

## REQUEST FOR BID

### ATTENTION ALL BIDDERS

#### Hybrid PBX

Pike County Commission is soliciting sealed bids for a **Hybrid PBX** Phone System. **Bids will be received by the Pike County Commission at the Pike County Commission Office 900 South Franklin Drive, Troy, Alabama 36081**

**ATTN: McKenzie Wilson, until**

**Wednesday December 7, 2022 at 10:00 a.m. (central time)**

Bids will be opened in the County Commission Chambers at the location listed above at the above stated time and date. Time is of the essence in submitting bids and only sealed bids received in the Commission office by the time listed above shall be opened and considered. Bidders and any other interested individuals are invited to attend the bid opening.

Prospective bidders are instructed to read the **General Terms and Conditions**, **Special Terms and Conditions**, and **Bid Specifications** very carefully. **Bid addendums** will be provided to all bidders, if necessary. Bids must be made in compliance with the guidelines in the sections referred to herein and each page initialed by the bidder representative to denote understanding of such compliance.

If you have any questions concerning terms or conditions, specifications, or any other aspects of the Request for Bid, please contact the following with question by email only:

McKenzie Wilson, County Administrator

Email: [mwilson@pikecommission.com](mailto:mwilson@pikecommission.com)

Pike County Commission will hold a question-and-answer session on November 30, 2022 at 10am in the Pike County Commission Chambers, 900 S. Franklin Drive, Troy, Alabama 36081.

Bidder's Initials: \_\_\_\_\_

**Pike County Commission**  
**General Terms and Conditions**

(PLEASE READ AND INITIAL EACH PAGE)

**Preparation and Submission** - All bids must be typed or hand written in ink on the attached Bid Proposal Form. **Please place the Bid Proposal Form in front of and separated from all other documents included in the bid packet.** Bids submitted in pencil and bids not submitted on the Bid Proposal Form will **not** be considered. All corrections and erasures shall be initialed and dated by the bidder representative. Bids that are submitted without being signed will automatically be rejected. All bids shall include a current catalog or model specification document for the equipment model number being offered for consideration. Bids submitted without such documentation will not be considered. Only information contained on the attached bid form and in the model specification document will be considered in evaluating bids.

Bid envelopes must be sealed and must indicate clearly the appropriate bid item and bid opening date, as indicated on the cover sheet of the bid packet. Envelopes containing a "no bid" shall also include the words, "NO BID" on the outside of the envelope. Facsimiles and emails will not be accepted. Bids submitted by "Express/Overnight" services must be in a separate inner envelope or package sealed and identified as stated above, and must be delivered prior to the bid opening time. The Commission will not be responsible in the event the U.S. Postal Service or any other courier system fails to deliver the proposal to the Commission office by the deadline stated in the bid request.

**Bonds** - The Commission reserves the right to require a performance bond from a successful bidder as permitted under Alabama law. Failure to submit bond when required will result in rejection of the bid. Bidders must extend unit price times estimated quantities provided in specifications to determine appropriate bid bond/check amount.

Bidder's Initials: \_\_\_\_\_

**Pike County Commission**  
**General Terms and Conditions (continued)**

(PLEASE READ AND INITIAL EACH PAGE)

**Other Compliance/Legal Assurances** - The Commission provides equal opportunities for all businesses and does not discriminate against any vendor regardless of race, sex, creed, age, disability, national origin or religion in consideration for an award. Bidders must abide by the provision of the Americans with Disabilities Act of 1990 and assure that in connection with the performance of work under this agreement that they are an equal opportunity employer and do not discriminate on the basis of race, sex, creed, age, disability, national origin or religion.

All contractors and employees are subject to Pike County's drug-free workplace policy in substantial compliance with the Alabama Drug-Free Workplace Act of 1995, **Code of Alabama 1975**, SS 25-5-334 et seq.

All bidders must comply with applicable sections of the Alabama Competitive Bid Law, **Code of Alabama 1975**.

The Commission assumes no legal liability to purchase items or services under any bid.

The successful bidder agrees, by entering into this contract, to defend, indemnify and hold harmless Pike County, Pike County Commission, its officers and employees from any and all causes of actions or claims of damages arising out of or related to bidder's performance of this contract.

**Bid Prices** – All bid amounts shall be submitted on the attached Bid Proposal Form. Prices quoted shall be delivered prices, exclusive of all federal or state excise, sales, and manufacturer's taxes. The Commission will assume no transportation or handling charges other than specified in this bid. If there are discrepancies between unit prices quoted and extensions, the unit price will prevail. Prices quoted shall remain firm for a minimum of 60 days from the date of opening of the bid, unless so stated differently in the bid.

Bidder's Initials: \_\_\_\_\_

**Pike County Commission**  
**General Terms and Conditions (continued)**

(PLEASE READ AND INITIAL EACH PAGE)

**Bid Exceptions/Deviations/Substitutions** – The attached specifications are being provided to potential bidders as guidelines, which describe the type and quality of equipment, supply, and/or service that the Commission is seeking to purchase. The name of a certain brand, make, manufacturer, or definite specification is to denote the quality, standard, general style, type or character of the item desired but does not restrict the bidder to the specified brand, make, manufacturer or specification names. The bidder must indicate compliance or list detailed exceptions to each specification item for consideration. The bidder must provide satisfactory proof that the alternative product is, in fact, equal to the product described in the specifications. Any substitution of an item during the term of this bid (if applicable) must be of equal or better quality than the item bid. Failure to comply with any part of this provision could be cause for rejection of the bid.

**Bid Award/Rejection** – All bids will be awarded to the lowest responsive and responsible bidder. This determination may involve all or some of the following factors: price, conformity to specifications, financial ability to meet the contract, previous performance, facilities and equipment, availability of repair parts, experience, delivery promise, terms of payments, compatibility as required, other costs, and other objective and accountable factors which are reasonable. When responsive and responsible bids are equal, a local vendor shall be favored. Unless Special Terms and Conditions of the bid specify otherwise, the Commission reserves the right to make an award in whole or part to one or more bidders whenever deemed necessary and in the best interest of the Commission. The Commission reserves the right to accept or reject any or all items covered in the request, or any portion(s) thereof, waive formalities, re-advertise and/or take such other steps deemed necessary and in the best interest of the Commission. Bidders may be disqualified and bid proposals may be rejected for any of (but not

Bidder's Initials: \_\_\_\_\_

**Pike County Commission**  
**Special Terms and Conditions**

(PLEASE READ AND INITIAL EACH PAGE)

limited to) the following causes:

- a. Failure to use the bid forms furnished by the Commission
- b. Lack of signature by an authorized representative on the Bid Proposal Form.
- c. Failure to properly complete the bid form.
- d. Evidence of collusion among bidders.
- e. Unauthorized alteration of the bid form.
- f. Failure to furnish performance bond, as required.
- g. Inclusion of an “escalator clause” unless so stipulated in the Special Terms and Conditions.

**Term** – The bid shall be valid for a period through one (1) year of the contract start date, with the option to renew for two (2) additional one (1) year periods at the same pricing. Renewal requires written mutual consent of both parties within 30 days of the term ending date.

**Delivery** – Delivery shall be guaranteed within **90 days** of purchase order issuance date. Delivery shall be to the appropriate department ordering the goods through issuance of a purchase order. Bidder’s projected delivery date shall be specified on the Bid Proposal Form.

**Warranty** – The bidder shall assume full responsibility for warranty of all components of the equipment. A statement shall be attached with the proposal setting out the conditions of the warranty. The manufacturer’s standard warranty shall be furnished.

Bidder’s Initials: \_\_\_\_\_

**Pike County Commission**

**BID SPECIFICATIONS**

**Hybrid PBX**

**General Statement**

The Pike County Commission is requesting proposals to provide a **Hybrid PBX** phone system for multi-site telecommunications in Pike County (hereinafter referred to as "County"). The intent of this RFP is to provide the potential vendor with sufficient information to enable them to prepare an acceptable response.

**Introduction**

The County is looking for a **Hybrid PBX** phone system. This document constitutes a Request for Proposal from qualified vendors to provide Pike County Commission with a requested solution.

Phone systems are needed for the following locations:

<b>County Site</b>	<b>Service Address</b>
Courthouse	120 W. Church Street Troy, Alabama 36081
Judicial Complex	1318 Three Notch Road Troy, Alabama 36081
Jail	120 W. Church Street Troy, Alabama 36081
Road Department	301 Riverview Drive Troy, Alabama 36079
Health Department	900 S. Franklin Drive Troy, Alabama 36081
District Attorney's Office	111 Williams Street Troy, Alabama 36081
Juvenile Probation Office	1301 Elba Highway Troy, Alabama 36079

\*Please note during the term of the requested contract there will be consolidation of buildings. The Jail location will change from 120 W. Church Street to 1318 Three Notch Road Troy, Alabama 36081. The offices that will be located at the Judicial Complex are currently located within the Courthouse, District Attorney's Office, and Juvenile Probation Office. The phones located at the Health Department will be relocated to the Courthouse. Once these consolidations occur, there will be no phones located at the addresses for the District Attorney's Office, Juvenile Probation Office, and Health Department.

Bidder's Initials: \_\_\_\_\_

**Pike County Commission  
BID SPECIFICATIONS (continued)**

**Hybrid PBX**

**Scope of Work**

Pike County Commission is seeking bids for a new Hybrid PBX as a replacement of their current PBX with an in house TDM/SIP hybrid solution with hardware and software maintenance, services, and support. The system will provided services to a complex containing multiple buildings and a set of remote office building through a private LAN/Wan combination. The desired system will run mostly on a closed VOIP Network utilizing fiber from the MDF to the IDF's and an existing structured wiring plant to the individual devices. Any device that may be used on a data network that is not strictly VOIP must provide at least gigabit throughput.

**Technical Requirements for PBX and Infrastructure:**

1. The system must be a digital switching system capable of scaling up to a minimum of 1,000 ports.
2. The initial configuration must include all necessary equipment to support 50 analog and 200 digital stations ports. Analog to VOIP converters are acceptable for analog ports as long as they support the POTS line specification.
3. The Hybrid PBX system must have multiple processors that offers full redundancy, operates in a fault tolerant mode, and is a system or a derivative of a system with five nines reliability.
4. The system must be expandable to its maximum port capacity from the original installed capacity by adding a more powerful processor/processors, additional switching matrices, peripherals and line cards without redesigning the system or extensive interruption of service (i.e. system must be upgradeable with minimum downtime).
5. The system initially needs to support 3 SIP Trunks and must be capable of expanding a minimum of 10 trunks
6. The system initially needs to support 4 attendant consoles and must be capable of expanding to a minimum of 10 attendant console ports
7. The system must support abbreviated 4-digit dialing patterns for all stations served by the system.
8. Any remote nodes used must appear as a single system image with consistent features, calling patterns and manageability equal to stations, etc. serviced by the main system node or nodes and configurable from a central console.
9. The telephony management tool used to manage the Hybrid PBX must operate on a Windows platform, and the vendor must provide a minimum of 3 licenses in order

Bidder's Initials: \_\_\_\_\_

- that up to 3 system administrators can simultaneously perform day to day management tasks.
10. For security purposes, it is required that any TCP/IP network attached for the purposes of a hosted solution must “not” be connected to the existing campus or commercial TCP/IP networks unless a properly configured and supported firewall or other approved mechanism is provided that prevents hacking, denial of service, worms/viruses or other attacks that would disable or compromise the integrity of campus PBX telephone system. The Hybrid PBX system must run on servers that run operating systems that are fully supported by the original manufacturer and have been security hardened to meet industry security standards as published by the federal government (<http://csrc.nist.gov/sec-cert/>), SANS (<http://www.sans.org/>) and other recognized security agencies.
  11. The contractor must detail how end user telephone instruments in each building will interface with the PBX or hosted solution in each location, providing a network diagram representing the flow of data.
  12. The main complex contains 1 MDF’s and 4 IDF’s
  13. The remote locations contains 0 MDF’s and 7 IDF’s
  14. The Hybrid PBX must be voice over IP (Internet Protocol) enabled on a 1000baseT network in addition to TDM and it must have the capability for the installation of an IP trunk interface in the peripheral shelves so that voice calls can be carried over the PCC enterprise TCP/IP network if desired.
  15. MDF devices will provide layer 3 capable service to the IDF over fiber and copper as appropriate to the design
  16. IDF devices will provide layer 3 capable service to the individual VOIP end user equipment.
  17. The Hybrid PBX should include a voicemail system with the following capabilities:
    - a. Multiple Auto Attendants ( Minimum supported 10)
    - b. Voicemail
    - c. Call Announcement
    - d. Interactive
    - e. Menu
    - f. Email delivery of voice messages
    - g. Faxing (optional)
    - h. Speech Recognition (optional)
    - i. Unified Messaging (optional)

#### Hybrid PBX Features

1. List the PBX Features being provided with the system available for use upon installation.
2. List any optional PBX features that can be added and the related hardware, software, installation, and any annual maintenance/service cost.

Bidder’s Initials:\_\_\_\_\_



3. List the Voicemail Features being provided with the system available for use upon installation.
4. List any optional Voicemail features that can be added and the related hardware, software, installation, and any annual maintenance/service cost.

#### VOIP Devices

1. List the VoIP phone sets supported by the Hybrid PBX and also list the softphones supported and price per device. List all features supported.
2. List the VoIP WiFi phone sets supported by the Hybrid PBX and also list the softphones supported and price per device. List all features supported.
3. List the VoIP to Analog converters supported by the Hybrid PBX and price per device. List all features supported.

#### Infrastructure Devices (Network)

1. List the MDF Network Devices and features being provided with the system available for use upon installation. Include Make, Model, software version and any annual maintenance cost required to keep the device eligible for any require software updates/patches.
2. List the IDF Network Devices and features being provided with the system available for use upon installation. Include Make, Model, software version and any annual maintenance cost required to keep the device eligible for any require software updates/patches.

#### Installation, Services and Maintenance

1. Training will be conducted on-site with a minimum of two days on-site at each location. There will also need to be a minimum of two trainers on-site.
2. Additional remote training should be anticipated as required with a minimum of two hours per month for the term of the contract.
3. Vendor must provide technical support 24 hours a day and 7 days per week with a maximum two hour response time. If determined that the vendor's hardware is at fault, 24-hour on-site turnaround repair is expected.
4. Remote support should include five hours monthly for additions, moves, and changes to the auto-attendant, voicemail, extensions, PBX, and any administrative changes. Unused hours should accrue on a rolling six month cycle. If additional hours are needed and require additional cost, clearly state that cost.
5. Provide an itemized annual maintenance contract for all components to be provided under this bid. Pricing is to be for a 3 year agreement configured as a 1 year initial term with two renewal years.

Bidder's Initials: \_\_\_\_\_

## Pricing Considerations

1. All pricing must include installation, setup and training fees.
2. Bidder should provide an itemized system cost as a single purchase to include the first year of service/maintenance.
3. Bidder should provide an itemized system cost as a three year lease with a dollar purchase option. Separate service/maintenance contract cost should be provided.
4. Bidder should provide an itemized system cost as a three year lease with a Fair Market Value purchase option. Separate service/maintenance contract cost should be provided.
5. Bidder should provide an itemized system cost with service/maintenance included as a three year lease with a dollar purchase option.
6. Bidder should provide an itemized system cost with service/maintenance included as a three year lease with a Fair Market Value purchase option.
7. Any discrepancies between unit prices quoted and extensions, the unit price will prevail.
8. Prices quoted shall remain firm for a minimum of 60 days from the date of opening of the bid, unless so stated differently in the bid

Bidder's Initials: \_\_\_\_\_

**Pike County Commission**

**BID PROPOSAL FORM**

**Hybrid PBX**

Pricing Considerations can be attached.

Projected Delivery Date: \_\_\_\_\_

Name of Your Company: \_\_\_\_\_

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

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

City, State & Zip: \_\_\_\_\_

Contact Person & Phone: \_\_\_\_\_

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

\_\_\_\_\_

Bidder Representative Signature

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

Bidder's Initials: \_\_\_\_\_