**

74Q. How many workstations? Laptops/desktops?

**74A. Approximately 375 Workstations, plus computer labs at 5 affordable housing sites & 4 media labs at MAAC Community Charter School. Majority of Workstations outfitted with Desktops.**

75Q. PDA Existence?

**75A. Please refer to Exhibit A.**

76Q. Firewall?

**80A. Please refer to Exhibit A.**

77Q. Backup method?

**77A. Nightly incremental backup. Weekly full backup of files.**

78Q. What is back up scheme?

**78A. N/A**

79Q. How much is being backed up nightly?

**83A. Refer to 77A.**

80Q. At what point in this process will it be possible to meet with you and your team?

**80A. MAAC plans to select finalists from those who have submitted proposals. Those candidates who are selected to move forward will be invited for interviews. Those finalists may possibly be asked to submit a "best and final offer."**

81Q. Do you have network topology available? If no, is there an opportunity for an onsite site survey prior to RFP due date?

**81A. Please refer to Exhibit C. No opportunity for onsite survey.**

82Q. What is the total number of servers currently in the environment? Are all the server in a single location or spread across multiple locations? If spread across multiple locations, what are the locations of the servers?

**82A. Please refer to Exhibit A.**



- 83Q.** What is the total number of employees? What is the total number of computers used by the employees?
- 83A. Refer to 39A.**
- 84Q.** How many offices will we be supporting and where are they located?
- 84A. Refer to 70A.**
- 85Q.** What do you currently have in place for backup and disaster recovery? Is backup and disaster recovery to be included in this RFP response? If yes, how much data and what are your retention requirements?
- 85A. Refer to 50A, 51A**
- 86Q.** Do you desire scheduled onsite visits from an engineer? Or on an as-needed basis?
- 87A. Please refer to 15A.**
- 88Q.** Is vendor support provided for your key applications, software, website, timekeeping system, phones etc?
- 88A. Yes.**
- 89Q.** Does MAAC operate a unified VoIP system? Do all of the sites have VoIP phones on the same Asterisk system and have the ability to dial any other site via extension number?
- 89A. Two VoIP systems (North County and South Bay) . All sites with the exception of MAAC Community Charter School are able to dial other sites via extension numbers.**
- 90Q.** What are the makes, models, and quantities of the phones that are in use with the Asterisk system? (Aastra, Cisco / Linksys, Grandstream, Polycom, Snom, Yealink, etc.)
- 90A. Duplicate Question, refer to 6A.**
- 91Q.** As Asterisk is used as a core component for many VoIP commercial and open source solutions, which flavor of Asterisk is MAAC operating? (Elastix, FreePBX, Fonality / Trixbox, Iphphony, PBX in a Flash, etc.)
- 91A. Duplicate Question, refer to 5A.**

**RFP 2015 - 01**

**Exhibit**

**A**

800 ADMIN				
Hardware	Make	Model	IP	Name
Router	EdgeMarc	5300LF2 Enterprise Session Border Controller		
Firewall	Juniper	Juniper ssg520		
PBX	Switchvox	Digium/Asterisk AA350		
NAS	Buffalo	LinkStation		
NAS	Buffalo	TeraStation		
Switch (core)	Cisco	SGE2000p (24/PoE)		
Switch	Cisco	SGE2010p (48/PoE)		
Switch	Linksys	SRW224p (24/PoE)		
Switch	Linksys	SRW224p (24/PoE)		
Switch	Cisco	SGE2000p (24/PoE)		
Server	HP	Proliant DL360		
Server	HP	Proliant DL360		
Server	Dell	Optiplex 780		
Server (Sage HRMS)	Dell	PowerEdge R720		
Server (Spiceworks / Microix Clocks)	Dell	PowerEdge R320		
Server (File)	HP	Proliant DL380		
SITES (Subnets 22-46)				
Hardware	Make	Model	IP	Name
Router (QTY. 24)	Edgewater	EdgeMarc 200AE2		
Switch (QTY. 24)	Edgewater	800PoE		
MERAKI ACCESS POINTS				
MAC	Serial	Model	Network	
		MR18	Admin Chula Vista	
		MR18	Admin Chula Vista	
		MR18	Admin Chula Vista	
		MR18	Camp Pendleton	
		MR16	Del Dios	
		MR16	Del Dios	
		MR16	Del Dios	
		MR16	Del Dios	
		MR16	El Norte	
		MR16	El Norte	
		MR16	El Norte	
		MR18	Eureka	
		MR18	Eureka	
		MR18	Fallbrook Street	
		MR18	Fallbrook View	
		MR18	Firebird	
		MR16	Foothill	
		MR16	Foothill	
		MR18	Gosnell	
		MR18	HS admin	
		MR18	HS admin	
		MR18	HS165	
		MR18	HS165	
		MR16	Hickory	
		MR16	Hickory	
		MR16	Hickory	
		MR16	Hickory	
		MR16	Island Club	
		MR16	Island Club	
		MR18	Laurel Tree	
		MR16	Los Ninos	
		MR16	Los Ninos	
		MR16	Los Ninos	
		MR16	Los Ninos	
		MR18	MCCS Chula Vista	
		MR18	MCCS Chula Vista	
		MR18	MCCS Chula Vista	
		MR18	Mission	
		MR18	North Coast	
		MR18	Old Grove	
		MR16	Olive	
		MR16	Olive	
		MR16	Olive	
		MR16	Olive	
		MR16	Olive	
		MR16	Pauma Valley	
		MR16	Pauma Valley	
		MR16	Pauma Valley	
		MR16	Rincon	

		MR16	Rincon	
		MR16	Rincon	
		MR16	Rincon	
		MR18	Sportfisher	
		MR18	Westlake	

ADMIN CV				
Hardware	Make	Model	IP	Name
Router	Edgewater	5300LF2 Enterprise Session Border Controller		
Firewall	Juniper	Juniper ssg520		
PBX	Switchvox	Digium/Asterisk AA350		
NAS	Buffalo	TeraStation		
Switch	Cisco	SGE2010p (48/PoE)		
Switch	Edgewater	-		
Switch	Edgewater	-		
Switch	Edgewater	-		
Switch	Edgewater	-		
Switch	linksys	srw224p		
Router	Edgewater	EdgeMarc 200AE2		
Switch	Netgear	gs724t		
server	DELL	Poweredge 2970		
server	hp	proliant dl360		
server	hp	proliant dl380		
server	dell	poweredge 1950		
server	dell	poweredge 2950		
server	dell	poweredge sc1420		
server	DELL	poweredge 1950		
server	DELL	poweredge 1600sc		
server	DELL	Optiplex 755		
Router	Cox	ISG 140m		
<b>Warehouse (New Upgrades)</b>				
Firewall	Edgewater	4570 Series		
Switch	Cisco	SG200-26P		
Cisco	Cisco	SG200-26P		

Mccs Charter School				
Hardware	Make	Model	IP	Name
Router	Cisco System		2951	
Firewall	SW. District Domain			
Switch	Netgear	GS724T		
Switch	Netgear	GS724T		
Switch	Netgear	GS724T		
Switch	Netgear	GS724T		
Switch	D-link	DGS-1224T		
Switch	D-link	DGS-1224T		
Switch	D-link	DGS-1224T		
Switch	D-link	DGS-1500-28		
Switch	D-link	DGS-1500-28		
Switch	D-link	DGS-1500-28		
Switch	D-link	DGS-1500-28		
Switch	US_Robotic	10/100/1000 24 ports.		
Switch	US_Robotic	10/100/1000 24 ports.		
Switch	US_Robotic	10/100/1000 24 ports.		
Switch	US_Robotic	10/100/1000 24 ports.		
Server M.Hyper-v(4 servers)	Dell	PowerEdge R420		
Virtual Server 1 Dc1	Microsoft			
Virtual Server Antivirus	Microsoft			
Virtual Server PrintServer	Microsoft			
Virtual Server Wsus	Microsoft			
Server App Server	Dell	PowerEdge 1950		
Server Old Domain	Clone ExPower			
Server (file Users)	Clone Asus			
Note:				
3 Meraky Wireles SW should be on Admin Inventory.				

**RFP 2015 - 01**

**Exhibit**

**B**

MAAC South County HQ  
1355 Third Avenue, Chula Vista, CA

Cox Router



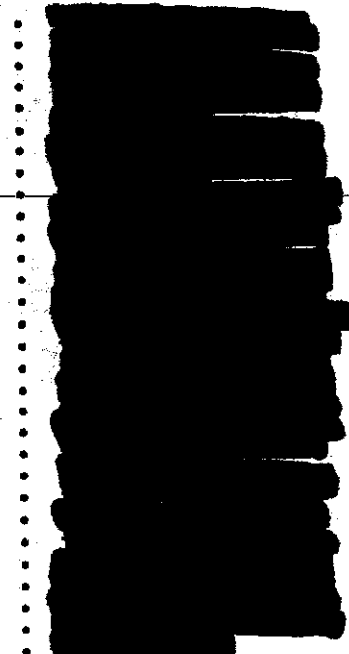
EW WAN IP

Edgemark 4500E (Back)  
LAN IP



Computer

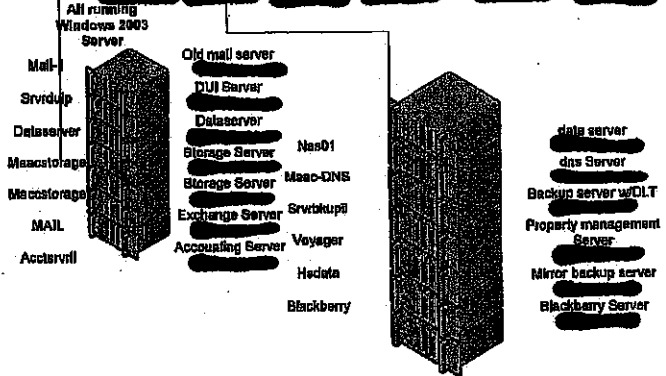
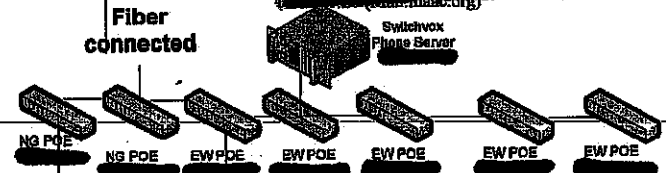
- WAN IP: [REDACTED]  
LAN IP: [REDACTED]  
gw: [REDACTED]  
DNS: [REDACTED]
- DHCP Off
  - Option 86
  - ftp://data\_maac\_chula\_vista:maac\*phones@ftp.syn123.com
  - NAT / FW off
  - Router Mode
  - Traffic Shaping: based on 8 meg up/down
    - IP source [REDACTED]
    - DSCP 48
  - Add Route:



- WAN IP: [REDACTED]  
LAN IP: [REDACTED]  
gw: [REDACTED]
- DHCP OFF
  - NAT / FW on
  - Add route:

- Public to Private IP Mapping
- BlackBerry Server: [REDACTED] connect to [REDACTED] (Blackberry.maac.org)
  - Maac Property Yardi Server: [REDACTED] connect to [REDACTED] (Voyager.maac.org)
  - Chula Vista Phone Server: [REDACTED] connect to [REDACTED] (Maacph.maac.org)
  - [REDACTED] (maac.org)

Fiber connected



Legend



EW 8 Port POE Switch



Edgemark 4500E (Back)

Fast Ethernet



RJ 11



COX Router



Customer Firewall



MAAC HQ

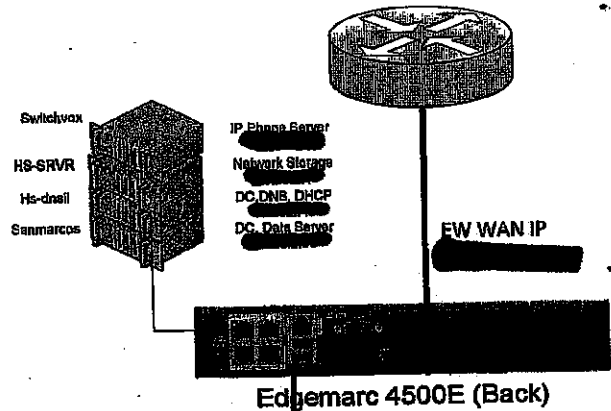
Design By  
DataTel Consulting Inc  
858-433-1600

Thursday, June 10, 2010

Version 1.1



North County HQ :  
800 West Los Valleditos, San Marcos, CA



Cox Router

WAN IP  
LAN IP  
Gw  
Dns

- DHCP Off
- NAT / FW off
- Router Mode
- Traffic Shaping: based on 10megs up/down
  - IP source
  - DSCP 46
  - Option 66
  - ftp://phmaac:maac\*phones@ftp.syn123.com
- Add Route:



WAN IP

LAN IP

EW

DNS Primary

DNS Secondary

• DHCP OFF

• NAT / FW on

• Add route:

•

•

•

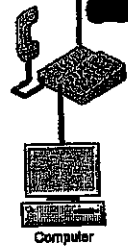
Public to Private IP Mapping

-HS Phone system connect to

(hsphnmaac.org)

Edgemarc 4500E (Back)

LAN IP



Computer

Legend



EW 8 Port POE Switch



Edgemarc 4500E (Back)

Fast Ethernet

RJ 11

COX Router



Customer Firewall



Head Start HQ

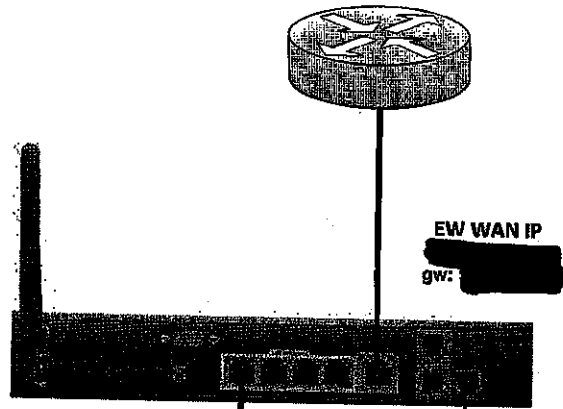
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858-639-1800

Thursday, June 10, 2010

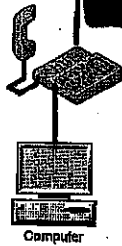
Version 1.1

1127 South 38th Street, San Diego, CA 92113

### Cox Router



WAN IP: [REDACTED]  
LAN IP: [REDACTED]  
gw: [REDACTED]  
DNS:  
DHCP On (50-70)  
Option 86: ftp://  
data\_maac\_chula\_vista:maac\*phones@ftp.syn123.com  
NAT / FW off  
ALG Mode points to SW [REDACTED]  
Traffic Shaping: based on 1.54M 1:1 up/down  
IP source [REDACTED]  
DSCP 46



LAN IP

619-264-2864

- Analog Line Call in to IVR Extension
- 811/8911calls/Call Back to Caller
- Survivability

#### Legend



EW 8 Port POE Switch



EW 24 Port POE Switch



EM-200EW-05

Fast Ethernet

RJ 11

COX Router



Customer Firewall



Casa De Milagros

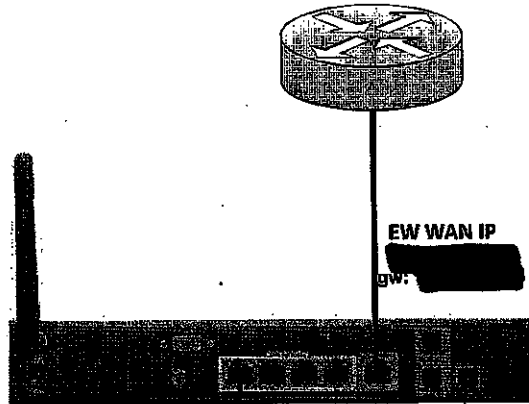
Design By  
DataTel Consulting Inc  
858-533-1800

Thursday, June 10, 2010

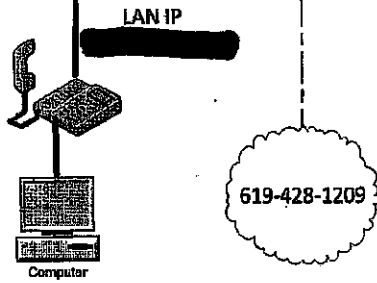
Version 1.1

663 E San Ysidro Blvd, San Ysidro, CA 92173

### Cox Router



- WAN IP: [REDACTED]  
LAN IP: [REDACTED]  
gw: [REDACTED]  
DNS: [REDACTED]
- DHCP On (20-60)
  - Option 66: ftp://data\_maac\_chula\_vista:maac\*phones@ftp.syn123.com
  - NAT / FW off
  - ALG Mode points to SW [REDACTED]
  - Traffic Shaping: based on 1.84M T1 up/down
    - IP source [REDACTED]
    - DSCP 46



- Analog Line Call in to IVR Extension
- 911/9911calls/Call Back to Caller
- Survivability

#### Legend



EW 8 Port POE Switch



EW 24 Port POE Switch



EM-200EW-05

Fast Ethernet

RJ 11

COX Router



Customer Firewall



San Ysidro

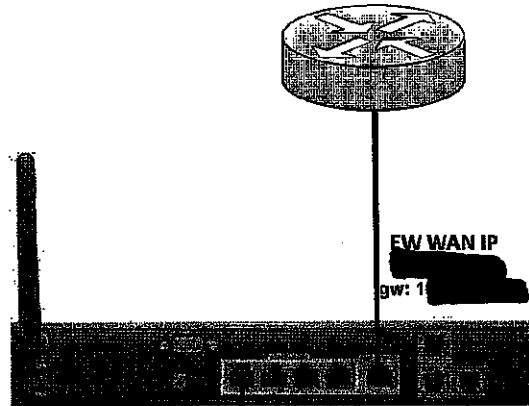
Design By  
DataTel Consulting Inc  
858-633-1608

Thursday, June 10, 2010

Version 1.1

73 N 2nd Ave, Chula Vista, CA 91910

### Cox Router



WAN IP: [REDACTED]  
LAN IP: [REDACTED]  
gw: [REDACTED]  
DNS: [REDACTED]  
DHCP On (50-70)  
Option 66: ftp://data\_maac\_chula\_vista:maac\*phones@ftp.syn123.com  
NAT / EW off  
ALG Mode points to SW [REDACTED]  
Traffic Shaping: based on 1.84M T1 up/down  
IP source [REDACTED]  
DSCP 48

- Analog Line Call in to IVR Extension
- 911/9911 calls/Call Back to Caller
- Survivability

#### Legend



EW 8 Port POE Switch



EW 24 Port POE Switch



EM-200EW-05

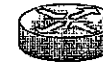
Fast Ethernet



RJ 11



COX Router



Customer Firewall



Nosotros

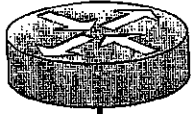
Design By  
DataTel Consulting Inc  
668-633-1600

Thursday, June 10, 2010

Version 1.1

2001 Newton Ave, San Diego, CA 92113

### Cox Router



FW WAN IP

gw: 1 [redacted]

- Analog Line Call in to IVR Extension
- 911/9911 calls/Call Back to Caller
- Survivability

619-231-9539

WAN IP: [redacted]  
LAN IP: [redacted]  
gw: [redacted]  
DNS: [redacted]  
DHCP On (50-70)  
Option 86: ftp://data\_maac\_chula\_vista:maacphones@ftp.syn123.com  
NAT / FW off  
ALG Mode points to SW [redacted]  
Traffic Shaping: based on 1.54M 11 up/down  
IP source [redacted]  
DSCP 46

LAN IP

[redacted]



EW 8 Port POE Switch  
LAN IP

[redacted]  
[redacted]



Computer

#### Legend



EW 8 Port POE Switch



EW 24 Port POE Switch



EM-200EW-10

Fast Ethernet

RJ 11

COX Router



Customer Firewall



Mercado Apartments

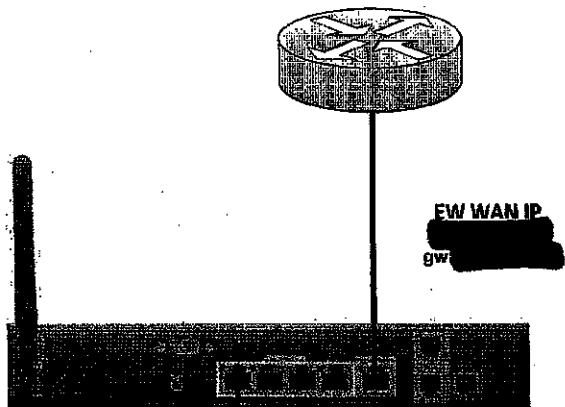
Design By  
DataTel Consulting Inc  
858-633-1600

Thursday, June 10, 2010

Version 1.1

9119 Jamacha Rd, SpringValley, CA 91977

### Cox Router



WAN IP: [REDACTED]  
LAN IP: [REDACTED]  
gw: [REDACTED]  
DNS: [REDACTED]  
DHCP On (50-70)  
Option 68: ftp://data\_maac\_chula\_vista:maac\*phones@ftp.syn123.com  
NAT / FW off  
ALG Mode points to SW [REDACTED]  
Traffic Shaping: based on 1.64M T1 up/down  
IP source [REDACTED]  
DSCP 46

LAN IP  
[REDACTED]



Computer

619-337-2472

- Analog Line Call in to IVR Extension
- 911/9911 calls/Call Back to Caller
- Survivability

#### Legend



EW 8 Port POE Switch



EW 24 Port POE Switch



EM-200EW-05

Fast Ethernet



RJ 11



COX Router



Customer Firewall



San Martin De Porres

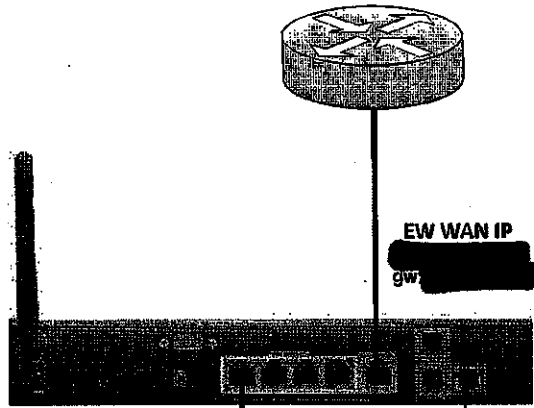
Design By  
DataTel Consulting Inc  
858-633-1600

Thursday, June 10, 2010

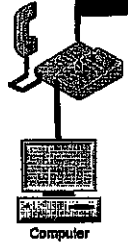
Version 1.1

845 Broadway, Chula Vista, CA

Cox Router



WAN IP: [REDACTED]  
LAN IP: [REDACTED]  
gw: [REDACTED]  
DNS: [REDACTED]  
DHCP On (50-70)  
Option 66: ftp://  
data\_maac\_chula\_vista:maac\_phones@ftp.syn123.com  
NAT / FW off  
ALG Mode points to SW [REDACTED]  
Traffic Shaping: based on 1.54M T1 up/down  
IP source [REDACTED]  
DSCP 46



619-425-1735

- Analog Line Call In to IVR Extension
- 911/9911 calls/Call Back to Caller
- Survivability

Legend



EW 8 Port POE Switch



EW 24 Port POE Switch



EM-200EW-05

Fast Ethernet



RJ 11



COX Router



Customer Firewall



Seniors On Broadway

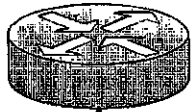
Design By  
DataTel Consulting Inc  
866-833-1600

Thursday, June 10, 2010

Version 1.1

12606 Lakeshore Dr, Lakeside, CA 92040

### Cox Router



EW WAN IP  
gw: [REDACTED]

WAN IP: [REDACTED]  
LAN IP: [REDACTED]  
gw: [REDACTED]  
DNS:  
DHCP On (50-70)  
Option 66: ftp://  
data\_maac\_chula\_vista:maac\*phones@ftp.syn123.com  
NAT / FW off  
ALG Mode points to SW [REDACTED]  
Traffic Shaping: based on 1.54M 11 up/down  
IP source [REDACTED]  
DSCP 46



LAN IP  
[REDACTED]



Computer

619-390-1542

- Analog Line Call in to IVR Extension
- 911/9911calls/Call Back to Caller
- Survivability

### Legend



EW 8 Port POE Switch



EW 24 Port POE Switch



EM-200EW-05

Fast Ethernet



RJ 11



COX Router



Customer Firewall



Villa Lakeshore

Design By  
DataTel Consulting Inc  
858-633-1600

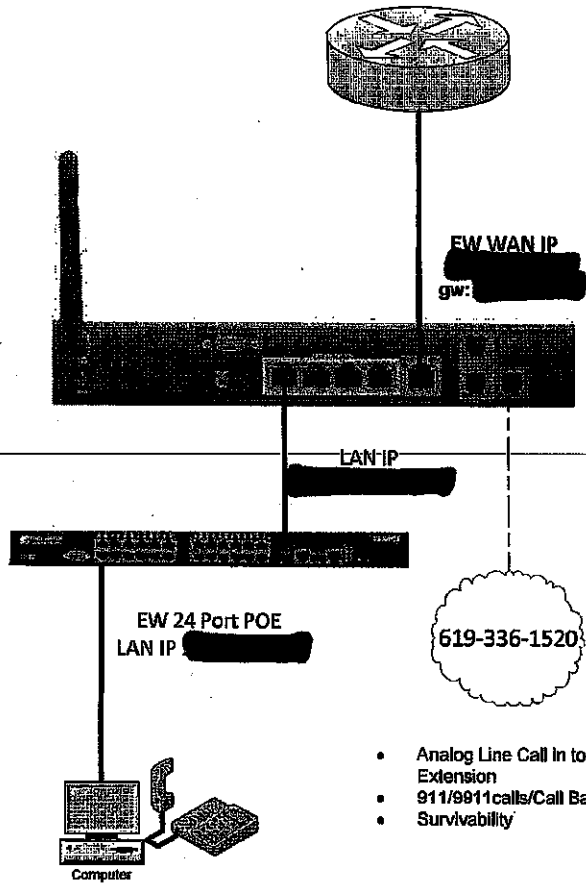
Thursday, June 10, 2010

Version 1.1



1703 Hoover Ave Suite B National City, CA

Cox Router



WAN IP: [REDACTED]  
 LAN IP: [REDACTED]  
 gw: [REDACTED]  
 DNS: [REDACTED]  
 DHCP On (50-70)  
 Option 66: ftp://data\_maac\_chula\_vista:maac\*phones@ftp.syn123.com  
 NAT / FW off  
 ALG Mode points to SW [REDACTED]  
 Traffic Shaping: based on 1.54M T1 up/down  
 • IP source [REDACTED]  
 • DSCP 46

- Analog Line Call In to IVR Extension
- 911/9911calls/Call Back to Caller
- Survivability

Legend



EW 8 Port POE Switch



EW 24 Port POE Switch



EM-200EW-05

Fast Ethernet



RJ 11



COX Router



Customer Firewall



Weatherization

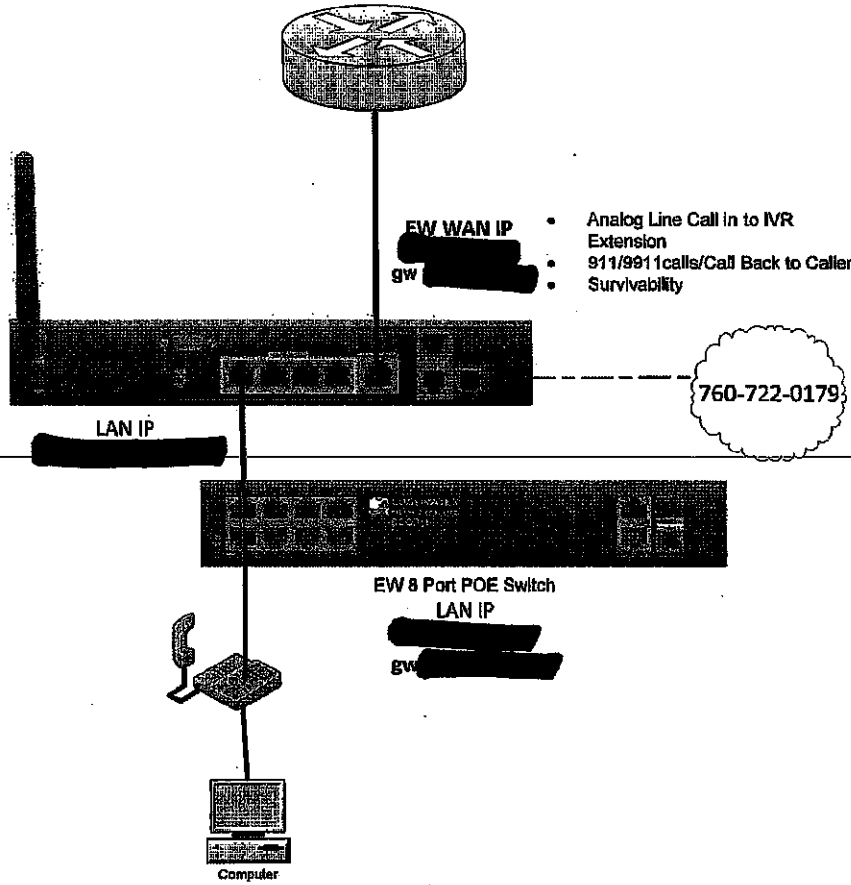
Design By  
DataTel Consulting Inc  
858-633-1880

Thursday, June 10, 2010

Version 1.1

1501 Kelly St, Oceanside, CA 92054

Cox Router



- WAN IP [redacted]  
 LAN IP [redacted]  
 gw [redacted]  
 DNS [redacted]
- DHCP On (50-70)
    - Option 66
  - ftp://phmaac:maac\*phones@ftp.syn123.com
  - NAT / FW off
  - ALG Mode points to SW [redacted]
  - Traffic Shaping: based on 1.54M up/down
    - IP source [redacted]
    - DSCP 48

Legend



EW 8 Port POE Switch



EW 24 Port POE Switch



EM-200EW-10

Fast Ethernet



RJ 11



COX Router



Customer Firewall



North Coast

Design By  
DataTel Consulting Inc  
858-633-1600

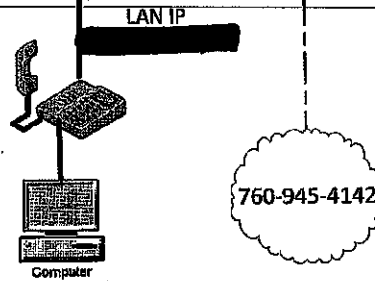
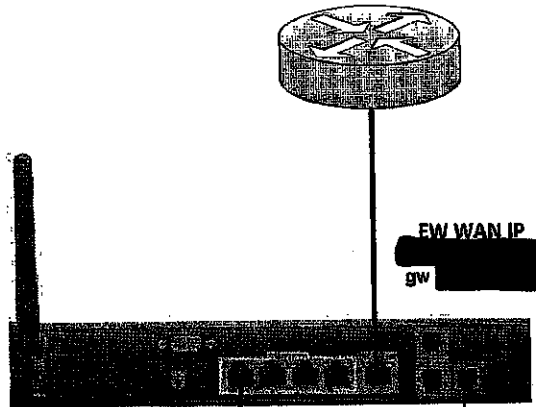
Thursday, June 10, 2010

Version 1.1

2322 Catalina CIR, Oceanside, CA 92056

Cox Router

WAN IP: [REDACTED]  
 LAN IP: [REDACTED]  
 Gw: [REDACTED]  
 DNS: [REDACTED]  
 DHCP On (50-70)  
 Option 66: ftp://phmaac:maac\*phones@ftp.syn123.com  
 NAT / FW off  
 ALG Mode points to SW [REDACTED]  
 Traffic Shaping: based on T1-1.54M up/down  
 IP source [REDACTED]  
 DSCP 48



Computer

- Analog Line Call in to IVR Extension
- 911/9911calls/Call Back to Caller
- Survivability

Legend



EW 8 Port POE Switch



EW 24 Port POE Switch



EM-200EW-05

Fast Ethernet

RJ 11

COX Router



Customer Firewall



Oceanside II

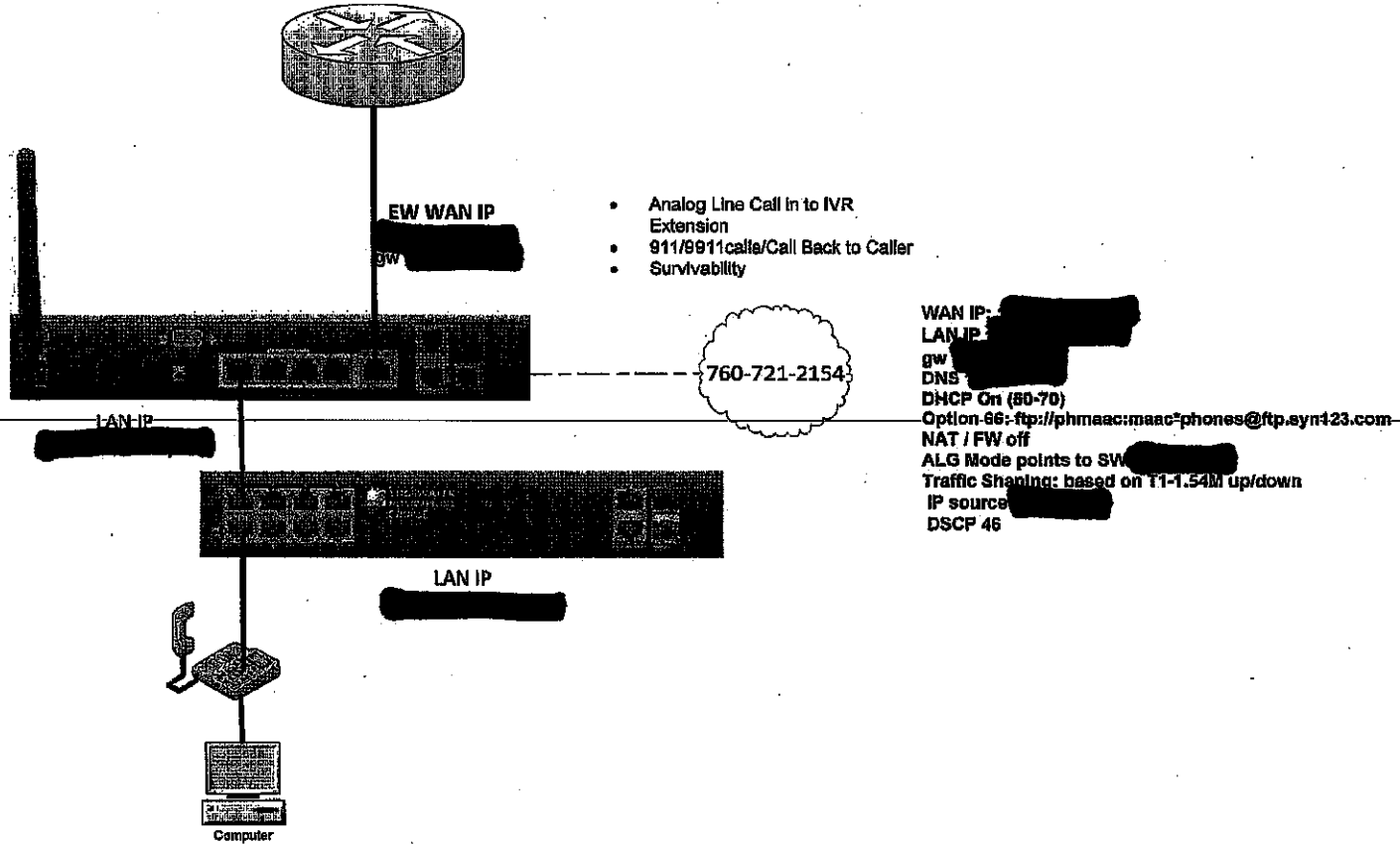
Design By  
 DataTel Consulting Inc  
 856-633-1600

Thursday, June 10, 2010

Version 1.1

509 Sportfisher Dr, Oceanside, CA 92054

Cox Router



Legend



EW 8 Port POE Switch



EW 24 Port POE Switch



EM-200EW-10

Fast Ethernet



COX Router



Customer Firewall



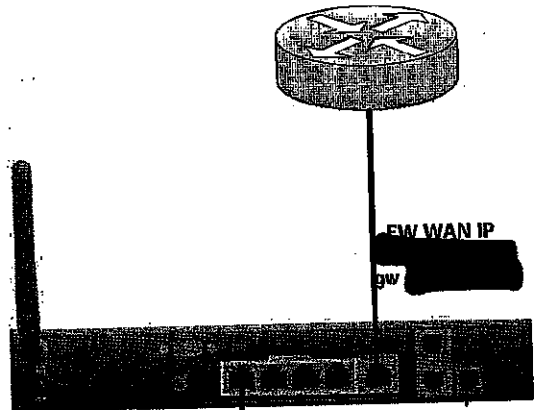
RJ 11



Oceanside III
Design By DataTel Consulting Inc 858-433-1800
Thursday, June 10, 2010
Version 1.1

235 Via Pellicano, Oceanside, CA 92054

Cox Router



WAN IP: [REDACTED]  
 LAN IP: [REDACTED]  
 GW: [REDACTED]  
 DNS: [REDACTED]  
 DHCP On (60-70)  
 Option 66: ftp://phmaac:maac\*phones@ftp.syn123.com  
 NAT / FW off  
 ALG Mode points to SW [REDACTED]  
 Traffic Shaping: based on 11-1.64M up/down  
 IP source [REDACTED]  
 DSCP 46

- Analog Line Call in to IVR Extension
- 911/9911calls/Call Back to Caller
- Survivability

**Legend**



EW 8 Port POE Switch



EW 24 Port POE Switch



EM-200EW-05

Fast Ethernet

COX Router



Customer Firewall



RJ 11

Oceanside V

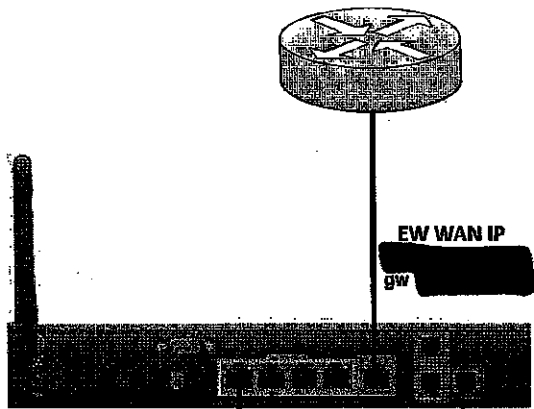
Design By  
DataTel Consulting Inc  
866-633-1600

Thursday, June 10, 2010

Version 1.1

Bldg #20286T San Juacinto Road, Camp Pendleton, CA 92055

### Cox Router



EW WAN IP

GW

LAN IP



Computer

WAN IP: [REDACTED]  
LAN IP: [REDACTED]  
Gw: [REDACTED]  
DNS: [REDACTED]  
DHCP On (60-70)  
Option 66: ftp://phmaac:maac\*phones@ftp.syn123.com  
NAT / FW off  
ALG Mode points to SW [REDACTED]  
Traffic Shaping: based on 11-1.54M up/down  
IP source [REDACTED]  
DSCP 46

- Analog Line Call in to IVR Extension
- 911/9911calls/Call Back to Caller
- Survivability

#### Legend



EW 8 Port POE Switch



EW 24 Port POE Switch



EM-200EW-05

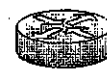
Fast Ethernet



RJ-11



COX Router



Customer Firewall



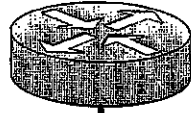
Camp Pendleton

Design By  
DataTel Consulting Inc  
858-633-1600

Thursday, June 10, 2010

Version 1.1

739 Olive Ave, Vista CA 92083



Cox Router

WAN IP: [REDACTED]  
 LAN IP: [REDACTED]  
 Gw: [REDACTED]  
 DNS: [REDACTED]  
 DHCP On (60-90)  
 Option 66: ftp://phmaac:maac\*phones@ftp.syn123.com  
 NAT / FW off  
 ALG Mode points to SW [REDACTED]  
 Traffic Shaping: based on T1-1.54M up/down  
 IP source [REDACTED]  
 DSCP 46

- Analog Line Call in to IVR Extension
- 911/9911calls/Call Back to Caller
- Survivability

EW WAN IP

gw



LAN IP



LAN IP



Computer



EW 8 Port POE Switch

Fast Ethernet



RJ11

COX Router



Customer Firewall



EW 24 Port POE Switch



EM-4608T4-15-1

Vista I

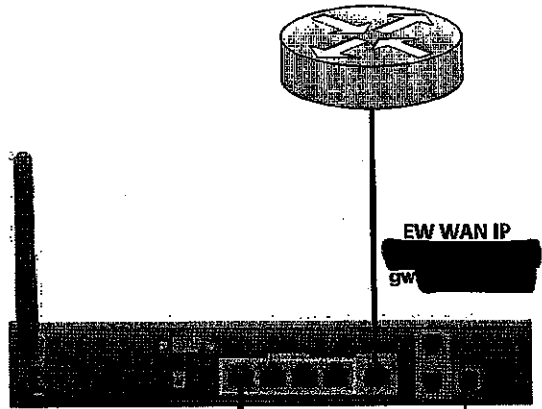
Design By  
 DataTel Consulting Inc  
 858-633-1600

Thursday, June 10, 2010

Version 1.1

545 Townsite Dr, Vista, CA 92084

Cox Router



WAN IP: [REDACTED]  
 LAN IP: [REDACTED]  
 Gw: [REDACTED]  
 DNS: [REDACTED]  
 DHCP On (50-70)  
 Option 66: ftp://phmaac:maac\*phones@ftp.syn123.com  
 NAT / FW off  
 ALG Mode points to SW [REDACTED]  
 Traffic Shaping: based on T1-1.54M up/down  
 IP source [REDACTED]  
 DSCP 46

760-806-4873

- Analog Line Call in to IVR Extension
- 911/9811 calls/Call Back to Caller
- Survivability

Legend



EW 8 Port POE Switch



EW 24 Port POE Switch



EM-200EW-06

Fast Ethernet

RJ 11

COX Router



Customer Firewall



Vista II

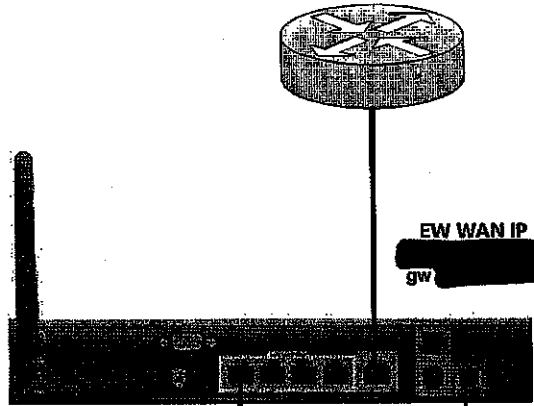
Design By  
 DataTel Consulting Inc  
 858-633-1608

Thursday, June 10, 2010

Version 1.1



33158 Cole Grade Rd, Pauma Valley, CA 92061 **Cox Router**



WAN IP: [REDACTED]  
 LAN IP: [REDACTED]  
 GW: [REDACTED]  
 DNS: [REDACTED]  
 DHCP On (50-70)  
 Option 68: ftp://phmaac:maac\*phones@ftp.syn123.com  
 NAT / FW off  
 ALG Mode points to SW [REDACTED]  
 Traffic Shaping: based on 11-1.54M up/down  
 IP source [REDACTED]  
 DSCP 46

LAN-IP

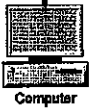


EW 8 Port POE Switch  
 LAN IP

gw

760-742-0347

- Analog Line Call in to IVR Extension
- 911/9911calls/Call Back to Caller
- Survivability



**Legend**



EW 8 Port POE Switch



EW 24 Port POE Switch



EM-200EW-05

Fast Ethernet



RJ 11



COX Router



Customer Firewall



Pauma Elementary

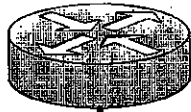
Design By  
 DataTel Consulting Inc  
 858-633-1800

Thursday, June 10, 2010

Version 1.1

1410 Foothill Rd, Vista CA 92083

Cox Router



EW WAN IP

gw

WAN IP

LAN IP

Gw

DNS

DHCP On (60-70)

Option 66: ftp://phmaac:maac\*phones@ftp.syn123.com

NAT / FW off

ALG Mode points to SW

Traffic Shaping: based on 11-1.54M up/down

IP source

DSCP 46

LAN IP

760-639-2908

EW 8 Port POE Switch

LAN IP

EW

- Analog Line Call in to IVR Extension
- 911/9911calls/Call Back to Caller
- Survivability



Computer



Legend

Fast Ethernet

COX Router



Customer Firewall



RJ 11



EW 8 Port POE Switch



EW 24 Port POE Switch



EM-200EW-05

Vista III

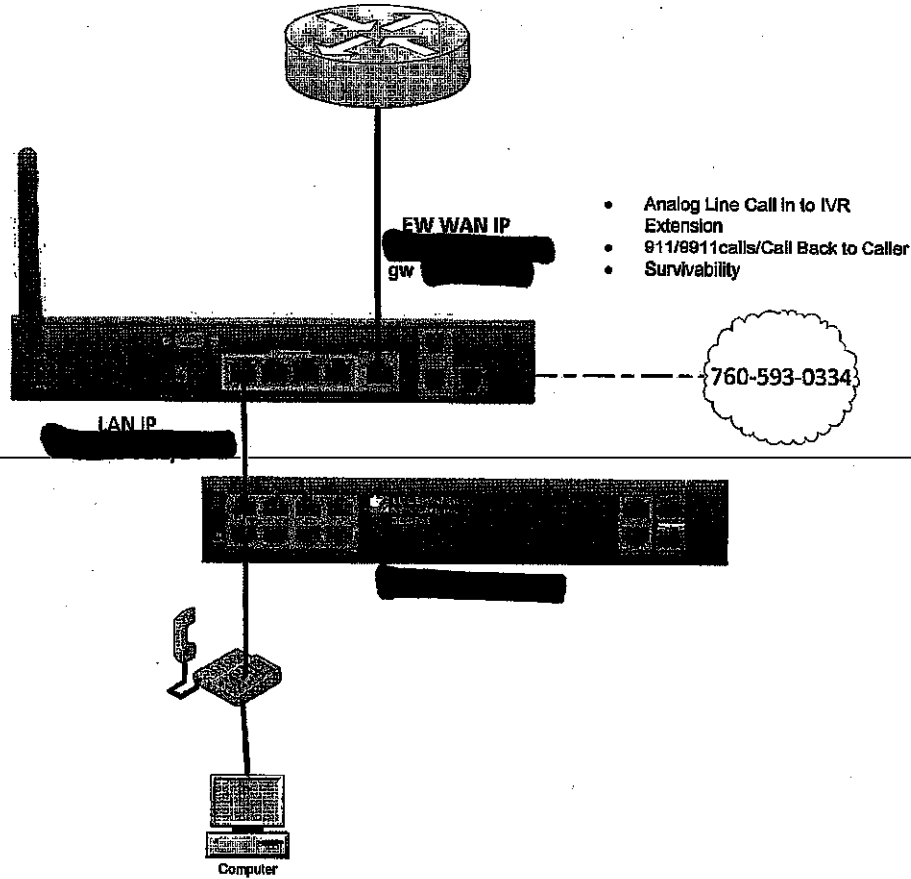
Design By  
DataTel Consulting Inc  
858-633-1899

Thursday, June 10, 2010

Version 1.1

634 W Mission Rd, San Marcos, CA 92069

### Cox Router



WAN IP [REDACTED]  
LAN IP [REDACTED]  
Gw [REDACTED]  
DNS [REDACTED]  
DHCP On (50-70)  
Option 68: ftp://phmaac:maac\*phones@ftp.syn123.com  
NAT / FW off  
ALG Mode points to SW [REDACTED]  
Traffic Shaping: based on T1-1.54M up/down  
IP source [REDACTED]  
DSCP 46

### Legend



EW 8 Port POE Switch



EW 24 Port POE Switch



EM-200EW-10

Fast Ethernet



RJ 11



COX Router



Customer Firewall



San Marcos I

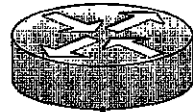
Design By  
DataTel Consulting Inc  
858-633-1600

Thursday, June 10, 2010

Version 1.1

139 Gosnell Way, San Marcos, CA 92069

### Cox Router



EW WAN IP

gw

- Analog Line Call in to IVR Extension
- 911/9911calls/Call Back to Caller
- Survivability

WAN IP [REDACTED]  
LAN IP [REDACTED]  
Gw [REDACTED]  
DNS [REDACTED]  
DHCP On (50-70)  
Option 66: ftp://phmaac:maac\*phones@ftp.syn123.com  
NAT / FW off  
ALG Mode points to SW [REDACTED]  
Traffic Shaping: based on T1-1.54M up/down  
IP source [REDACTED]  
DSCP 46

760-471-2047

LAN-IP



Computer

### Legend



EW 8 Port POE Switch



EW 24 Port POE Switch



EM-200EW-10

Fast Ethernet



RJ 11



COX Router



Customer Firewall



San Marco II

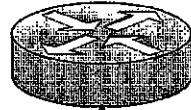
Design By  
DataTel Consulting Inc  
858-633-1600

Thursday, June 10, 2010

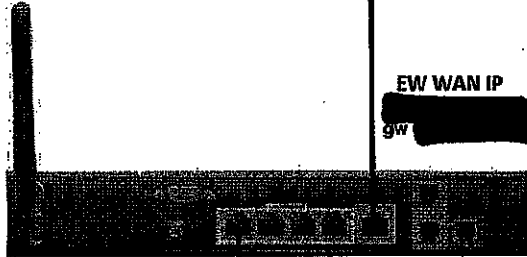
Version 1.1

444 Firebird Ln, San Marcos, CA 92069

### Cox Router



EW WAN IP  
GW [REDACTED]



WAN IP: [REDACTED]  
LAN IP: [REDACTED]  
GW: [REDACTED]  
DNS: [REDACTED]  
DHCP On (80-70)  
Option 66: ftp://phmaac:maac\*phones@ftp.syn123.com  
NAT / FW off  
ALG Mode points to SW [REDACTED]  
Traffic Shaping: based on 11-1.54M up/down  
IP source [REDACTED]  
DSCP 46

LAN IP  
[REDACTED]



Computer

760-736-8391

- Analog Line Call in to IVR Extension
- 911/9911calls/Call Back to Caller
- Survivability

### Legend



EW 8 Port POE Switch



EW 24 Port POE Switch



EM-200EW-05

Fast Ethernet



COX Router



RJ 11



Customer Firewall



San Marcos III

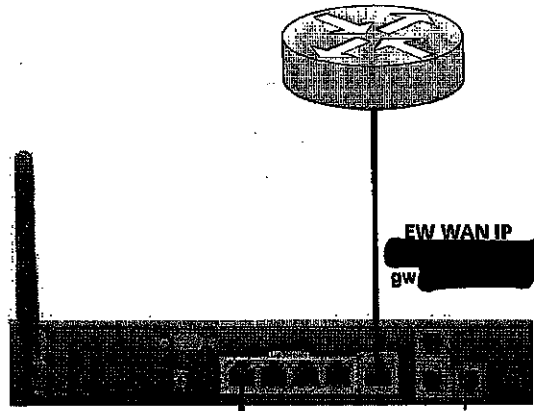
Design By  
DataTel Consulting Inc  
858-633-1600

Thursday, June 10, 2010

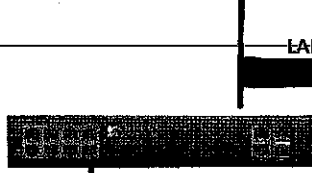
Version 1.1

1587 Linda Vista Drive, San Marcos, CA 92069

### Cox Router



WAN IP: [REDACTED]  
LAN IP: [REDACTED]  
Gw: [REDACTED]  
DNS: [REDACTED]  
DHCP On (50-70)  
Option 68: ftp://phmaac:maac\*phones@ftp.syn123.com  
NAT / FW off  
ALG Mode points to SW [REDACTED]  
Traffic Shaping: based on T1-1.54M up/down  
IP source [REDACTED]  
DSCP 46



EW 8 Port POE Switch

LAN IP

GW



Computer



760-744-0365

- Analog Line Call In to IVR Extension
- 911/9911 calls/Call Back to Caller
- Survivability

### Legend



EW 8 Port POE Switch



EW 24 Port POE Switch



EM-200EW-05

Fast Ethernet

RJ 11

COX Router



Customer Firewall



San Marcos Early Head Start

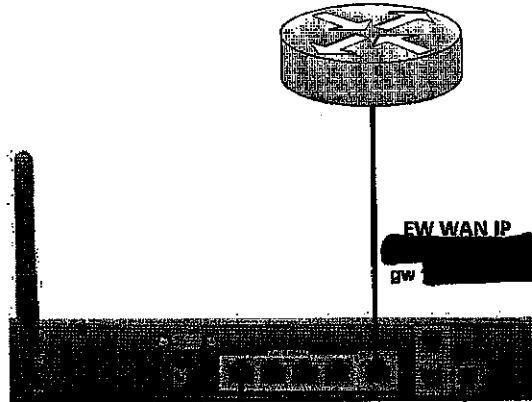
Design By  
DataTel Consulting Inc  
858-633-1600

Thursday, June 10, 2010

Version 1.1

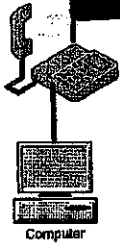
1307 Laurel Tree Lane, Carlsbad, CA 92009

### Cox Router



WAN IP: [REDACTED]  
 LAN IP: [REDACTED]  
 Gw 1: [REDACTED]  
 DNS: [REDACTED]  
 DHCP On (50-70)  
 Option 68: ftp://phmaac:maac\*phones@ftp.e  
 NAT / FW off  
 ALG Mode points to SW [REDACTED]  
 Traffic Shaping: based on 11-1.54M up/down  
 IP source [REDACTED]  
 DSCP 46

*Headstart in first floor of L.T. site.*



760-268-0104

- Analog Line Call In to IVR Extension
- 911/9911 calls/Call Back to Caller
- Survivability

#### Legend



EW 8 Port POE Switch



EW 24 Port POE Switch



EM-200EW-05

Fast Ethernet

RJ 11

COX Router



Customer Firewall



Laurel Tree Apt

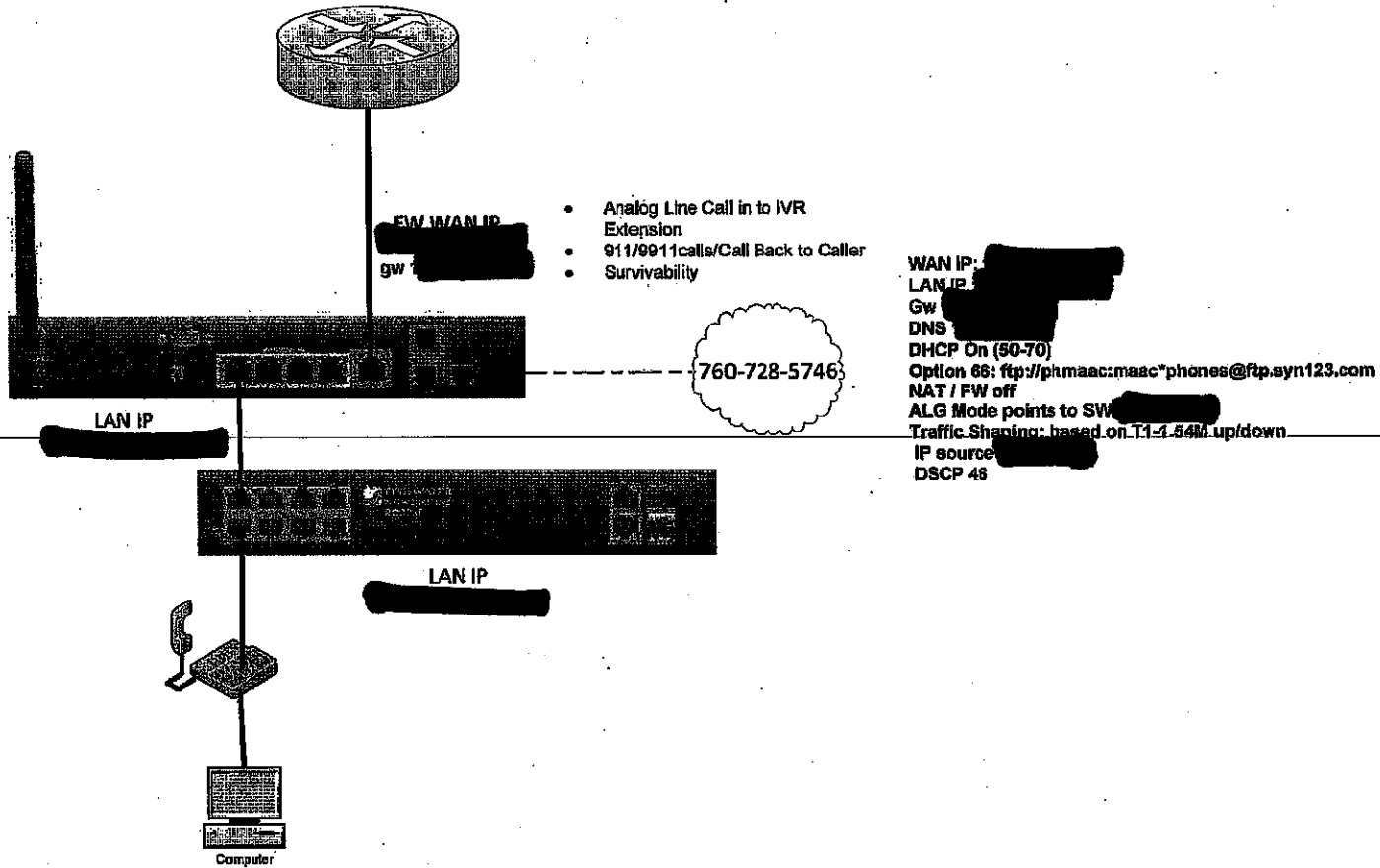
Design By  
 DataTel Consulting Inc  
 858-633-1800

Thursday, June 10, 2010

Version 1.1

405 W. Fallbrook Street, Fallbrook, CA 92028

### Cox Router



#### Legend



EW 8 Port POE Switch



EW 24 Port POE Switch



EM-200EW-10

Fast Ethernet

RJ 11

COX Router



Customer Firewall



Fallbrook I

Design By  
DataTel Consulting Inc  
858-633-1800

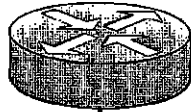
Thursday, June 10, 2010

Version 1.1



901 Alturas, Fallbrook, CA 92028

### Cox Router

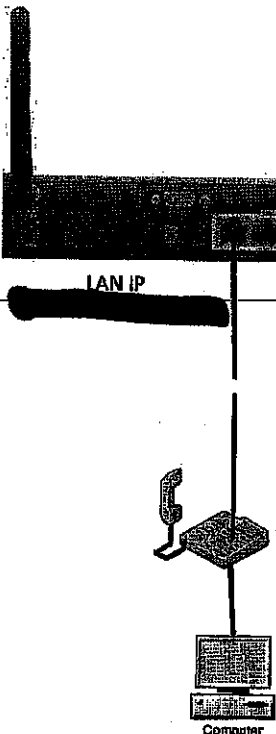


- EW WAN IP: [REDACTED]
- Analog Line Call in to IVR Extension
- 911/9911 calls/Call Back to Caller
- Survivability

760-728-2932

WAN IP: [REDACTED]  
 LAN IP: [REDACTED]  
 Gw: [REDACTED]  
 DNS: [REDACTED]  
 DHCP On (50-70)  
 Option 66: ftp://pfunaac:maac\*phones@ftp.syn123.com  
 NAT / FW off  
 ALG Mode points to SW [REDACTED]  
 Traffic Shaping: based on 11-1.54M up/down  
 IP source [REDACTED]  
 DSCP 46

LAN IP



Computer

#### Legend



EW 8 Port POE Switch



EM-4508T4-15-1

Fast Ethernet

RJ 11

COX Router



Customer Firewall



Fallbrook II

Design By  
DataTel Consulting Inc  
858-833-4800

Thursday, June 10, 2010

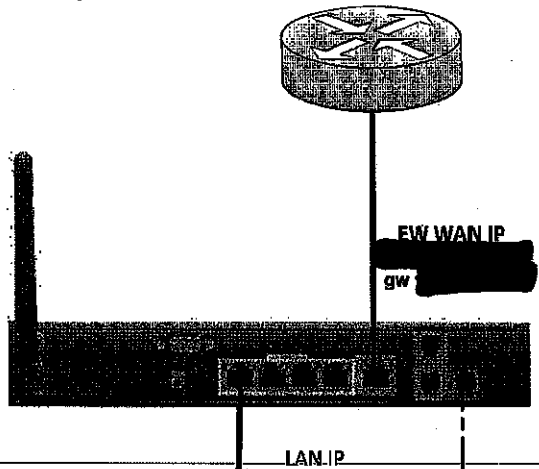
Version 1.1



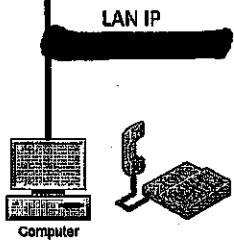
EW 24 Port POE Switch

33509 Valley Center Road, Rincon, CA 92028

### Cox Router



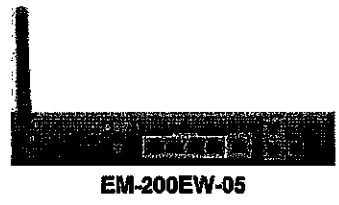
WAN IP: [REDACTED]  
 LAN IP: [REDACTED]  
 Gw: [REDACTED]  
 DNS: [REDACTED]  
 DHCP On (50-70)  
 Option 86: ftp://phmaac:maac\*phones@ftp.syn123.com  
 NAT / FW off  
 ALG Mode points to SW [REDACTED]  
 Traffic Shaping: based on 11-1.54M up/down  
 IP source [REDACTED]  
 DSCP 46



760-751-0224

- Analog Line Call in to IVR Extension
- 911/9911 calls/Call Back to Caller
- Survivability

### Legend



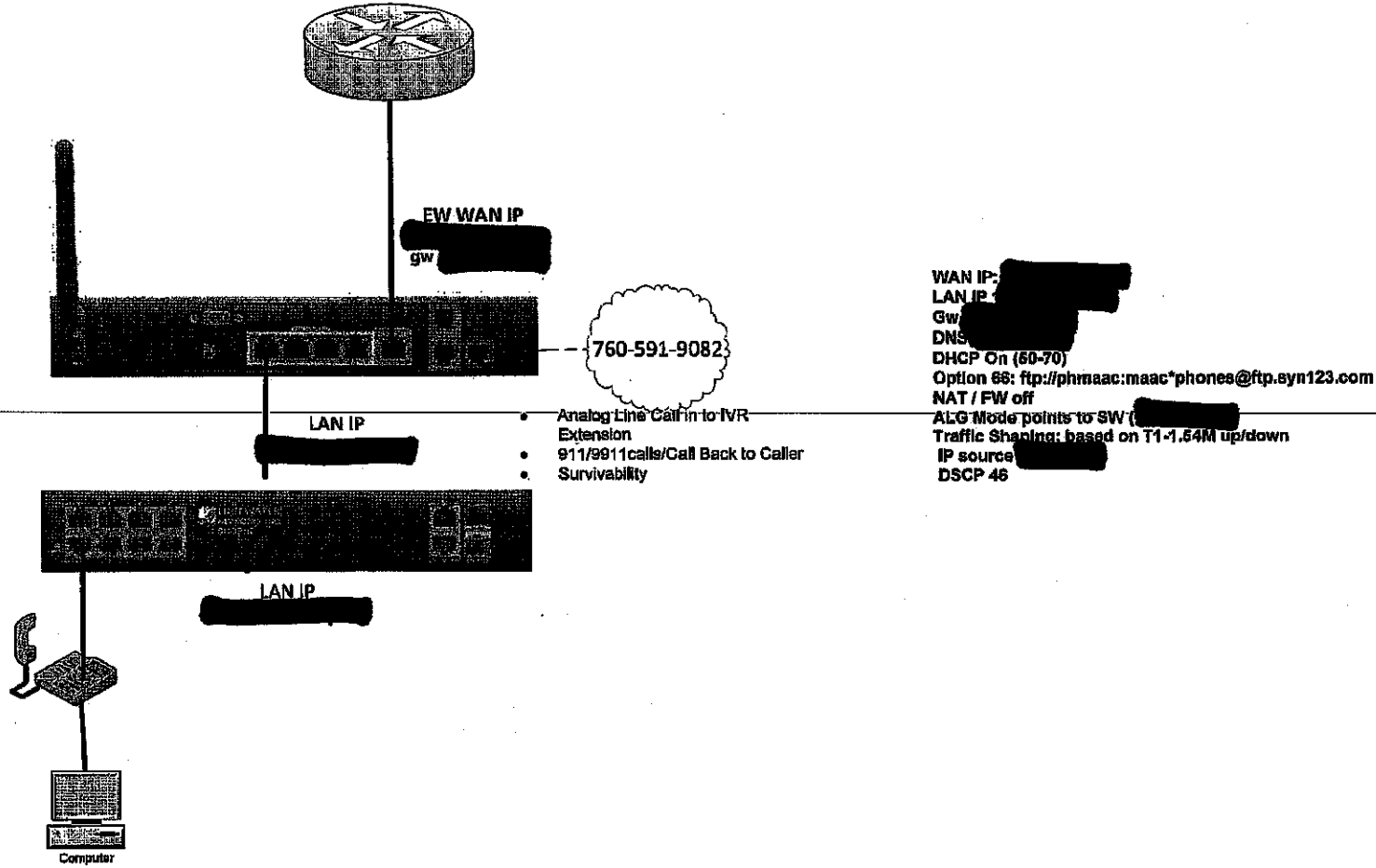
Fast Ethernet



RJ 11

Rincon (Valley Center I)
Design By DataTel Consulting Inc 868-933-1900
Thursday, June 10, 2010
Version 1.1

820 W Los Vallecitos, Suite J, San Marcos, CA **Cox Router**



**Legend**



EW 8 Port POE Switch



EW 24 Port POE Switch



EM-200EW-05

Fast Ethernet



RJ 11



COX Router



Customer Firewall



820 Location

Design By  
DataTel Consulting Inc  
858-632-1600

Thursday, June 10, 2010

Version 1.1

**RFP 2015 - 01**

**Exhibit**

**C**

## CHAPTER 30

### TECHNOLOGY USE POLICY

#### Information Systems Policy

Over the past years there has been an increase of available technologies and devices to improve communication, input, and access data. To provide understanding for staff of the MAAC Project this policy is set forth.

The purpose of this policy is to identify procedures for staff in the use of MAAC Project technologies and communications systems. This policy establishes a minimum standard that must be upheld by all users of MAAC Project's technology and communications systems.

#### General IT Issues – Help Desk, Computer Equipment, Data Entry, Program Software, Training

Computer Equipment and Technology: Computer and electronic communications resources include, but are not limited to, host computers, file servers, stand alone computers, laptops, printers, fax machines, phones, on-line services, E-mail systems, bulletin board systems, and all software that is owned, licensed or operated by MAAC Project.

The term "user" as used in these policies refers to employees (full-time, part-time or limited-term), independent contractors, consultants, and any other user having authorized access to, and using any of, the organization's computers or electronic communications resources.

Use of the organization's computers and electronic communications technologies is intended for programmatic and business activities of MAAC Project. All use of such resources shall be in an honest, ethical, and legal manner that conforms to applicable license agreements, contracts, and policies regarding their intended use. All use of computers and other electronic devices must be pre-approved by management; incidental and occasional personal use of the MAAC Project communications systems may be permitted. Users waive any rights to privacy.

In addition, the information, ideas, concepts and knowledge described, documented or contained in the organization's electronic systems are the intellectual property of MAAC Project. The copying or use of the organization's intellectual property for personal use or benefit during or after employment (or period of contract) with MAAC Project is prohibited unless pre-approved in writing by the President/CEO.

Prohibited uses of the organization's communication systems include, but are not limited to:

1. Engaging in any communication that is discriminatory, defamatory, pornographic, obscene, racist, and sexist or that evidences religious bias, or is otherwise of a derogatory nature toward any specific person, or toward any race, nationality, gender, marital status, sexual orientation, religion, disability, physical characteristic, or age group.
2. Browsing or downloading and/or forwarding and/or printing pornographic, profane, discriminatory, threatening or otherwise offensive material from any source including, but not limited to, the Internet.

3. Engaging in any communication that is in violation of federal, state, or local laws.
4. Proselytizing or promoting and religious belief or tenet.
5. Campaigning for or against any candidate for political office or any ballot proposal or issue.
6. Sending, forwarding, redistributing or replying to "chain letters."
7. Unauthorized use of passwords to gain access to another user's information or communications on MAAC Project systems or elsewhere.
8. Advertising, solicitation or other commercial, non-programmatic use.
9. Knowingly introducing a computer virus into the organization's communication system or otherwise knowingly causing damage to the organization's systems.
10. Using the organization's systems in a manner that interferes with normal business functions in any way, including but not limited to, streaming audio from the Internet during business hours, stock tickers, installing unauthorized software, etc.
11. Excessive personal use of the organization's technologies that preempts any business activity or interferes with organizational productivity.
12. Sending E-mail messages under an assumed name or obscuring the origin of an E-mail message sent or received.

MAAC Project reserves the right to determine when an employee is sending excessive or improper electronic communication. Employees should not assume electronic communications are private or not monitored.

All hardware (laptops, computers, monitors, mice, keyboards, printers, telephones, fax machines, etc) issued by MAAC Project is the property of the organization and should be treated as such. Users may not physically alter or attempt repairs on any hardware at any time. Users must report any problems with hardware to the Director of IT. Users are responsible for safeguarding their login passwords. Passwords may not be shared, nor should they be printed or stored on-line. Users should not leave their computers unattended without logging off.

Staff who abuse the privilege of company access to electronic media or services are subject to corrective action and risk loss of privileges and may be subject to disciplinary action.

Help Desk: Assistance with computer or Technology related problems is provided by the IT Department of MAAC Project. The Help Desk is available from 8:00 am – 5:00 pm Monday through Friday. Request for assistance [with hardware, software, internet, e-mail, office phones/ fax {not cell phones}, printers or other MAAC Technology equipment] may be obtained by submitting an e-mail to [HelpDesk@maacproject.org](mailto:HelpDesk@maacproject.org) or by calling the Front Desk [471-4210] and requesting them to send an e-mail on your behalf. If the entire system or e-mail is out request can be made by fax [619-422-7210]. Requests will be prioritized by the IT Department based level of need, the normal turnaround will be 24-48 hours. It is required to copy the Assistant Director to provide a mechanism for Administrative follow-up.

Data Entry: MAAC Project utilizes a variety of methods for storing and retrieving data, including Microsoft Office software, Child Plus and other means.

Child Plus is a software program for tracking Program Information data. It is administered by an Administrative Assistant at the Vallecitos Office, who is assisted by various Resource Clerks and other Head Start staff. Training on the Child Plus program is and will be provided to key staff and users as needed.

MAAC Project has developed a shared drive system for storing & retrieving program data. A Security Policy is in place to restrict access to certain folders with sensitive or privileged materials.

### Cell Phones

The purpose of this policy is to provide guidelines for staff regarding appropriate use of agency cell phones.

Cell Phones [currently Nextel] are issued by the Operations Manger to selected staff of the Head Start program, and by the Purchasing Agent as authorized by President/CEO or designee. No other cellular services except those offered or arranged by the Information Technology are authorized for employee use and payment with MAAC Project/ Head Start funds.

### **Appropriate Use and Care of Cellular Telephones**

- A. Calls on employer issued cell phones should be kept brief to ensure efficient use of MAAC Project resources.
- B. Cell phones should be kept secured to prevent unauthorized use.
- C. The call should be placed on the Direct-Connect function, if possible or on a non-cellular phone if one is accessible; and
- D. If possible, the call should be delayed until a non-cellular phone is accessible.
- E. Except when calling 911, cell phones should not be used while operating motor vehicles or engaging in other hazardous activities requiring focused attention.
- F. When on leave, break, or extended vacations; cell phone users must be return their cell phone to their supervisor.
- G. Cell phones should be kept charged during times of regular work hours. Safe and responsible use of cellular devices require the following additional procedures:
  1. Lost, misplaced, damaged, and/or stolen cell phones, including accessories, must be reported to your supervisor and the IT department immediately
  2. MAAC Project discourages use of agency equipment/cell phones for personal use. However, if circumstances require the individual to use the phone for personal use, then the portion of the cost of the personal phone call airtime should be reimbursed to MAAC Project.

3. The IT Department or your supervisor may periodically monitor cellular phone use and overage charges. MAAC Project can revoke cell phone use if there is evidence of abuse, misuse, and/or nonuse.

### **Computer Protection**

The MAAC Project IT Department is responsible for developing, implementing and maintaining a Data Back-up System and Disaster Recovery Plan. The Plan should indicate how MAAC Project will provide alternative services while the recovery plan is being conducted, where lost data can be retrieved, including e-mail.

### **Data Backup & Restoration**

Full backups of all MAAC Project Servers are performed each weekend with incremental backups occurring each weeknight. Restoring a server therefore requires recall of the previous full backup and any incremental for each subsequent day. Backup tapes for each week are collected and stored in a fireproof file cabinet in the Server Room at the Agency headquarters and at MAAC Project Administrative Office. Each week a full backup is recorded and taken to offsite storage.

### **Plan Administration**

The Disaster Recovery Plan is subject to review by the IT department personnel at six-month intervals. Revisions will consider service improvements and advancements as well as changing business needs. A copy of the plan and subsequent revisions will be provided to the Department Directors upon request.

### **Recovery Operations**

Re-establishing operations after a disaster requires:

1. A process to follow as a guide for recovery
2. Identification of the most critical services provided by the department
3. Priorities for re-establishing those services
4. The staff required for a recovery
5. System configuration information

### **Server & System Administration**

Current practice for managing servers and desktop systems across the company include:

1. Ensuring high availability of servers during business hours
2. User support and desktop system support during normal business hours
3. Scheduled service outages for critical servers
4. Other major server maintenance is scheduled outside of normal business hours

### **E-mail Accounts**

The purpose of this policy is to identify guidelines for staff in the use of MAAC Project technologies and communications systems. This policy establishes a minimum standard that must be upheld and enforced by users of the organization's e-mail communication systems. There are standard protocols or net-etiquette that should be observed when using the agency e-mail system



MAAC Project electronic mail services are intended to support effective communication and administrative activities. MAAC Project encourages the use of email to enhance efficient communications and the sharing of knowledge and ideas. E-mail is a work tool and carries with it responsibilities. E-mail usage must be able to meet public scrutiny and/or disclosure.

The inappropriate use of e-mail can:

1. Increase the demand on resources and the cost of providing this service;
2. Create a poor public perception of the Agency;
3. Expose the Agency to litigation from aggrieved parties; and
4. Disrupt the provision of services by the Agency.

Proper net-etiquette should be observed when sending e-mailing, including not typing in CAPITAL letters or bold, sensitivity to forwarding other persons e-mail addresses.

### **Issuance of E-mail accounts**

Email accounts are issued to most active regular staff for the period they are a staff member of MAAC Project.

E-mail accounts for new and current employees are maintained as follows: following steps:

1. MAAC Project Benefits Manager requests an email account for new Staff member.
2. Upon receiving Email Account request, IT Staff shall create account using the standard format [First Initial & Last Name @MAACProject.org], assign a password and notify Assistant Director of Head start when account is ready.
3. The removal of email accounts for Staff Members no longer employed by the Agency shall commence with notification from the MAAC Project Benefits Manager.

Upon notification, IT Staff shall respond within 24 working hours by archiving account for one month and then deleting account from system.

### **The following uses of email are strictly not permitted:**

1. Infringement of third party intellectual property (including copyright and trademark) rights;
2. Unauthorized dealings with private/confidential material;
3. Conducting of any business or activity for commercial purposes or financial gain outside of work requirements;
4. The access (including forums dealing with such material), transmission, storage or display of offensive material including:
5. Sexually explicit material;
6. Hate speech and other inflammatory/offensive material;
7. Material regarding illicit drugs or violence;
8. Material regarding criminal/illegal activities;
9. Material of a defamatory, discriminatory (including sexual, racist, age, disability etc.) or of an harassing nature;
10. Material regarding gambling activities
11. Political or religious lobbying.

Uses that violate any state or federal law or municipal ordinance are unacceptable.

Use of the All Hands e-mail process should not be used without prior authorization from the Head Start Director or Assistant Director.

While not an exhaustive list, the following uses of email by individuals or organizations are considered inappropriate and unacceptable by MAAC PROJECT, Inc. In general, email may not be used for the initiation or re-transmission of:

1. Chain mail – email sent repeatedly from user to user, with the requests to send to others.
2. Viruses – malicious computer codes that include, but are not limited to, computer virus, Trojan Horse, worm, and hoax.
3. Spam or email bombing attacks – intentional email transmissions that disrupt normal email service.
4. Junk mail – unsolicited email that is not related to OCHS business and is sent without a reasonable expectation and the recipient would welcome receiving it.
5. False identification – any actions that defraud another or misrepresent or fail to accurately identify the sender.
6. Transmitting large files through email including large graphics, video, movies, music or sound, and interactive games.

### **Legal Risks**

Email is a business communication tool and users are obliged to use this tool in a responsible, effective and lawful manner. Although by its nature email seems to be less formal than other written communication, the same laws apply. Therefore, it is important that users are aware of the legal risks of e-mail.

If any user disregards the rules set out in this Email Policy, the user will be personally fully liable and MAAC Project will disassociate itself from the user as far as legally possible. Non-compliance with these directives can be construed as a breach of expected standards of conduct and may provide evidence in disciplinary proceedings against the employee who can be subject to disciplinary action.

### **Personal Use**

Although MAAC Project email system is meant for business use, MAAC Project allows the reasonable use of email for personal use provided these guidelines are adhered to:

1. Personal use of email should not interfere with work.
2. Personal emails must also adhere to the guidelines in this policy.
3. Personal emails are kept in a separate folder, named 'Private'. The emails in this folder must be deleted weekly so as not to clog up the system.
4. The forwarding of chain letters, junk mail, jokes and executables is strictly forbidden.
5. Do not send mass mailings.

All messages distributed via the company's email system, even personal emails, are MAAC Project property.

### **System Monitoring**

MAAC Project is the owner/ operator of the e-mail system and there is no expectation of privacy in anything you create, store, send or receive on the company's computer system. Your emails can be monitored without prior notification if MAAC Project deems this necessary. If there is evidence that you are not adhering to the guidelines set out in this policy, MAAC Project reserves the right to take disciplinary action, including termination and/or legal action.

Each user has an assigned limit for their account which shall include storage of past e-mails. This limit will affect usage if exceeded, therefore it is imperative that users periodically delete or archive material to keep the system operative.

**RFP 2015 - 01**

**Exhibit**

**D**

## Our Strategic Priorities

### Mission Alignment

New vision, values and Strategic Plan established by Senior Management and Board of Directors.

All programs are mission aligned.

Each of MAAC's Pillars of Service are integrated: Career Pathways, Education, Health & Wellness and Housing.

### Strong Program Outcomes & Evaluation

Programs demonstrate strong outcomes in meeting identified needs of participants.

Programs include targeted advocacy components.

All programs are fiscally sustainable.

All programs are in compliance.

### Employer of Choice

"Employer of Choice" philosophy, policies, and procedures developed and disseminated.

Integrated automation tools are implemented across the organization.

New union contract finalized, including "Employer of Choice" elements.

MAAC programs and staff are widely known and respected.

### Financial Stability

Accuracy, timeliness, and relevance of Financial Management System reporting are improved.

Organization-wide liquidity and financial position are strengthened.

Resources are increased through revenue-generating opportunities and efficiencies.

### Development & Communications

Annual fundraising goals are met.

An integrated communications plan to build MAAC's brand awareness is completed.

Visibility is increased and leads to new partnerships and fundraising opportunities.

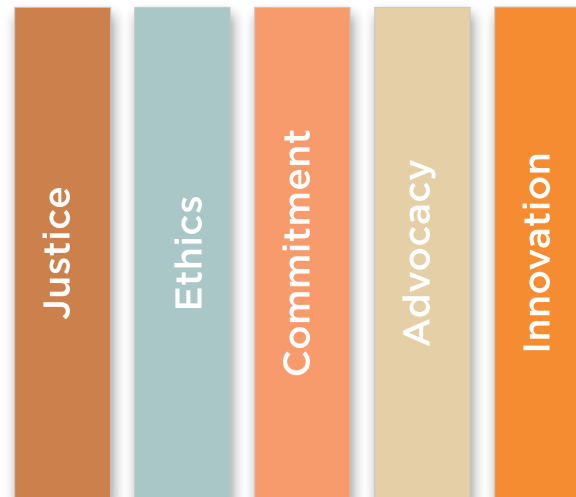
## Our Mission

Maximizing self-sufficiency with families and individuals through high-quality programs and advocacy in our communities.

## Our Vision

To become a regional resource throughout San Diego County that provides high-quality services that are accessible, promote dignity, encourage independence and allows people — regardless of background or history — to create the best lives for themselves, their families and our community.

## Our Core Values



## Our Pillars of Service



**RFP 2015 - 01**

**Exhibit**

**E**

		Ticket Level		
Month	Tickets Opened	1	2	3
9/1/2013	438	246	95	38
10/1/2013	525	361	139	56
11/1/2013	398	267	103	41
12/1/2013	477	332	128	51
1/1/2014	536	333	128	51
2/1/2014	627	381	147	59
3/1/2014	434	328	126	51
4/1/2014	357	224	86	34
5/1/2014	359	227	87	35
6/1/2014	322	218	84	34
7/1/2014	311	209	80	33
8/1/2014	404	248	95	40
9/1/2014	505	319	122	50
10/1/2014	551	340	131	53
11/1/2014	442	297	114	46
12/1/2014	331	230	88	39
1/1/2015	188	122	47	19
Totals	7205	4682	1800	730
Averages per Month	423.8235294	275.41	105.88	42.941

**RFP 2015 - 01**

**Exhibit**

**F**



Site Name	Address2	Product
Los Ninos	221 W 7TH AVE, ESCONDIDO, CA - 92025	Metro E-6Mb UNI Intrastate /15 BVM Traditional Package - Measured Service
Hickory	635 N HICKORY ST, ESCONDIDO, CA - 92025	Metro E-10Mb UNI Intrastate
Camp Pendleton	20286 SAN JACINTO RD, CAMP PEND,, CA - 92054	Metro E-3Mb UNI Intrastate Type II
Laurel Tree	1307 LAUREL TREE LN, CARLSBAD, CA - 92011	Metro E-3Mb UNI Intrastate Type II
San Martin	9119 JAMACHA RD, Ste OFFICE, SPRING VALLEY - 91977	Metro E-3Mb UNI Intrastate /16 BVM Traditional Package - Measured Service/CBI 5x1
PJAM	5410 BAYVIEW HEIGHTS PL, Suite 2, SAN DIEGO, CA - 92105	1 BVM Traditional Package - Measured Service
Westlake Village	415 AUTUMN DR, Suite OFC, SAN MARCOS, CA - 92069	3 BVM Traditional Package - Measured Service/metro E 3M type II
El Norte	1300 N ESCONDIDO BLVD, Suite A, ESCO, CA - 92026	Metro E-3Mb UNI Intrastate Type II/5BVM Traditional Package - Measured Service
Old Grove	235 VIA PELICANO, OCEANSIDE, CA - 92057	2 BVM Traditional Package - Measured Service
North Coast	1501 KELLY ST, OCEANSIDE, CA - 92054	Metro E-3Mb UNI Intrastate Type II
San Ysidro Service Center	663 E SAN YSIDRO BLVD, SAN DIEGO, CA - 92173	Metro E-3Mb UNI Intrastate Type II
Gosnell	139 GOSNELL WAY, SAN MARCOS, CA - 92069	Metro E-3Mb UNI Intrastate Type II
Seniors on Broadway	845 BROADWAY, CHULA VISTA, CA - 91911	Metro E-3Mb UNI Intrastate /1 BVM Traditional Package - Measured Service/CBI 5x1
El Norte	1300 N ESCONDIDO BLVD, Suite A, ESCO, CA - 92026	Metro E-3Mb UNI Intrastate Type II/5BVM Traditional Package - Measured Service
Villa Lakeshore	12606 LAKESHORE DR, LAKESIDE, CA - 92040	Metro E-3Mb UNI Intrastate Type II
Mercado	2001 NEWTON AVE, SAN DIEGO, CA - 92113	3 BVM Traditional Package - Measured Service
San Marcos EHS	1587 LINDA VISTA DR, SAN MARCOS, CA - 92078	Metro E-3Mb UNI Intrastate Type II
Nosotros	73 N 2ND AVE, CHULA VISTA, CA - 91910	Metro E-3Mb UNI Intrastate
Rincon	33509 VALLEY CENTER RD, VALLEY CENTER, CA - 92082	Metro E-3Mb UNI Intrastate Type II
Weatherization	1703 HOOVER AVE, NATIONAL CITY, CA - 91950	Metro E-3Mb UNI Intrastate Type II/ 2 BVM Traditional Package - Measured Service
San Marcos Admin	800 LOS VALLECITOS BLVD, Suite J, SAN MARCOS, - 92069	Cox Optical Internet 30 Mbps /Metro E- 50Mb UNI Intrastate /19 BVM

Casa de Milagros	1127 S 38TH ST, SAN DIEGO, CA - 92113	Metro E-3Mb UNI Intrastate Type II/3 BVM Traditional Package - Measured Service
Island Club	2322 CATALINA CIR, OCEANSIDE, CA - 92056	Metro E-3Mb UNI Intrastate Type II/ 2 BVM Traditional Package - Measured Service
Mission	634 W MISSION RD, SAN MARCOS, CA - 92069	Metro E-3Mb UNI Intrastate Type II
San Marcos Admin 2	165 VALLECITOS DE ORO, SAN MARCOS, CA - 92069	Metro E-6Mb UNI Intrastate Type II
Chula Vista Admin	1355 3RD AVE, CHULA VISTA, CA - 91911	Cox Optical Internet 30 Mbps /Metro E-50Mb UNI Intrastate /20 BVM
Old Grove	235 VIA PELICANO, OCEANSIDE, CA - 92057	Metro E-3Mb UNI Intrastate Type II
Sprotfischer	509 SPORTFISHER DR, OCEANSIDE, CA - 92054	Metro E-3Mb UNI Intrastate Type II
Foothill	1410 FOOTHILL DR, VISTA, CA - 92084	Metro E-3Mb UNI Intrastate Type II
Olive	739 OLIVE AVE, VISTA, CA - 92083	Metro E-10Mb UNI Intrastate /3 BVM Traditional Package - Measured Service
Del Dios	835 W 15TH AVE, ESCONDIDO, CA - 92025	Metro E-6Mb UNI Intrastate /4 BVM Traditional Package - Measured Service
Pauma	33158 COLE GRADE RD, PAUMA VALLEY, CA - 92061	Metro E-3Mb UNI Intrastate Type II
San Marcos Admin	800 LOS VALLECITOS BLVD, Suite J, SAN MARCOS, - 92069	Cox Optical Internet 30 Mbps /Metro E-50Mb UNI Intrastate /19 BVM
Fallbrook View	901 ALTURAS RD, FALLBROOK, CA - 92028	Metro E-3Mb UNI Intrastate Type II
Olive	739 OLIVE AVE, VISTA, CA - 92083	Metro E-10Mb UNI Intrastate /3 BVM Traditional Package - Measured Service
Firebird	444 FIREBIRD LN, SAN MARCOS, CA - 92069	Metro E-3Mb UNI Intrastate Type II/ 2 BVM Traditional Package - Measured Service
Carlsbad	3368 EUREKA PL, CARLSBAD, CA - 92008	Metro E-6Mb UNI Intrastate Type II /1 BVM Type 2 - 1.5 Mbps - 6 Unlimited Local Lines
Seniors on Broadway	845 BROADWAY, CHULA VISTA, CA - 91911	Metro E-3Mb UNI Intrastate /1 BVM Traditional Package - Measured Service/CBI 5x1
Fallbrook Street	405 W FALLBROOK ST, FALLBROOK, CA - 92028	Metro E-3Mb UNI Intrastate Type II
Hickory	635 N HICKORY ST, ESCONDIDO, CA - 92025	6 BVM Traditional Package - Measured Service