

This No. 2-1119 and the proposal opening date must appear on the proposal envelope.

**REQUEST FOR PROPOSAL**  
OFFICE OF CITY PURCHASING AGENT  
P.O. Box 1111  
Montgomery, Alabama  
November 2, 2018

Gentlemen:

Sealed proposals for City of Montgomery and Montgomery County Commission Communication Services will be received by the undersigned until **2:00 P.M., December 14, 2018** in Room 1, Building 1941, 934 North Ripley Street, Montgomery, Alabama 36104 and be opened as soon thereafter as practical. Proposals will be publicly opened and read in the Conference Room, Building 1941, 934 North Ripley Street, Montgomery, Alabama. Proposals may be hand carried or mailed; however, it is the responsibility of proposers to assure that proposals are received not later than 2:00 P.M. on the date indicated above. Proposals received after this time will not be considered.

All quotations shall be F.O.B., Montgomery, Alabama and submitted on the attached proposal form. Proposers are requested to fill out the Proposal Form by typewriter, indelible pencil or ink and to express delivery in number of days. If you cannot furnish any of the items please return the attached Proposal Form marked "No Proposal".

Any deviation from the specifications shall be noted on a supplementary information page, or pages attached thereto, with the exact nature of the change outlined in sufficient detail. The reason for which deviations were made shall also be included, if not self-explanatory. Failure of a proposal to comply with the terms of this paragraph may be cause for its rejection.

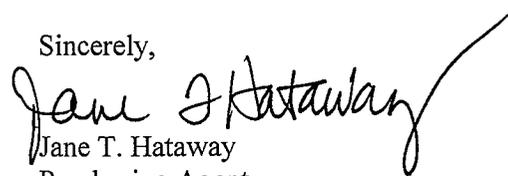
Brand names, catalog numbers, weights, etc., are used to indicate levels of quality. If proposing on an item of another brand or manufacturer your proposal should be accompanied by brochures or other pertinent literature giving detailed specifications of the item(s) on which you are proposing. Or equal proposals received without sufficient literature to determine equal quality will not be considered. Final determinations as to equal quality of substitutions will be made by the using agency and the Finance Department with items not of equal quality being returned collect.

The City of Montgomery reserves the right to award this proposal on an all or none basis or item by item and also the right to reject any or all proposals and the right to make an award in the best interest of the City of Montgomery.

**NO oral, telephonic, telegraph, facsimile proposals, modifications, or ALTERNATE PROPOSALS will be considered. Incomplete proposal bonds and unsigned proposal forms will be cause for disqualification of a proposal.**

Questions regarding this solicitation may be directed to telephone number (334)241-2610, and should be presented prior to proposal opening.

Sincerely,

  
Jane T. Hataway  
Purchasing Agent

JH/kb

1. Request for Proposal
2. Attachment A
3. Attachment B
4. Special Provisions

**RFP No. 2-1119**  
**RFP Form**

- NOTES:
1. The City of Montgomery reserves the right to accept or reject any or all RFPs within a minimum of 30 days after RFPs are opened.
  2. **UNSIGNED RFP FORMS WILL BE CAUSE FOR DISQUALIFICATION OF A PROPOSAL.**
  3. **INCOMPLETE PROPOSAL BONDS AND UNSIGED PROPOSALS WILL BE CAUSE FOR DISQUALIFICATION OF A PROPOSAL.**
  4. PLEASE NOTE SPECIAL PROVISIONS ATTACHED.
  5. **BUSINESS OWNERSHIP:**  
**SMALL – LESS THAN 50 EMPLOYEES OR GROSS RECEIPTS LESS THAN \$1,000,000.00 PER YEAR, INDEPENDENTLY OWNED AND OPERATED. \_\_\_\_\_ YES \_\_\_\_\_ NO**  
**MINORITY AND WOMEN OWNED – AT LEAST 51% OWNED BY ONE OR MORE SOCIALLY AND ECONOMICALLY DISADVANTAGED INDIVIDUALS AND WHOSE MANAGEMENT AND DAILY BUSINESS OPERATIONS ARE CONTROLLED BY ONE OR MORE OF THOSE INDIVIDUALS. \_\_\_\_\_ YES \_\_\_\_\_ NO**

EXCEPTIONS TO SPECIFICATIONS:

---

---

---

---

---

---

Proposal Date

---

Terms of Payment & Discount

---

Delivery Date Phone No

---

Company

---

Mailing Address Fax No.

---

Email Address

---

BY: \_\_\_\_\_  
(Signature)

BY: \_\_\_\_\_  
(Printed Name)

***The City of Montgomery  
and the Montgomery  
County Commission***

***Communication Services***

***Request for Proposal***

***Reference No. 2-1119***

## Contents

1.0	INTRODUCTION	1
2.0	BACKGROUND INFORMATION	1
3.0	GENERAL CONDITIONS	2
4.0	VALID PERIOD OF OFFER	2
5.0	RIGHT OF REJECTION	3
6.0	BEST AND FINAL OFFER	3
7.0	COST OF PROPOSALS	3
8.0	PROPOSAL INSTRUCTIONS AND TIME FRAMES	3
8.1	Proposal Delivery	3
8.2	RFP Questions	3
8.3	Schedule of Events	4
9.0	PROPOSAL PREPARATION	4
9.1	General Preparation	4
9.2	Proposal Outline	5
10.0	EVALUATION CRITERIA	6
B.	EXISTING AND FUTURE ENVIRONMENT	7
1.0	VOICE RELATED SERVICES	8
1.1	Service Inventories	8
1.2	Future Voice Related Considerations	8
1.0	EXECUTIVE SUMMARY	9
2.0	VENDOR'S COMPANY BACKGROUND	9
3.0	FINANCIAL INFORMATION	9
4.0	TERMS AND CONDITIONS	9
4.1	Dispute Resolution	10
4.2	Hold Harmless	10
5.0	REFERENCE ACCOUNTS	10
6.0	PARTNERSHIPS	11

---

---

7.0	COMMUNICATIONS SERVICES BACKGROUND	11
<hr/>		
7.1	Network Facilities	11
7.1.1	Vendor Network Backbone	11
7.1.2	Fiber Access to Network	11
7.1.3	Alternative Access Methods	11
7.2	Performance Objectives	12
7.3	Network Management Capabilities	12
8.0	SUPPORT	12
<hr/>		
8.1	ACCOUNT SUPPORT	12
8.1.1	Account Team	12
8.1.2	Communication	13
8.1.3	Periodic Service Reviews	13
9.0	IMPLEMENTATION	13
<hr/>		
9.1	Implementation Plan	13
9.2	Implementation Support	14
9.3	Service Startup and Modification	14
10.0	CUSTOMER SUPPORT & PROBLEM RESOLUTION	14
<hr/>		
10.1	Customer Support	14
10.2	Trouble Reporting and Escalation	15
10.3	Ongoing Optimization	15
11.0	BILLING SERVICES	15
<hr/>		
11.1	Billing Hierarchy	16
11.2	Flexibility in Billing Options	16
11.3	Account Reconciliation	16
12.0	PRICING INFORMATION	17
<hr/>		
12.1	Other Pricing Considerations	17
12.1.1	Network Management Reporting Services	17
12.1.2	Product and Service Fund	17
12.1.3	Installation Costs	17
12.1.4	Cancellation Clause	18

INSERT APPENDICES HERE.

---

## **A. INTRODUCTION AND INSTRUCTIONS TO VENDORS**

### **1.0 Introduction**

The City of Montgomery (COM) and the Montgomery County Commission (MCC), (we, our, refers to both COM and/or MCC) invites vendors to submit proposals for Telecommunication Services in accordance with the requirements, terms, and conditions of this Request for Proposal (RFP).

Telecommunications Services referenced in this RFP will refer to any access technology and/or connectivity used to facilitate voice communication, access and circuit technology used to link COM's and/or MCC's facilities located in Montgomery County Alabama for "voice" networks. Examples of telecommunications services in this context that are traditionally associated with voice communication include analog business lines, analog trunks, Centrex lines, PRI service, interstate, intrastate, intraLATA, long distance, toll free calling services, and related transport methods such as SIP, T1/DS1, and T3/DS3.

This RFP sets forth the requirements for all voice services and solicits a detailed response from vendors to include pricing and service descriptions.

The purpose of this RFP is to create a competitive atmosphere whereby vendors providing a myriad of telecommunication services have the opportunity to submit proposals that are creative, innovative, and cost competitive, with the requisite capabilities, experience, financial stability and record of excellent service to fulfill our needs today and over the long-term.

We have a desire to consolidate services to as few vendors as possible in servicing the needs of our locations. However, we are fully aware that one vendor may not be able to provide all services appropriately or competitively. Consequently, we may be awarding the business within the scope outlined in this RFP to more than one vendor as it suits both the COM and MCC.

### **2.0 Background Information**

#### **Montgomery County Commission**

Montgomery County Commission is the governing body for the county and provides many services to county residents. The population of Montgomery County is approximately 230,000. The County has approximately 900 full and part-time employees. The County Information Technology Department provides various levels of telecom services to the Revenue Commission, Probate Office, District Attorney's Office, Sheriff's Office, Youth Corrections, Support Services, Finance, and the County Commission. There are eight (8) buildings – County Court House, old Jail, new Jail, Annexes (I, II, III), Community Corrections, and Family Justice Center in a campus arrangement in downtown Montgomery. Most of these buildings are connected by fiber owned by the county. The buildings are bordered by Perry Street, Washington Street, Hull Street, and High Street. In addition, there are remote locations at: Janet Warner Road, Atlanta Highway, McGehee, Mobile Highway, Snowdon, Pike Road, Pintlala, Day Street, and Ramer. The County currently has VoIP, remote switches, Centrex and 1FB circuits

handling the voice and data requirements. The County's goal is to obtain a solution that will streamline operations and provide quality service to the taxpayers.

#### City of Montgomery

The City of Montgomery is the governing body for the city and provides many services to its residents. The population of the City of Montgomery is approximately 206,000. The City has approximately 2350 full and part-time employees. The City Information Technology department provides various levels of telecom services to City Hall, Building Maintenance, , Communications, Development, Emergency Management, Engineering, Fire, Fleet Management, Inspections Services, Leisure Services, Library System, Maintenance, Municipal Court, Museum of Fine Art, Parking Services, Personnel, Planning, Public Info., Public Safety, Risk Management, Sanitation, Traffic Engineering and Zoo Services departments located at over 130 different locations throughout the City. It is the City's objective to have as many of these locations connected with fiber to provide maximum opportunity for economical bandwidth for our underlying voice, data and multimedia traffic. The City's goal is to obtain a solution that will streamline operations and provide quality service to the taxpayers.

### 3.0 General Conditions

This RFP is not an offer to contract. Acceptance of a proposal neither commits the COM or MCC to award a contract to any vendor, even if all requirements stated in this RFP are satisfied, nor limits our right to negotiate in our best interest. We reserve the right to contract with a vendor for reasons other than lowest price.

This RFP primarily addresses voice communication which, depending on your organization's product and services, may include a number of technologies for servicing these telecommunication domains and, depending on the geographic reach of your services, any number of locations. As a vendor, you will be asked to propose services that your organization believes will be the best fit for COM and/or MCC to meet current and future requirements. Vendors may propose on all or a subset of services. Preference will be afforded vendors that can meet the services requirements and performance objectives, along with fundamental requirements for experience, financial stability, account support and innovation. Vendors are asked to explicitly state their intent in proposing services and state explicitly what will not be proposed out of the list of COM and/or MCC services and locations listed.

Failure to answer any question in this RFP within the scope of responding to general information and telecommunication services may subject the proposal to disqualification. Failure to meet a qualification or requirement will not necessarily subject a proposal to disqualification.

### 4.0 Valid Period of Offer

The pricing, terms, and conditions stated in your response must remain valid for 180 days from the date of delivery of the proposal to address indicated.

## 5.0 Right of Rejection

We reserve the right to accept or reject any or all responses to this RFP and to enter into discussions and/or negotiations with one or more qualified vendors at the same time, if such action is in the best interest of COM and/or MCC.

## 6.0 Best and Final Offer

We reserve the right to request a best and final offer.

## 7.0 Cost of Proposals

Expenses incurred in the preparation of proposals in response to this RFP are the vendor's sole responsibility.

## 8.0 Proposal instructions and time frames

This section contains instructions governing the proposal to be submitted.

### 8.1 Proposal Delivery

Deliver, via mail or express delivery service, or in person one original and two copies of your proposal to the following address not later than 2:00 PM December 14, 2018, in Room 1, Building 1941, 934 North Ripley Street, Montgomery, Alabama 36104 and be opened as soon thereafter as practical. Bids will be publicly opened and read in Conference Room, Building 1941, 934 North Ripley Street, Montgomery, Alabama 36104.

### 8.2 RFP Questions

We do request that vendors submit questions prior to the opening of the RFPs as noted in schedule below in order to facilitate the process. All known participants will be provided a list of all submitted questions and answers and emailed any follow up questions and answers.

Questions regarding this RFP are encouraged and should be submitted via e-mail to the following RFP contact: Ken Barwick, [kbarwick@montgomeryal.gov](mailto:kbarwick@montgomeryal.gov)

### 8.3 Schedule of Events

Please note that the following dates are subject to change and amendments issued up until the response to questions date at any time at the discretion of COM and MCC. We will make every reasonable effort to notify vendors in the event of changes to dates.

<b>Dates</b>	<b>Activity</b>
November 2, 2018	RFP distribution
November 16, 2018	Vendor questions due to Ken Barwick
November 30, 2018	Answers to be distributed to vendors
December 14, 2018	Proposals due
January 7, 2019	Estimated vendor(s) selection announcement
January 14, 2019	Estimated start to proposal negotiation process.
February 19, 2019	Estimated target date to execute all contractual agreements

## 9.0 Proposal Preparation

This section provides specific instructions on preparing your proposal. Please be sure to read the entire RFP and answer all questions contained within the sections for which you are responding.

### 9.1 General Preparation

- Bind your proposal (3-ring or other) one original and two copies.
- Number pages consecutively within a section using section and page numbering (e.g., Section 3.1).
- Provide table of contents
- Follow the proposal outline in Section 9.2. For each response, identify the RFP item and section number to which you are responding. Include the original question(s) in your response. Include the RFP No. 2-1118.

## 9.2 Proposal Outline

The following chart details the required proposal outline and specifies the content of the proposal sections. Your responses to the questions in sections 1 through 14 below should follow the same outline numbering scheme as the questions themselves. **Include the original text of the question or request followed by your response.**

Required Proposal Outline		
Section Number	Section Title	Section Content
1	Executive Summary	Information requested in Section 1 of RFP; limit to 2 pages.
2	Vendor's Company Background	Responses to Section 2 of RFP limit to 3 pages
3	Financial Information	Responses to Section 3 of RFP limit to 3 pages
4	Terms and Conditions	Responses to Section 4 of RFP
5	Reference Accounts	Responses to Section 5 of RFP
6	Partnerships	Responses to Section 6 of RFP
7	Communications Services Background	Responses to Section 7 of RFP
8	Support	Responses to Section 9 of RFP
9	Implementation	Responses to Section 10 of RFP
10	Customer Support and Problem Resolution	Responses to Section 11 of RFP
11	Billing Services	Responses to Section 12 of RFP
12	Pricing Information	Responses to Section 13 of RFP
	Appendices	As appropriate

## 10.0 Evaluation criteria

Factors used to evaluate proposals are listed below.

1. Capability of vendor's service offerings to meet present requirements, add value and provide other services. Ability to offer creative solutions to meet MCC's and COM's peak demand requirements.
2. Cost-effectiveness of service offerings and proposed solutions, including ability to assist with migration and mitigate costs. Upfront and on-going costs will be a consideration in the selection process
3. Capability of vendor's solutions to meet future requirements and vendor's perceived ability to provide solutions that are useful to MCC and COM.
4. Perceived and demonstrated commitment to reliability of vendor's service offerings and past experience, if applicable, with your service experience
5. Experience and capabilities of account management and support organizations, particularly demonstrated billing flexibility and accuracy.
6. Comprehensive implementation designed to minimize disruption of business activities
7. Vendor's longevity, financial condition, references and perceived long-term viability

## B. EXISTING and FUTURE ENVIRONMENT

This section provides an overview of the current portfolio of COM and MCC services that are within the scope of this RFP, as well as some insight into future service considerations. Vendors should refer to the sections for which they are responding.

The COM and MCC's explicit goals in applying and sustaining telecommunication services and the vendor's responsibility in helping us to achieve these goals are as follows:

1. Must be able to support the growth of the business at all times. Yes  No
2. Must provide robust network operations processes and network management capabilities to provide significant voice network availability and performance management. Yes  No
3. Must provide a strong network solution that is flexible, highly available, scalable and easy to manage. Yes  No
4. Must support Quality of Service queuing (4 levels) & VoIP Yes  No
5. All sites must be supported and billed end to end by the proposing service provider Yes  No
6. Service Provider must provide a Service Level Agreement (SLA) that guarantees a Mean Time to repair any service outage of four (4) hours or less. Failure to meet this SLA will result in financial penalties to the Service Provider. These penalties will be established after the closing date but prior to the contract being awarded. Yes  No
7. Service Provider should include all build out requirements and installation costs in proposal. Yes  No
8. If Service Provider requires an out of band, analog phone line for remote management, a dedicated analog phone line should be included. Yes  No
9. Must provide significant billing flexibility and accuracy. We require the vendor to provide departmental breakouts on their invoices as well as clear and concise billing formats. It is both the COM and MCC's preference that billing be made available over the internet with download to Excel capabilities. A sample billing statement, while not required, is recommended to illustrate the vendor's ability to provide the accuracy and flexibility desired. The proposals solicited through this process must be very mindful of these goals. We will be looking for insightful, creative and "out of the box" thinking when evaluating your proposal. We are also looking for substance and thoughtfulness in your response. Yes  No
10. All calls originating from any City or County phone to the emergency number 911 must associate the caller's 10 digit Automatic Number Information (ANI) through the Yes  No

vendors Central Office Switch and match the ANI to an Automatic Line Information (ALI) database provisioned by the vendor (or its subcontractor) of the City-County address information as provided by the City or County adhering to the USPS standard addressing scheme such as street address, building, floor, suite, and room number and deliver both the ANI and ALI to the 911 Public Safety Answering Point (PSAP) inclusive of all line costs.

11. Must provide Centrex or Centrex like service for small and remote locations with analog PBX like features as well as a 3 or 4-digit network dialing (2-way-calling) capability between the service and the City or County's phone system making use of the vendor provided voice transport and the City or County's DID numbers. This service must be compatible with standalone analog Fax machines, Credit Card machines, and Check Readers as well as Fire and Security systems. Yes  No
12. All or SIP or PRI's trunking must provide Calling name and number information. Yes  No
13. Must port all requested COM and/or MCC DID, 1FB, Trunk and Centrex numbers as per COM or MCC instructions during the implementation phase. Yes  No
14. Schedule of all services you can propose. Yes  No
15. Must provide a contract in the form of a Master Services Agreement so as to give the COM and/or MCC the flexibility to move, add and change or migrate to new services as needed within the term and scope of the services offered in this contract. Yes  No

## 1.0 Voice Related Services

### 1.1 Service Inventories

Please see Attachment A for a listing of MCC's current locations and detailed inventory of these services. Please see Attachment B for a listing of COM current locations and detailed inventory of these services

### 1.2 Future Voice Related Considerations

The current suite of voice related services, and the pattern of their use at MCC, is not expected to change over the two to four year planning horizon. MCC currently has several locations that are served via a Cisco VOIP system and there are no plans to expand this technology to any other locations. Our Cisco Call Manager VOIP System was installed with the Publisher Server in the Annex 1 Bldg. and a Subscriber Server in the New County Detention Facility in an effort to create a more fault-tolerant phone system. We are seeking proposals that would enhance the uptime of the phone system in the incident of a power or data circuit failure. We would also prefer that the voice connection to the outside world be as secure and reliable as possible. MCC's future expansion of this technology may not use Cisco equipment but the future equipment

will need to be compatible with the existing Cisco hardware. We ask that vendors provide solutions that will allow for this migration.

As far as the COM is concerned the suite of voice related services, and the pattern of their use, is expected to evolve over the two to four year planning horizon. The COM currently has twenty-eight locations that are served via a SipXecs VOIP system and plan to expand this technology to other locations as we migrate from a legacy system and the future equipment will need to be compatible with both the existing legacy Semiens Hicom, SipXecs system, AudioCodes M1000 PRI gateways, and Polycom phones. We ask that vendors provide solutions that will allow for this migration.

## **1. EXECUTIVE SUMMARY**

### **1.0 Executive Summary**

Briefly describe the key elements of your proposal. Highlight any major features, functions, or areas of support that differentiate your service offering from your competitors' offerings.

## **2. VENDOR CORPORATE PROFILE**

### **2.0 Vendor's Company Background**

Provide a brief overview and history of your company. Describe the organization of your company and include an organizational chart that is relative to your proposed services.

### **3.0 Financial Information**

Provide financial information on your company (e.g., annual report).

If you are not a publicly traded company, provide us with a profile of your revenue growth since inception, profit or loss over this period, capital expenditures, SG&A expenses, etc., as can be shared. Please state your financial backing, such as venture capital, business partners, etc. We are seeking information that will give us confidence that your organization is financially viable over the long term.

### **4.0 Terms and Conditions**

Include a copy of your Master Services Agreement (contract terms and conditions), as well as all documents referred to in those terms and conditions. MCC and the COM are tax exempt and do not pay late fees or interest; this should be explicitly stated in the contracts. Explain the process of notification when these terms and conditions change over the life of the agreement.

In the Agreement for Services or Contract verbiage must contain and adhere to the following:

#### 4.1 Dispute Resolution

If a dispute arises out of or relates to this agreement or its breach, the parties shall endeavor to settle the dispute first through direct discussions and negotiations. If the dispute cannot be settled through direct discussions or negotiations, the parties shall endeavor to settle the dispute by non-binding mediation. The location of the mediation shall be Montgomery, Alabama. Either party may terminate the mediation at any time after the session, but the decision to terminate must be delivered in person to the other party and the mediator. Engaging in mediation is a condition precedent to any other form of binding dispute resolution. If the parties cannot agree on a mutual resolution, any disputes not resolved by mediation shall be decided in the Circuit Court of Montgomery County, Alabama, governed by the laws of the State of Alabama.

#### 4.2 Hold Harmless

The selected vendor agrees to protect, defend, indemnify and hold the Montgomery County Commission, the City of Montgomery and its employees, agents, officers and servants free and harmless from any and all losses, claims, liens, not limited to, the amounts of judgments, penalties, interests, court costs, legal fees, and all other expenses incurred by the MCC and COM arising in favor of any party, including employees of the successful vendor, death or damages to property and without limitation by enumeration, all other claims or demands of every character but only on the proportion of and to the extent such losses, claims, liens, demands and causes of action arise out of the negligent acts or omissions of contractor, its employees, agents and officers. The successful vendor agrees to investigate, handle, respond to, provide defense for and defend any such claims, demand, or suite at its sole expense. The successful vendor also, agrees to bear all other costs and expense related thereto, even if the claim or claims alleged are groundless, false or fraudulent.

#### 5.0 Reference Accounts

List three references related to the services you are proposing.

These references should be active accounts with services and/or networks similar in size or complexity to our organization. Please include the following:

- Company name, address, and contact information
- Specific network products or services and length of service

## 6.0 Partnerships

Please list and describe partnerships related to your proposed services that may be beneficial to the COM and MCC for the delivery of your services. For example, technology sharing agreements, resellers, interconnection/peering agreements, local access, etc. If your organization is a subsidiary of another company, describe this relationship. Describe your company's subsidiaries, if applicable.

## 7.0 Communications Services Background

This section is used to gather information on how each vendor's services are configured.

Answer all questions within the section for services your company is proposing. If you choose not to propose for a particular service area or do not offer the service, please state this clearly.

### 7.1 Network Facilities

#### *7.1.1 Vendor Network Backbone*

To help us clarify the information contained in various published sources about the different network vendor facilities, provide accurate, up-to-date information about your network facilities that support your voice networks. Be specific to servicing the list of MCC and COM locations. Provide information that gives a sense of scale, breadth of service, and reliability in the delivery of data services.

#### *7.1.2 Fiber Access to Network*

Provide details on your SONET or related access method for dedicated high-speed access for aggregating all access traffic, including private line, switched data, enhanced services. Using the COM and MCC site inventory as your guide, detail sites that are candidates for direct fiber access to your network (in reasonable proximity to extend fiber to the building from your metro area backbone) or already have direct fiber access to your network.

#### *7.1.3 Alternative Access Methods*

Other than traditional T-carrier access to your voice and data networks, describe your plans to roll-out Ethernet or wireless or other unique access methods to your network. Particularly elaborate on Ethernet access and provide any relevant details about access methods that enhance your overall voice networking offering.

## 7.2 Performance Objectives

The COM and MCC require a service with a high degree of network availability and performance. Provide your network performance objectives in the areas of end-to-end network availability, packet latency, packet delivery ratio, jitter, etc. Include an SLA if this adequately illustrates these objectives.

Provide specific historical averages for network performance for your network offering as measured from customer edge to customer edge, including latency, packet loss, jitter, and access and port availability. Describe how these parameters are measured.

## 7.3 Network Management Capabilities

Describe the network management applications available to MCC and/or the COM to view availability, statistics, performance and trending information on its wide area networking, both under a self-managed and carrier managed scenario. Please be frank and concise about your capabilities.

Describe your voice network management capabilities, including the following areas:

1. Are the network statistics real-time? If not real-time, how much lag-time is there?
2. How long is the interval between sampling?
3. Are the network performance reports, historical or real-time, available via the web?
4. If not a proprietary, in-house developed network management solution, what vendor's application is your solution based on?
5. Other features unique to your network management capabilities.
6. Is a service currently offered, or are there plans, to provide Web-enabled access to network management via the Internet?
7. Do you offer periodic management reports detailing the usage history of our circuits?
8. Please provide sample management reports if this service is available..

## 8.0 SUPPORT

The following are the critical areas of support for both the City and the County.

### 8.1 ACCOUNT SUPPORT

#### *8.1.1 Account Team*

Please describe the different roles of the account team assigned to our account. Please include the names of specific individuals and their credentials that will be

assigned to our account. Both the COM and MCC values an account team that is fully versed in the unique nature of our business and remains responsive.

How would you describe your organization's executive level sponsorship of this account if you were awarded this business? How might the executive leadership intervene or augment the account team? Give examples of when this might be appropriate?

### **8.1.2 Communication**

Frequent and candid communication is vital to maintaining a good working relationship between our organization and our provider of communication services. Explain how the team assigned to our account would maintain communication with our team with respect to new installations, upgrades, network problems, billing issues, changes to the services, and new products and services? What assurance can you give us that this communication will be proactive, relevant, and forthright?

Describe how empowered the account team is in support of our account? For instance, can the account team circumvent normal operating procedures to serve as our advocate to address an important service request?

### **8.1.3 Periodic Service Reviews**

Service reviews are an important element of gauging the level of service provided by the provider. It also provides the provider with the opportunity to address and rectify service issues, as well as disclose new services and changes in procedures, policies or the organization itself. Please explain how you would propose periodic service reviews. What would be covered during these reviews? Who should attend? How often should they convene? Give some examples of the type of issues or topics that might be covered during a typical review. How would open issues or tasks be followed-up on and communicated back to our team?

## **9.0 IMPLEMENTATION**

### **9.1 Implementation Plan**

Based solely on the information provided in this RFP, provide a general implementation guideline that details the smooth transition from the current environment to your proposed solution. We are not looking for a specific plan at this time, but rather your idea of an implementation plan given the scope of this request and customers like ourselves. Include the following information:

1. A description of the cut-over process (placing the system in service), including whether it will be "flash cut" (all at once) or phased (different elements of the network cut-over at different times).

2. Time frames for turning up the circuits or adding services.
3. A brief description of the major steps in the implementation process.
4. Any major activity that involves our employees or premises (e.g., end user surveys, delivery dates for equipment, installation, configuration, etc.).
5. Time frames for critical activities and other tasks required of the City or County.

## 9.2 Implementation Support

Identify the individual in your organization who will act as a focal point for implementation. Include an organizational chart depicting your proposed implementation team, including titles and functional roles, and any subcontractors.

1. Describe your escalation procedure for addressing problems during implementation.
2. To what extent do you assist the customer with activities such as router or switch configurations, network design, etc.? As part of the implementation process, is this assistance of cost to us?

## 9.3 Service Startup and Modification

What is the turnaround time on provisioning the following services?

1. Access (local loop) installation by access type
2. Initial voice circuit implementation
3. Class of service change
4. Port speed change within existing access
5. Describe the ordering process for your services. Do you offer an online (Web) order status tracking capability? If offered, does this system allow MCC and COM to request add/move/changes to our services going forward? MCC and COM would like the ability to track adds/moves/changes as well as trouble tickets online.

# 10.0 Customer Support & Problem Resolution

## 10.1 Customer Support

A dedicated technical support contact is required. Provide contact information for this person or group.

## 10.2 Trouble Reporting and Escalation

Answer the following questions in the context of your Service Level Agreements for all services within the scope of this RFP. Include copies of your standard SLAs if this will help you answer the questions in this section. Standard boilerplate language is acceptable to address this section.

1. What are your procedures for trouble reporting and escalation, including the trouble ticketing methodology?
2. Describe your Network Control Center (NCC) operation in support of MPLS, IP network, local loop, etc.
3. How often is a customer notified of status on a given open trouble ticket?
4. What is the Mean Time to Repair a circuit or service? What factors would cause this to vary? What can you guarantee?
5. What is the escalation procedure in the event a trouble ticket is not corrected in a timely matter? Please provide a list of these procedures, the time interval for each, and the individuals or groups notified.
6. Does your company offer online access for customers to track trouble ticket status? Does this same system handle adds/moves/changes?

## 10.3 Ongoing Optimization

You should provide proactive network management of your telecommunications environment through evolving network design and improvements. These services should be available to develop and maintain our telecommunications network and incorporate improvements and new technology.

Network design resources should include:

1. Pre-installation network design
2. Installation support and testing
3. Ongoing system engineering support (monitoring and capacity planning)

Network design services should incorporate hands-on, pre- and post-implementation support. Please describe your plan for providing ongoing network optimization for our account as it applies to your service.

## 11.0 Billing Services

State current billing services offered and indicate planned enhancements. Describe your flexibility in accommodating our billing cycles/requirements. Standard boilerplate language is acceptable in response to this section as long as it can be substantiated by your referenced accounts. Prefer online options for billing analysis

## 11.1 Billing Hierarchy

Do you provide a hierarchy structure for flexibility in organizing the information presented on the invoice? If so, please describe the levels in your billing hierarchy.

Can we provide our own account codes for organizing the billing hierarchy and sorting?

It is critical for both the COM and the MCC to be able to breakout costs by departments. We would like to have one consolidated invoice, for each entity (COM and MCC) with department breakouts included to facilitate internal billing.

## 11.2 Flexibility in Billing Options

Describe the media options offered for invoice information. Can we get customized billing information? If so, describe any charges that apply for customization. Is an annual billing summary available? Can we get billing information in a custom electronic format from an online portal source?

When does a circuit begin billing? Can we determine when a circuit has been accepted and thus determine when billing should be started based on our acceptance?

Can we make all additions coterminous with MSA?

Can we allow terminations of individual services during the contract term without penalty?

## 11.3 Account Reconciliation

In the event we are experiencing billing problems, such as inappropriate rates, erroneous services or locations, omitted information, etc., what is your procedure for resolving these problems? Can we have a billing specialist (that is, a single individual) assigned to our account to ensure our billing issues are reconciled in an expert and timely manner?

How are credits to our account handled? Specify the maximum length of time credits due will be outstanding.

What is the process for disputing a billing charge if we cannot get it resolved with our immediate billing contact?

The COM and the MCC will not pay late fees and/or interest charges. This provision must be clearly stated in your proposal and contract.

## 12.0 Pricing Information

Provide plans for upgrading copper facilities where applicable or necessary to meet SLA criteria. Use the information in Attachments A and B to price your solution. Pricing must be all-inclusive. If there will be any additional charges, they must be detailed in your pricing response.

This is a competitive bidding process. In addition to evaluating your financial viability and capability to provide services to meet our requirements, we are looking for aggressive pricing from all providers. This is your opportunity to distinguish your proposal by offering MCC and COM competitive discounting on all services proposed. The more detail we have regarding all the costs associated with your service, the more detail we will have in making an informed decision.

**Pricing Term: Specify pricing for 3-year contract terms.**

### 12.1 Other Pricing Considerations

Response to this section depends on the services your company offers. Respond as appropriate.

#### 12.1.1 *Network Management Reporting Services*

Include the supplemental costs of any network performance management reporting applications available to MCC and COM: premium performance reporting applications that provide greater detail or analysis than your standard reporting services that might be provided at no additional cost.

#### 12.1.2 *Product and Service Fund*

If applicable for your service offering, is your company willing to provide a fund, in the form of invoice credits, subsidies or signing bonus that MCC and or the COM can use to mitigate the cost of equipment, equipment upgrades, in-house managed migration, consulting services, etc.? Preference will be given to suppliers that strive to mitigate the financial and operational impact of changes to the current network by providing a financial incentive.

#### 12.1.3 *Installation Costs*

While the cost of installation for the various services has been requested in the preceding service offerings, is your company willing to waive the installation cost for new services to enable MCC and/or the COM to more easily justify the adoption of these services? Specify to what degree you are able to waive these expenses, for what services, for how long, and if there is a cap on this cost. We encourage proposals that waive installation charges for the life of the agreement (new services added) and have very minimal or non-existent "initial terms" for installed services.

**12.1.4**      *Cancellation Clause*

COM and MCC shall have the absolute and discretionary right to terminate and cancel any contract or agreement, resulting from this RFP, upon giving the other party sixty (60) days prior notice in writing, if the vendor or their third party affiliates fail to perform satisfactorily under the terms and conditions of this contract.



ATTACHMENT A  
Montgomery County Commission

Item #	Service	Estimated Quantities	Monthly Unit Price	3 Year Contract Extender Price
1	Long Distance Minutes - Intrastate	10,210		
2	PRI 23B+D Voice Service	5		
3	DID Numbers	765		
4	Voice Mail	3		
5	Toll Free Number Service	1		
6	POTS/1FB lines	17		
7	Centrex Lines	115		
	Subtotal			

\* Price all items in the "Monthly Unit Price" column but only extend price if there is a value in the "Estimated Qty" column.

Attachment B  
City of Montgomery Current Service Address List

Site #	Address	Location Name	Centrex	PSP T1	PRI	DSL	Cable		
							Intranet	Broadband	1FB
1	1 Court Square	1 Dexter Plaza	8						
2	1 Museum Dr.	Museum	10	X					
3	1000 Goode Street	Goode CC	1						
4	1001 North Court Street	Fire Training	2						
5	1010 Forest Ave.	Parks Admin	4						
6	1018 Madison Ave.	Learning Arts/Armory	1						
7	1022 Madison Ave.	Crampton Bowl/Multiplex	9		1				
8	103 N. Perry St.	City Hall	8	1				1	
9	1040 Coliseum Blvd	Hwy Patrol	1						
10	115 Division Street	Landfill	2	x					
11	1201 Madison Ave.	Patterson Field	1		1				
12	1240 Hugh St.	McIntyre CC	6						
13	1250 Forest Ave.	Fire Station 6	1						
14	130 Commerce St.	Alley Substation	1						
15	1300 Air Base Blvd.	Fire Station 4	5						
16	1329 East Fairview Ave	Fire Station 7	5						
17	14 Madison Ave	Alarm Room	3	5	2				
18	1424 Lake St.	Oak Park Maint	1		1				
19	150 Lee St.	Records Retention	2						
20	1514 Highland Ave.	Old SOD	2						
21	1550 Perry Hill Road	Traffic Eng Cabinet	1						
22	1655 Ray Thorington Rd.	Ray Thorington Field	5						
23	1735 Highland Ave.	Old Crump CC	1						
24	1751 Cong WL Dickinson Dr.	SOD, CID, Crump CC	4						
25	1765 North Decatur Street	NewTown	3						1
26	1801 Taylor Road	Buddy Watson Park	4						
27	1931 Rosa L. Parks Ave.	Fire Station 10	6						
28	20 Melton Street	Hunter Station	1						
29	200 Coosa Street	Biscuit Stadium	5			1			
30	201 Coosa Street	Silo	1						

31	205 Perry Hill Road	Goodwyn CC	8						
32	206 Federal Drive	Capitol Heights CC	6						
33	207 North Hall Street	Houston Hills	5						1
34	2105 East South Blvd	Baptist South Ringdown	1						
35	2190 East South Blvd.	Police Community Service	1	X					
36	230 Brown Springs Rd	AUM Soccer Complex	3						
37	230 North Hull Street	Old Alabama Town	1						
38	2301 Coliseum Parkway	Zoo	1						
39	2318 West Fairview Ave	MATS	6	x					1
40	233 Coosa Street	Coosa Parking Deck	2				1		
41	2330 Dorothy Street	Washington Park	1						
42	25 Washington Ave.	25 Washington	4	1			1		
43	2500 Madison & Panama	Traffic Eng Cabinet	1						
44	2530 East Fifth Street	Haynes Ambulance Ringdown	1						
45	2685 Bell Road	Fire Station 13	5						
46	2699 Cong. W. L. Dickinson Dr.	Traffic Eng Cabinet	1						
47	2700 Lower Wetumpka Rd	Fire Station 8	7						
48	2710 Lagoon Park Dr	Fire Station 5	7						
49	2801 Selma Highway	Fire Station 14	5						
50	2801 Willena Ave.	Highland Gardens	2						
51	2820 Eastern Blvd	Shakespeare Maintenance	1						
52	2849 Pelzer Ave	Morningview concession	1						
53	2855 Lagoon Park Dr.	Lagoon Park Club House	5	x			1		
54	2989 Lagoon Park Dr.	Lagoon Park Softball	10				2		
55	300 Water St.	Union Station/IA	5				1		
56	2390 Cong. W. L. Dickinson Dr	CID	2						
57	301 Columbus Street	Old Alabama Town	15						
58	301 North Hull Street	Montgomery Symphony	5						
59	310 North Hull Street	Old Alabama Town	3						
60	3180 East South Blvd	Fire Station 9	3						
61	320 North Ripley Street	Police HQ	3	3	2	1			
62	3200 Old Selma Road	Old Selma Rd CC	1						
63	3200 Otis Lane	Smiley Court CC	6						
64	329 Vandiver Blvd	Food Services	1						

65	3301 Biltmore Ave	Fire Station 11	5						
66	3315B Hayneville Rd	Hayneville Rd CC	3						1
67	335 Coosa St	Silo	2						
68	3410 Woodley Road	Crump Softball	1						
69	3425 Carter Hill Road	Southeastern Baseball	1						
70	3501 Faro Lane	Sheridan Heights CC	6						1
71	37 Railroad Street	Railroad Street Building	1						
72	3800 Davenport Parkway	Gateway Park	4				2		
73	3810 Coretta Street	Twin Gates Park	1						
74	3950 Norman Bridge Rd	Fire Station 12	6						
75	400 Taylor Raod	Baptist East ER	1						
76	401 North Decatur	Old Alabama Town	1						
77	4019 McInnis Rd	McKee CC	1						
78	4021 McInnis Rd	McKee CC	1						
79	405 South Holt Street	Fire Station 2	1						
80	405 Taylor Raod	East Montgomery Hospital	1						
81	410 North Hull Street	Old Alabama Town	1						
82	4110 Carmichael Road	Fire Station 3	10						
83	425 E. Jefferson St.	Old Alabama Town	1						
84	4325 Thornwood Drive	Woodcrest Park	1						
85	441 Taylor Road	Fire Station 15	7						
86	4449 Kyser St.	Traffic Eng Cabinet	1						
87	451 Columbus Street	Old Alabama Town	3						
88	4554 Narrow Lane Road	Southern League	1						
89	495 Molton St.	Intermodal	7						
90	500 Anderson Street	O'Conner Tennis Center	7				1		
91	501 North California St.	Fire Supply	3						
92	507 Columbus Street	Old Alabama Town	1						
93	5225 Patricia Lane	Southlawn	2						
94	53 Washington Ave.	Washington Parking Deck	1						
95	5430 Bell Road	Brewbaker	5						1
96	545 East Vandiver Blvd	Chisholm CC	6						1
97	5880 Old Hayneville Rd	Police Shooting Range	3			x			
98	5896 Old Hayneville Rd	Police Driving Track	2			x			1



ATTACHMENT B  
City of Montgomery Pricing Sheet

Item #	Service	Site #	Estimated Quantities	Monthly Unit Price	3 Yr Contract Extender Price
1	Long Distance Minutes - Intrastate	43,62	11,000		
2	Long Distance Minutes - Interstate	43,62	7,500		
3	Point to Point T1 Service	35	1		
4	PRI 23B+D Voice Service	43,62	6		
5	DID Numbers	43,62	4800		
6	Basic Voice Mail		*		
7	Toll Free Number Service	43,62	2		
8	POTS/1FB lines	106	7		
9	Centrex Lines w/features & NARS	(a)	418		
10	Combo Trunk - Loop or Ground Start		*		
11	Crisis Link		*		
	Subtotal				

\* Price all items in the "Monthly Unit Price" column but only extend price if there is a value in the "Estimated Qty" column.

(a) See City Service Locations List

## SPECIAL PROVISIONS

### NO. 1

THE CITY OF MONTGOMERY REQUIRES THAT A PROPOSAL BOND BY A RELIABLE SURETY COMPANY AUTHORIZED TO DO BUSINESS IN THE STATE OF ALABAMA BE FILED WITH EACH PROPOSER'S PROPOSAL THAT EXCEEDS \$50,000.00. SUCH BOND SHALL BE FOR THE SUM OF FIVE PERCENT (5%) OF THE TOTAL PROPOSAL. A CASHIERS CHECK PAYABLE TO THE CITY OF MONTGOMERY OR AN IRREVOCABLE LETTER OF CREDIT SHALL ALSO BE ACCEPTABLE.

### NO. 2

CITY ORDINANCES MANDATE THAT ANYONE WHO TRANSACTS BUSINESS WITHIN THE CITY LIMITS OF MONTGOMERY BY ONE OR ALL OF THE FOLLOWING SITUATIONS IS SUBJECT TO OBTAIN A CITY BUSINESS LICENSE:

- 1) A physical location within the City.
- 2) A representative of your company calls on customer or solicits business within the City.
- 3) Merchandise is delivered into the City on a vehicle other than by common carrier.

PROPOSERS FALLING WITHIN THE ABOVE CATEGORIES WILL BE REQUIRED TO OBTAIN A CITY OF MONTGOMERY BUSINESS LICENSE PRIOR TO ISSUANCE OF A CONTRACT OR PURCHASE ORDER.

BUSINESS LICENSE NO. \_\_\_\_\_

### NO. 3

Verification of E-Verify Enrollment in accordance with the Beason-Hammon Act.

#### SECTION 9

A: BY SIGNING THIS CONTRACT, THE CONTRACTING PARTIES AFFIRM, FOR THE DURATION OF THE AGREEMENT, THAT THEY WILL NOT VIOLATE FEDERAL IMMIGRATION LAW OR KNOWINGLY EMPLOY, HIRE FOR EMPLOYMENT, OR CONTINUE TO EMPLOY AN UNAUTHORIZED ALIEN WITHIN THE STATE OF ALABAMA. FURTHERMORE, A CONTRACTING PARTY FOUND TO BE IN VIOLATION OF THIS PROVISION SHALL BE DEEMED IN BREACH OF THE AGREEMENT AND SHALL BE RESPONSIBLE FOR ALL DAMAGES RESULTING THEREFROM.

-The attached form should be completed and signed before a Notary Public. Attach to it verification of your enrollment in E-Verify.

**AFFIDAVIT FOR BUSINESS ENTITY/EMPLOYER /CONTRACTOR**

This form with attachment is to be returned with the response to any RFP or other form of procurement and is to be completed as a condition for the award of any contract, grant, or incentive by the State of Alabama, any political subdivision thereof, or any state-funded entity to a business entity or employer that employs one or more employees.

State of \_\_\_\_\_

County of \_\_\_\_\_

Before me, a notary public, personally appeared \_\_\_\_\_ (print name) who, being duly sworn, says as follows:

“As a condition for the award of any contract, grant, or incentive by the State of Alabama, any political subdivision thereof, or any state-funded entity to a business entity or employer that employs one or more employees, I hereby attest that in my capacity as \_\_\_\_\_ (state position) for \_\_\_\_\_ (state business entity/employer/contractor name) that said business entity/employer/contractor shall not knowingly employ, hire for employment, or continue to employ an unauthorized alien.”

I further attest that said business entity/employer/contractor is enrolled in the E-Verify program. (ATTACH DOCUMENTATION ESTABLISHING THAT BUSINESS ENTITY/EMPLOYER/CONTRACTOR IS ENROLLED IN THE E-VERIFY PROGRAM)

\_\_\_\_\_  
Signature of Affiant

Sworn to and subscribed before me this \_\_\_\_\_ day of \_\_\_\_\_, 2\_\_\_\_.  
I certify that the affiant is known (or made known) to me to be the identical party he or she claims to be.

\_\_\_\_\_  
Signature and Seal of Notary Public

ATTACHMENT: VERIFICATION OF E-VERIFY ENROLLMENT.

THIS FORM PROVIDED FOR COMPLIANCE WITH SECTIONS 9 (a) and (b) BEASON-HAMMON ALABAMA TAXPAYER AND CITIZEN PROTECTION ACT; CODE OF ALABAMA, SECTIONS 31-13-9 (a) and (b).