

REQUEST FOR BID

ATTENTION ALL BIDDERS

Hosted Phone System

Pike County Commission is soliciting sealed bids for a Hosted 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

Monday, November 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:

McKenzie Wilson, County Administrator
Phone: (334) 566-6374
Email: mwilson@pikecommission.com

Bidder 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 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.

Bidder's Initials _____

Pike County Commission Special Terms and Conditions

(PLEASE READ AND INITIAL EACH PAGE)

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**

Hosted Phone System

General Statement

The Pike County Commission is requesting proposals to provide a hosted 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 VOIP Service. 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:

County Site	Service Address
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)**

Hosted Phone System

Scope of Work

Vendor must provide a hosted VOIP solution that provides four-digit calling between facilities, a centralized voice mail system that can be used transparently by all locations and the ability for all locations to appear to be part of a single phone system. Our current telephone system consists of approximately 120 total handsets. The current handsets should not be considered available for the new hosted contract. Once consolidation is complete, the County will need approximately 155 total handsets, not including extra handsets for failures.

All pricing must include installation, setup and training fees. When installation is complete, vendor's equipment must be ready to connect to the existing Pike County Commission's network. 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. Additional remote training should be anticipated as required with a minimum of two hours per month for the term of the contract.

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. Remote access for changes is required and the contract should include five hours monthly for additions, moves, and changes to the auto-attendant, voicemail, extensions and any administrative changes. Vendor must provide administration level support of system and user extensions.

Vendor must provide a connection to the PSTN (Public Switched Telephone Network) utilizing SIP (Registered Session Initiated Protocol).

Three references for quality of services MUST be submitted with the bid.

Vendor may request an on-site pre-bid inspection. All questions MUST be submitted in writing prior to Bid Opening.

Bidder's Initials _____

**Pike County Commission
 BID PROPOSAL FORM**

Hosted Phone System

	Cost
Cost per handset (phone service, VM, etc.)	
Installation and/or setup cost	
Two hour monthly remote training	
Five hour monthly administrative maintenance	
SIP Services	
Other Costs (be specific)	

*Additional costs for services can be attached.

Projected Delivery Date: _____

Exceptions/Deviations/Substitutions: (attach additional sheets if necessary)

Name of Your Company: _____

Street Address: _____

Billing Address: _____

City, State & Zip: _____

Contact Person & Phone: _____

Email Address: _____

 Bidder Representative Signature

 Date

Bidder's Initials _____