



City of Mobile
Request for Proposals
RFP Number: 2018-001

**Hosted Voice Over Internet Protocol (VOIP)
Telephone Services**

The City (“City”) of Mobile is seeking sealed proposals from phone service providers to transition the City to hosted VOIP telephone services and to provide this service.

Pre-Proposal Conference: 10:30 a.m. CST, Wednesday, January 3, 2018

Location: City of Mobile Technology Department, 651 Church St, Mobile, AL 36602

Proposers that cannot attend in person may call in for this Conference.

For call in information, contact: Sue Farni, Executive Director of Technology, (251) 208-7830, sue@cityofmobile.org.

Proposals Due: 10:30 a.m. CST, Thursday, January 18, 2018.

Mailing address

Hand Delivery:

RFP 20018-001
City of Mobile
Procurement Department
PO Box 1948
Mobile, AL 36633

RFP 2018-001
City of Mobile
Procurement Department
205 Government Street
4th Floor South Tower, Room 408S
Mobile, AL 36644

Submit Questions to: Purchasing@CityofMobile.org

Estimated Timeline:	Pre-Proposal Conference	January 3, 2018
	Proposals due:	January 18, 2018
	Notification of intent to award:	January 25, 2018
	Contract award	February 22, 2018
	Performance begin	February 22, 2018
	Performance completion	July 1, 2018

Proposals must be submitted in a sealed envelope with at least one signed original and one electronic copy (CD or thumb-drive). The outside of the envelope must be marked “City of Mobile RFP 2018-001.” Proposals submitted after the due date and time will not be considered. The proposing party accepts all risks of late delivery of mailed proposals regardless of fault.

The full contents of the Request for Proposal (RFP), and any subsequent Addenda to this RFP may be found at <http://www.cityofmobile.org/bids/>



A non-mandatory pre-proposal conference call will be held at **10:30 am CST, Wednesday, January 3, 2018**, to discuss the specifications and proposal process. Call-in information may be obtained by submitting an email to: sue@CityofMobile.org. Failure to participate in the call is not disqualifying, but proposers are responsible for any information communicated during the call.

The City of Mobile reserves the right to reject any and all submittals and to waive irregularities and informalities in the submittal and evaluation process. This RFP does not obligate the City to pay any costs incurred by respondents in the preparation and submission of a proposal. Furthermore, the RFP does not obligate the City to accept or contract for any expressed or implied services.

The successful party must comply with the City of Mobile's equal opportunity requirements. The City is committed to a program of equal employment opportunity regardless of race, color, creed, sex, age, nationality or disability.

It is the City of Mobile's policy to assure that no person shall, on the grounds of race, color, national origin or sex, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or be otherwise discriminated against under any of its federally funded programs and activities.



Section 1.0 General Information

1.01 Introduction

The City of Mobile is located on Mobile Bay, in Mobile County, Alabama. The City has a resident population of approximately 195,000. City government employs approximately 2,200 staff, to include police and fire departments. Mobile is a prosperous, increasingly diverse city, having evolved into the economic and cultural center of South Alabama. Mobile is a major business and retail center while maintaining the safe, family-friendly neighborhoods for which it has long been popular.

1.02 Purpose of RFP

The City of Mobile (the “City”) is soliciting requests for proposals for the purpose of transitioning to hosted VOIP telephone services. Vendors are encouraged to submit proposals for any or all of the services listed. It is important to note that each service has unique proposal requirements. Responders should read carefully each service section in which they are responding and be sure to include all requirements specified. Responders are required to submit all of the information described in **Section 5.0** in the required format by the date and time proscribed. If not completed, a vendor may be deemed non-responsive. The services being solicited are:

- Local and Long distance Services
- Local dial tone
- Long distance
- Toll Free 800
- Local POTS
- Conference Bridge

The City desires a single comprehensive contract/solution that satisfies all of its service needs from a single vendor. Vendors who have subsets of the requirements are encouraged to partner with other vendors who provide complementary services. While this is not an absolute requirement, single-vendor solutions will be given preferred consideration.

1.03 Background

Currently, the City utilizes four (4) Avaya Definity G3 TDM telephone switches and an Avaya VoIP system with three (3) media gateways to provide a mix of approximately 1300 analog, digital and VoIP station lines to multiple city departments and approximately 400 analog and digital station lines to other agencies supported by the City. These other agencies include the Mobile Public Library, the Arthur Outlaw Convention Center, the Mobile Civic Center, the Saenger Theatre, the Exploreum Museum of Science and Ladd-Peebles Stadium. The City also utilizes a number of AT&T POTS lines to provide telephone services to other remote city offices that are not currently served by one of the City’s premise-based telephony systems.

The City desires to replace its aging premise-based telephone system with a fully hosted, feature rich VoIP system that is reliable, economical and user friendly. The

selected system must be capable of supporting a mobile workforce and provide a high level of security.

For City departments, the number of VoIP lines to be installed will be approximately 1000-1100 and the number of analog lines will be approximately 100-200. An additional number of telephone lines for outside agencies currently served by the City’s telephone system may also be included in this project. For outside agencies, the number is estimated to be approximately 200 VoIP and approximately 100 analog lines. Section 4 of this solicitation describes in detail the desired features of the completed VOIP system.

1.04 RFP Director/Communications

Upon release of this RFP, all communications should be directed in writing to the City of Mobile Procurement Department by email to Purchasing@CityofMobile.org, or by mail to the RFP submission address. Any oral communications will be considered unofficial and non-binding on the City.

The technical director and chief evaluator for this RFP will be the City of Mobile Executive Director of Technology.

1.05 Preliminary Schedule

These dates are estimates and are subject to change by the City.

Event	Date
Optional Pre-Proposal Conference Call	January 3, 2018
Questions (if any) Due	January 8, 2018
Response to Vendor Questions	January 12, 2018
Proposal Responses Due	January 18, 2018
Proposal Evaluation Complete	January 25, 2018
Announce Apparently Successful Party	January 25, 2018
Complete Contract Negotiations	February 8, 2018
New Contract in Place	February 22, 2018

1.06 Response Format

Proposals should be prepared simply, providing a straightforward, concise delineation of the approach and capabilities necessary to satisfy the requirements of the RFP. The specific topics to be addressed by the proposal, and the contents of the format submission are found in **Section 5**. Technical literature and elaborate promotional materials, if any, must be submitted separately. Emphasis in the proposals should be on completeness, clarity of content and adherence to the presentation structure required by this RFP.



1.07 Completeness of Proposal

Proposals shall include the Proposal Cover Letter/Signature Form (Form #1) signed by a representative authorized to bind the proposing party contractually. This statement must identify any exceptions that the proposing party takes to the City's RFP, or declare that there are no exceptions taken to the RFP.

1.08 Proposal Response Date and Location

Proposals must be submitted in a sealed enveloped marked on the outside with "**City of Mobile RFP 2018-001**". Proposals must be received in the City of Mobile Procurement Department no later than **1030 a.m. CST, January 18, 2018**. The Official Clock for submissions is located at the Procurement Department (address listed below). All proposals and accompanying documentation will become the property of the City and will not be returned. Faxed proposals will not be accepted. The proposing party accepts all risks of late delivery of mailed proposal regardless of fault. All submissions will be publicly opened at the City of Mobile Procurement Department, 205 Government Street, 4th floor, South Tower, at the appointed submission time.

1.09 Required Number of Proposals

Proposers must submit at least one signed paper copy and one electronic copy. These must be received by the date and time listed in Section 1.10. The paper copy must be an original proposal with original signatures, in ink, by authorized personnel, on all documents that require an authorized signature.

Section 2.0 Terms and Conditions

2.01 Questions/Clarifications Regarding the RFP

No oral interpretation or clarification will be made as to the meaning of RFP Final documents except as provided for in Section 1.05 of this RFP. Vendors who request a clarification of the RFP requirements may submit written questions by electronic mail to the City of Mobile Procurement Department at Purchasing@CityofMobile.org, or by mail to the submission address. **Questions must be submitted by 10:30 a.m., CST January 8, 2018**, for response prior to the submission due date. An electronic copy of all questions and answers will be available from the Procurement Department.

2.02 RFP Addendums

The City reserves the right to change the RFP schedule or issue addendums to the RFP at any time. The City also reserves the right to cancel or reissue the RFP. All such addenda will become part of the RFP. In the event that it becomes necessary to revise any part of this RFP, the City will issue the addenda on the City's website at <http://www.cityofmobile.org/bids/>. It is the proposing party's responsibility to confirm as to whether any addenda have been issued.

2.03 Withdrawal of Proposal



Proposals may be withdrawn at any time prior to the submission time specified in Section 1.09, provided notification is received in writing. Proposals cannot be changed or withdrawn after the time designated for receipt.

2.04 Rejection of Proposals

The City reserves the right to reject any or all proposals, to waive any minor informalities or irregularities in the submittal and evaluation process, and to accept any proposal deemed to be in the best interest of the City.

2.05 Code of Conduct Policy for Competitive Solicitations

1. Definitions -

- a. **Solicitations:** method of acquiring goods, services and construction for public use in which offers are made to the City between two or more sources. Typical documents used by the City are titled: Invitation to Bid, Invitation to Quote, Request for Proposals, Request for Qualifications Request for Information, or any other method of obtaining competitive offers.
 - b. **Blackout Period:** The period between the time a solicitation is issued by the City and the time the City awards the contract.
 - c. **Lobbying:** The attempt to persuade or influence any City employees, officials, or representatives responsible for reviewing, evaluating, ranking or awarding the work or contract for goods or services for or against any solicitation; provided, however, that lobbying shall not include the submission of required materials in direct response to the solicitation according to the instructions to respondents in such solicitation.
2. **Conduct of Participants:** After the issuance of any **solicitation**, all bidders, proposers, contractors, consultants or individuals acting on their behalf are hereby prohibited from **lobbying** any City employee, official or representative at any time during the **blackout period**.
 3. **Sanctions:** The City may reject the submittal of any bidder, proposer, contractor and/or consultant who violates the policy set forth herein.

2.06 Proposal Clarifications and Modifications

The City reserves the right to request that any proposing party clarify its proposal or to supply any additional material deemed necessary to assist in the evaluation of the proposal. Modification of a proposal already received will be considered only if the request is received prior to the submittal deadline. All modifications must be made in writing, executed and submitted in the same form and manner as the original proposal.

2.07 Proposal Validity Period

Submission of a proposal will signify the proposing party's agreement that its proposal and the content thereof are valid for 180 days following the submission deadline unless otherwise agreed to in writing by both parties. The proposal may become part of the contract that is negotiated between the City and the successful party.



2.08 Proposal Signatures

1. An authorized representative must sign proposals, with the proposing party's address, telephone and email information provided. Unsigned proposals will not be considered.
2. If the proposal is made by an individual, the name, mailing address and signature of the individual must be shown.
3. If the proposal is made by a firm or partnership, the name and mailing address of the firm or partnership and the signature of at least one of the general partners must be shown.
4. If the proposal is made by a corporation, the name and mailing address of the corporation and the signature and title of the person who signs on behalf of the corporation must be shown.
5. The City reserves the right to request documentation showing the authority of the individual signing the proposal to execute contracts on behalf of anyone, or any corporation, other than himself/herself. Refusal to provide such information upon request may cause the proposal to be rejected as non-responsive.

2.09 Contract Negotiation

The City reserves the right to negotiate all elements of the requirements, submittals, proposals, terms and conditions, and/or scope of services as part of the contract negotiation process prior to any formal authorization of the contract by the City.

2.10 Public Records

Under Alabama state law, the documents (including but not limited to written, printed, graphic, electronic, photographic or voice mail materials and/or transcriptions, recordings or reproductions thereof) submitted in response to this RFP (the "documents") become a public record upon submission to the City, subject to mandatory disclosure upon request by any person, unless the documents are exempted from public disclosure by a specific provision of law. If the City receives a request for inspection or copying of any such documents it will promptly notify the person submitting the documents to the City (by U.S. mail and by fax if the person has provided a fax number) and upon the written request of such person, received by the City within five (5) days of the mailing of such notice, will postpone disclosure of the documents for a reasonable period of time as permitted by law to enable such person to seek a court order prohibiting or conditioning the release of the documents. The City assumes no contractual obligation to enforce any exemption.

2.11 Business Registration and Taxation

The successful party will be subject to City of Mobile Business Registration and Business Taxation as presented in the City of Mobile Code. Questions about the City's Business tax should be directed to the City's Tax office at (251) 208-7408.



2.12 Non-Endorsement

The successful party agrees to make no reference to the City in any literature, promotional material, brochures, sales presentation or the like without the express written consent of the City.

2.13 Non-Collusion

By submitting, the proposers acknowledge that they have not engaged in unlawful collusion in the preparation and submission of competitive proposals in response to this solicitation.

2.14 Insurance Requirements

The successful party shall maintain insurance that is sufficient to protect their business against all applicable risks, as set forth in the city's Standard Insurance Requirements (**Attachment 2**). Please review insurance requirements prior to submitting a proposal and include in your response a statement indicating your willingness to meet the standard requirements if selected. If successful party is unable to meet these standard requirements, please note current or proposed insurance coverages in submittal. Standard requirements may be negotiated if it is in the best interest of the City.

2.15 Asbestos or Hazardous Materials Abatement Work

If Asbestos abatement or hazardous materials work is performed, we shall review coverage with the City's Risk Manager and provide scope and limits of coverage that are appropriate for the scope of work. No asbestos abatement work will be performed until coverage is approved by the Risk Manager.

2.16 Equal Opportunity Requirements

The City is an equal opportunity employer and requires all successful parties to comply with policies and regulations concerning equal opportunity (**Attachment "3"**). The successful party, in the performance of the contract, agrees not to discriminate in its employment because of the employee's or applicant's race, color, creed, sex, age, nationality or disability. The requirements of City of Mobile's Code Section entitled "Equal Opportunity", provided to the successful party with the Request for Proposals, are hereby incorporated herein, and shall be binding on the successful party.

2.17 Ownership of Documents

Any reports, studies, conclusions and summaries prepared by the successful party shall become the property of the City.

2.18 Indemnification

The successful party shall hold harmless, defend, and indemnify the City, the City's officers, agents, consultants, and employees against any liability that may be imposed upon them by reason of the successful party's failure to provide compensation coverage or liability coverage.

2.19 Compliance with Alabama Immigration Law



The successful party will be required to enroll in E-Verify and affirm 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.

2.20 Alabama Boycott Requirement

The successful party will be required to represent and agree that it is not currently engaged in, nor will it engage in, any boycott of a person or entity based in or doing business with a jurisdiction with which the State of Alabama can enjoy open trade.

Section 3.0 Proposal Evaluation

3.01 Evaluation Procedures

Proposals will be evaluated by the Selection Committee chaired by the City of Mobile Executive Director of Technology. The Selection Committee will consider the completeness of a proposal and how well the proposal meets the needs of the City. In evaluating the proposals, the City will be using a criteria evaluation process. Evaluations will be based on criteria as outlined in Section 4.02. All proposals will be evaluated using the same criteria and possible points.

3.02 Scoring and Evaluation Factors

1. The evaluators will consider how well a vendor's proposed solution meets the needs of the City as described in the vendor's response to each requirement and form. It is important that responses be clear and complete so that the evaluators can adequately understand all aspects of the proposal.
2. The evaluation factors reflect a wide range of considerations. While cost is important, other factors are also significant. Consequently, the City may select other than the lowest cost proposal. The objective is to choose the proposal that offers the highest quality services that will achieve the City's goals and objectives of the requested services within a reasonable budget.

3.03 Evaluation Criteria

The evaluation committee will evaluate the technical proposals using the criteria below. The committee shall determine which proposals have the basic requirements of the RFP and shall have the authority to determine whether any deviation from the requirements of the RFP is substantial in nature. The committee may reject in whole or in part any and all proposals and waive minor irregularities. Total maximum score is 100 points with the award offered to the highest scoring Vendor.

Evaluation Criteria	Weight
Cost Effectiveness of the Services	40%



Vendor proposal meets minimum specifications	20%
Comprehensive implementation plan designed to minimize disruption of business activities and ensure business continuity	15%
References, experience and capabilities of Vendor and subsidiary providers	25%

3.03 Presentations, Committee Interviews and/or Additional Information/Reviews

After the proposals are evaluated, the Selection Committee will determine whether formal presentations and interviews are necessary, and if so, which parties may be invited to make a formal presentation and/or sit for a panel interview with the Selection Committee. The City may choose not to require formal presentations or interviews. The City may choose to contact officials from other jurisdictions regarding the proposing party, their prior work experience and their ability to successfully complete the scope of services. The City may request clarification or additional information from a proposing party in order to assist in the City's evaluation process. Finally, the City may require changes in the scope of services as deemed necessary by the City, before execution of the contract.

3.04 Final Section

The Selection Committee will formulate their recommendation for award of the contract, and forward the contract to the City Council for approval.

3.05 Contract Award and Execution

1. The City reserves the right to enter into a contract without further discussion of the proposal submitted. Therefore, the proposal should be initially submitted on the most favorable terms the proposing party can offer.
2. The foregoing should not be interpreted to prohibit either party from proposing additional contract terms and conditions during the negotiations of the final contract.
3. The RFP document and the successful party's proposal response, as amended by agreement between the City and the successful party, including e-mail or written correspondence relative to the RFP, may become part of the contract documents. Additionally, the City may verify the successful party's representations that appear in the proposal. Failure of the successful party to perform as represented may result in elimination of the successful party from competition or in contract cancellation or termination.
4. The successful party will be expected to enter into a contract with the City. If the successful party fails to sign the contract within fourteen (14) business days following the delivery of the contract documents, the City may elect to negotiate a contract with the next-highest ranked party.



5. The City shall not be bound, or in any way obligated, until both parties have executed a contract. No party may incur any chargeable costs prior to the execution of the final contract.

Section 4.0 Requested Services & Scope of Work

4.01 Overview

The City of Mobile is seeking proposals for Hosted VoIP solutions that accommodate standard business requirements of Voice over Internet Protocol services. The quantities described in this RFP are estimates only. The City shall not be obligated to purchase any particular quantity of services detailed herein. The City has identified the following needs:

1. The need for a highly-available Hosted VoIP solution that is feature-rich, can be flexibly configured, incorporates portability of existing call numbers, and allows flexible assignment of telephones. The system should scale to the City's growing communications needs.
2. The need for four-digit dialing within the City's organizational structure, including remote office locations.
3. The need for integrated "soft phones" to support teleworking, hotlinking and disaster recovery/business continuity needs.
4. The need to integrate Android and iPhone apps into the phone system.
5. A list of current sites participating is provided in **Attachment 1** and includes current voice communications services at each location.

4.02 General Requirements

1. The Vendor must be capable of providing a solution where hardware is hosted at the Vendor's facilities, with no customer-owned equipment, except for handsets, analog endpoints, media/voice gateways, or session border controllers/security devices.
2. The Vendor must provide platform architecture with comprehensive capacity and instances to provide at least 99.999% uptime.
3. The Hosted VoIP solution must include carrier dial tone and long-distance services, as well as user instructions for emergency (911) calling as applicable.
4. The solution proposed must include an integrated software "soft phone" solution, compatible with Microsoft Windows or Mac. The soft phone software must implement substantially all of the features of a physical phone set when connected to the Vendor's service solution. The proposed solution must include a method for



delivering a caller's location to E911 that does not require manual entry of address information by end users.

5. The proposed solution must be SIP-compatible. Vendor proposals must include a detailed description of any special requirements for phone sets and any limitations on SIP compatibility of their proposed solution.
6. The vendor must supply a sample bill, which itemizes all fees, and taxes where applicable, that will be paid by the City. The City will not be responsible for any additional charges without advanced written authorization from the City.

4.03 Hosted VOIP Specifications

1. The Vendor is required to provide a solution based on services provided by a telecommunications provider that is primarily based on monthly usage charges for tariff or contracted telephone services with little or no customer-owned equipment. The solution must be turn-key.
2. The Hosted VoIP solution must include the following:
 - a. Standard telephony features: E911, Caller ID, Call Waiting, Call Forward, Call Transfer, Call Hold, Music/Announcements on Hold, Direct Inward Dialing, Direct Outward Dialing, Auto-Attendant, Distinctive Ring, Line Hunting, Speed Dialing, Three-Way Calling, Message Waiting Indicator, Voicemail, and Local Number Portability.
 - b. An online administrative interface to facilitate end user configurations, dialing privileges, and Moves, Adds and Changes.
 - c. Integration with the City's email system.

4.04 Detailed Requirements

1. Security: Security of the proposed Hosted VoIP solution shall be addressed and provided by the Vendor in its bid; special SIP firewalls and/or other security mechanisms shall be provided and employed by the Vendor services; Vendor shall detail in its response, its plan and techniques to protect each the City site and include this in the bid price.
2. Phone Endpoints
 - a. Vendor shall configure the phone sets for each City site and/or push out profiles to each phone set based upon final extensions, dial plan, requested features, and other requirements. The City plans to continue to purchase VoIP phone sets with minimum features (similar to Polycom's VVX201, VVX300, VVX400 series phones).
 - b. Set the phone in place, plugging in a patch cable from the switch, connecting a patch cable from the phone to the computer (switch => phone => computer),



using POE injectors for phones with sidecars or where additional power is needed.

3. Auto-Attendant Features: Administrative sites shall have Auto-Attendants and sub-menus configured as required; unspecified outside calls shall be pointed to the general mailbox. The Vendor will configure hunt groups as required.
4. Class-of-Service Restriction: The following “class of service” restrictions shall be configured for the City per site requirement:
 - a. Internal only.
 - b. Local + Long Distance.
 - c. Long Distance (force authorization code)
 - d. Time of Day restriction - “do not disturb” or other equivalent functions for outside calls to Voice Mail only.

4.05 Service Specifications

1. *Dial Plan*: The City prefers to keep its existing phone numbers and to implement a four-digit dialing plan. The Vendor is required to gather customer telephone database information from each participating City site in order to understand exact configuration and requirements.
2. *Main Phone Numbers and Number Porting*: A total of approximately 1000 phone numbers for the City sites shall be ported into the Hosted VoIP Vendor’s system as listed in **Attachment 1**. The Vendor shall act as the City’s agent in coordination of the provisioning of the services and porting of phone numbers with the PSTN or current local and/or long-distance carriers on the City’s behalf.
3. *DID Phone Numbers*: The City prefers to keep its existing phone numbers, and for each site to retain their current DID blocks/ phone numbers and to port these numbers into the Hosted VoIP Vendor’s system. The City is also interested in holding a contiguous DID block (currently reserved) to gradually migrate additional numbers from the contiguous block in the future.
4. *Call Center*: Call Center software with agent evaluation module. Continuous call recording for 311 Call Center (15-20 agents) and ad hoc recording capability for another 25 lines. If the city decides to retain their current call center/recording software (<http://www.callrecordingcenter.com>), the ability to interface.

4.06 Installation and Support

The Vendor’s proposal must address the following items:

1. A proposed migration/transition plan and installation timelines.



2. Project management to ensure delivery of the solution according to agreed-upon specifications and timelines.
3. The Vendor will be responsible for contacting each City location, as required, to perform a site assessment including data gathering (including numbers to be ported, location of handsets, line hunting and other setup requirements), coordinate the deployment or configuration of handsets, identify and train staff on use of the solution. The City has provided preliminary assessment data in Attachment 1.
4. Account Manager/Account Support Staff
 - a. Vendor shall provide a dedicated account manager who shall be responsible for the City contract.
 - b. The account manager shall receive all orders from the City and shall be the primary contact for all issues regarding the contract.
 - c. The Vendor account manager shall be familiar with the City's requirements, standards and work to ensure that established standards are adhered to.
 - d. Vendor shall provide adequate, competent support staff that shall be able to service the City during normal working hours, Monday through Friday. Such representative(s) shall be knowledgeable about the contract, products offered and able to identify and resolve quickly any issues including but not limited to order and invoicing problems.
 - e. The City shall be supplied with the names, telephone numbers, email addresses, and business addresses of the Account Manager, Service Representatives, technical support, billing support, and emergency service support personnel after award of the contract. This list must be kept up-to-date at all times.
 - f. The Vendor shall enable and allow, at all times, all of the following methods for routine and emergency telephone and e-mail communications between the City and the Vendor:
5. The Vendor's proposal shall indicate the responsibility of each party and what equipment (both hardware and software) that must be procured to support the Hosted VoIP Services. This will include but not be limited to the following:
 - a. IP addressing and planning requirements (as needed): The Vendor shall detail any and all requirements for IP Address Planning, Ranges, and/or requirements for its host services, and for the existing City circuits and for any



requirements for each City site based upon the proposed hosted solution of the Vendor.

- b. The Vendor shall describe in detail how a call will be made with its proposed solution utilizing the existing City network including call set-up, media content (voice call), and call tear-down utilizing SIP signaling.

4.07 Installation of Services

The Vendor must offer an end-to-end solution that includes all aspects of successful Hosted VoIP installation and service launch, including:

1. Planning, design and overall project coordination of all entities;
2. Configuration of phone sets.
3. Specification of any other installation requirements that will be the City's responsibility, including disclosure of any additional costs to the City; and
4. Coordination with the City and each of the City's sites of the final configuration of all telephone sets and Hosted VoIP system operation, including but not limited to programmable feature keys, speed lists, calling groups, call coverage patterns, hunt groups, etc.

4.08 Required Elements of Testing and Acceptance Plan

The Vendor is required to provide a final System Assurance walk-through with each participating site before the City acceptance of the installation as having been completed, to insure that the service and equipment functions according to the Vendor's proposal and specific requirements of each the City site. The walk-through should include the following:

1. Ensure that the Hosted VoIP telephone system can meet the City's general requirements as stated in these specifications.
2. Ensure that the Hosted VoIP system provides efficient day-to-day telephone communications, including music on hold or recorded message.
3. Ensure that the Hosted VoIP telephone system interfaces with any other City communications systems.
4. Ensure Proper IP telephony service to each phone and extension assignment.
5. Ensure 911 calling from any phone.
6. Ensure proper Auto-Attendant setup including sub-menus and hunt groups.
7. Ensure proper setup and operation of DID extensions.



8. Ensure proper pointing of main and rollover phone numbers to each site.
9. Ensure proper operation of calling within each City site, local calling, and long-distance access.
10. Ensure proper setup and operation of any audio conferencing stations.
11. Ensure proper toll quality voice and call admission control/ bandwidth being setup per requirements of Vendor's supply manufacturer of hardware/software. The Vendor shall demonstrate the toll for each site and provide a report thereof.
12. Provide written notice to The City of the cutover date, together with certification that the system conforms to the applicable codes and these specifications and RFP requirements.

4.09 Reporting

1. The Vendor should provide ongoing monthly utilization and performance reports of service components beginning at completion of installations.
2. The Vendor will provide offerings for Call Detail Recording (CDR) reports that the City may request such as reports on calling stations, trunks, exceptions, Caller ID information, account codes, usage, etc.

4.10 Training

The Vendor must provide some means for City phone system administrators and end users to acquire proficiency in the management and operation of the phone system, to include use of calling features and access to reports. The Vendor must also provide access to training tools for new users, new administrators, or for new features.

4.11 Technical Support

The Vendor must make support services available on a 24/7 basis via email and telephone. This service will provide same-day response to support issues. The Vendor shall respond to major system failures within four (4) hours of receiving notification of the problem. A major system failure is defined as occurring when all phones at any City site are inoperable.

4.12 Duration of Services

Proposals should be for an initial term of five years, with two three-year options to renew.

4.13 Performance Expectations

1. If the proposing party has had a contract terminated for default during the past five (5) years, all such incidents must be described (**Section 5.01, para 6**). "Termination for default" is defined as notice to stop performance due to the proposing party's



non-performance or poor performance, and the issue was either (a) not litigated; or (b) litigated and such litigation determined the proposing party to be in default.

2. Submit full details of all terminations for default experienced by the proposing party during the past five (5) years, including the other party's name, address and telephone number. Present the proposing party's position on the matter. The City will evaluate the facts and may, at its sole discretion, reject the proposal if the facts discovered indicate that completion of a contract resulting from this RFP may be jeopardized by selection of the proposing party.
3. If the proposing party has experienced no such termination for default in the past five (5) years, so declare.
4. If the proposing party has had a contract terminated for convenience, non-performance, non-allocation of funds or any other reason, which termination occurred before completion of the contract, during the past five (5) years, describe fully all such terminations, including the name, address and telephone number of the other contracting party.

4.14 Compensation

1. Present detailed information of the proposed fee schedule for the requested scope of services and for any variation for services not identified in the scope of services. Please show all fees to be free of Alabama state sales tax and any other applicable governmental charges. Please provide specifics for all proposed services not originally identified in the requested scope of services.
2. Payment by the City for services will only be made after the services have been performed, an itemized billing statement has been submitted in a format specified by the City which shall specifically set forth the services performed, the time period the services were performed, the name of the person(s) performing such services, and the hourly labor charge rate for such person (if applicable). Payment shall be made thirty (30) days from the date of invoice. Any unauthorized work outside of final contract scope of services will not be paid

5.0 Proposal Submission Documents Required

5.01 General Information and Signature Page

Please submit the following in response to this Request for Proposal by the appointed due date and time to the appointed location:

1. Sealed envelope labeled with the words "City of Mobile Request for Proposal 2018-001" containing your proposal submission.
2. At least one signed paper copy and one electronic copy (CD or flash memory drive) of your entire completed proposal.



3. Proposal Cover Letter/Signature Form – **Complete Attachment 3 (or create a substantially similar cover letter with signature)**
 - a. The letter must acknowledge the terms of the RFP and intent to comply with the terms.
 - b. The letter must note any exceptions that you will be taking to the terms of this RFP.
 - c. The form must be signed by the representative authorized to contractually bind the proposing party.
4. Company Information Form – **Complete Attachment 4 (or create one substantially similar)**
5. Client References. Please provide a list of at least three clients for which you have provided similar VOIP transition services. For each reference provide:
 - a. Client's corporate name,
 - b. Client point of contact name and contact information,
 - c. Date you provided the referenced VOIP services, and
 - d. Brief description of the services you provided for the client.
6. Terminations for Default. Please include a statement as to whether your company has been terminated for default and provide the circumstances of any such termination. (See **Section 4.13** above).
7. Invoice, Payment, and Reports. Please provide a summary of how you intend to manage invoice and billing for the services provided. Please provide a sample billing invoice that would be representative of the type of billing statement the City might receive consistent with your proposal. Please also provide samples of representative reports that will be available for City system management.
8. Scope of Services and Cost Estimates for Each Service. Please provide a written narrative, organized according to the specification needs detailed in **Section 5.02** below, that addresses how you intend to provide and what you intend to provide for each specification. Please include unit prices or a description of how you will determine pricing for that specified need. Please also refer to specifications detailed earlier in this RFP, and consider that the City will require:
 - a. Local and Long distance Services
 - b. Local dial tone
 - c. Long distance
 - d. Toll Free 800



- e. Local POTS
- f. Conference Bridge

9. Subcontractor Plan. All proposals must include a completed copy of the City of Mobile Subcontracting Plan found in **Attachment 3**. The City has an overall annual procurement goal to employ disadvantaged business enterprises as prime contractors or subcontractors to the greatest extent consistent with contractor performance and efficiency. To that end, the City asks prime contractors that will employ subcontractors in the performance of City contracts to exercise good faith efforts to employ disadvantaged business enterprises when possible. The City requires Vendors to complete the Subcontracting Plan to provide transparency of their subcontractor intentions and their exercise of good faith effort.

5.02 Scope of Services – Use a narrative format to address how you will meet each service requirement. Address every service requirement, including how you will price and bill for each. Specific, responsive, effective, efficient, and comprehensive solutions will be given higher consideration in scoring your response.

1. DATA CENTER FOR HOSTING: Secure data center to protect the safety, availability, performance and encryption of our IP phone traffic—redundant measures that surpass what any small municipality could provide. The Data Center and its backup must be within the mainland borders of the USA.
2. POLYCOM OR EQUIVALENT DIGITAL PHONES WITH THESE FEATURES:1 Gigabit Handsets, Caller ID, Directory Browsing, Programmable Feature Keys, Side Cars, Simultaneous Ring on Handset and Mobile, Three-Way Calling, Transfer, Hold, Redial, Mute Features, Built-In Speakerphone, Dual Gigabit Ports allow single connection for phone and computer at each desk, supported by POE injectors as needed.
3. CONFERENCE PHONES: Multiple Conference Phones: with complete hands-free operation, noise reduction, status indicators, presentation mode with directional microphone.
4. VIDEO PHONES: Sets will require video conferencing capabilities.
5. SOFTPHONES: A softphone is a software program for making telephone calls over the Internet using a general-purpose computer (read: computer in Battalion-Chief's Truck), rather than using dedicated hardware. Often a softphone is designed to behave like a traditional telephone, sometimes appearing as an image of a phone, with a display panel and buttons with which the user can interact. A softphone is usually used with a headset connected to the sound card of the PC.
6. QUALITY OF SERVICE (QoS): Prioritized Voice Traffic if Voice Traffic and Data Traffic are on same network.



7. **ROUTERS:** Business Grade Multifunction Routers with Gigabit Ethernet, already exist on the City's network.
8. **SWITCHES:** Business Grade Multifunction Switches with Gigabit Ethernet, already exist on the City's network. The switches provide POE.
9. **WAN REQUIREMENTS:** Existing-City Infrastructure: 100 Mbps full-duplex on fiber network, 5 Mbps on Microwave connections
10. **LAN REQUIREMENTS:** Network locations and phone placement from vendor survey. The LAN network switches provide POE.
11. **VOIP REQUIREMENTS FOR REMOTE USERS:** Network reliability on the link within the City's control: 99.9 percent Layer 3 voice prioritization
12. **SOFTWARE ON EMPLOYEE PC or MAC:**
 - a. For unified communications: Call Manager client OS on the user's computer is Windows 7, Windows 10, Windows Server 2008, Windows Server 2012 or higher, MAC OS X 10.11 or higher.
 - b. For personal-phone administration:
Web-Based (secure-https protocol) Phone Administration that will work on PC, MAC and Linux, using the Chrome Browser or Firefox, iOS and Android.
13. **TRAINING:** Please state the training plan and number of hours included for both technical and end users.

Attachments:

1. List of Current City of Mobile Phone Locations and Equipment
2. City of Mobile Insurance Requirements
3. City of Mobile Subcontractor Plan (to be included with Proposal)
4. Template Cover Letter
5. Template Company Information



ATTACHMENT 1

CITY OF MOBILE VOIP LOCATIONS AND COUNT ESTIMATES

(MS Excel Spreadsheet – spreadsheet in Excel format can be obtained by email from Purchasing@CityofMobile.org.)



City of Mobile
RFP 2018-001
VOIP Phone Services

CITY OF MOBILE
VoIP Project Planning
Station/Analog Port Count Estimates

EXISTING PBX	LOCATION NAME	ADDRESS	ON THE CITY NETWORK - Y/N	IF NO, Broadband (greater than 1M upstream) available?	PoE Available? Y/N	VoIP SETS	ANALOG DEVICE PORTS	LO EXTENSIONS	VM or A/A EXTENSIONS	ADD NEW VoIP SETS	ADD NEW ANALOG DEVICE PORT
MAIN	PARKS MAGNOLIA MAINT BLDG	1202 VIRGINIA STREET	NO	NO	NO	0	1	0	0		
MAIN	200 GOVERNMENT STREET	200 GOVERNMENT STREET	YES/FIBER		YES	53	8	5	3		
MAIN	CITY ARCHIVES	457 CHURCH STREET	YES/FIBER		YES	11	3	1	0		
MAIN	CIVIC CENTER ARENA	401 CIVIC CENTER DRIVE	NO	YES*	YES*	19	69	2	0		
MAIN	CIVIC CENTER EXPO	401 CIVIC CENTER DRIVE	YES/FIBER		YES	5	1	0	0		
MAIN	CIVIC CENTER THEATER	401 CIVIC CENTER DRIVE	NO	YES*	YES*	Included in Civic Center Arena					
MAIN	CONVENTION CENTER	1 SOUTH WATER STREET	NO/DARK FIBER	YES*	YES*	0	0	0	1		
MAIN	EXPLOREUM	65 GOVERNMENT STREET	NO	YES*	YES*	32	12	2	8		
MAIN	FIRE CENTRAL ADMIN	701 ST FRANCIS STREET	YES/FIBER		YES	24	8	0	4		
MAIN	FIRE STATION 11	1004 SOUTH BROAD STREET	YES/FIBER		YES	0	1	0	0		
MAIN	FIRE STATION 3-4	701 ST FRANCIS STREET	YES/FIBER		YES						
MAIN	GOVERNMENT PLAZA NORTH TOWER	205 GOVERNMENT STREET	YES/FIBER		YES	39	5	2	20		
MAIN	GOVERNMENT PLAZA SOUTH TOWER	205 GOVERNMENT STREET	YES/FIBER		YES	262	48	13	17		
MAIN	INFORMATION TECHNOLOGIES BLDG	651 CHURCH STREET	YES/FIBER		YES	26	8	1	0		
MAIN	LIBRARY - ADMIN	700 GOVERNMENT STREET	NO	YES*	YES*	14	4	0	0		
MAIN	LIBRARY - HISTORY & GENELOGY	753 GOVERNMENT STREET	NO	YES*	YES*	4	4	0	0		
MAIN	LIBRARY - MAIN	701 GOVERNMENT STREET	NO/DARK FIBER	YES*	YES*	26	9	2	18		
MAIN	MOBILE COUNTY LEG DEL OFFICE	104 SOUTH LAWRENCE STREET	NO	YES*	YES*	9	4	1	0		
MAIN	POLICE CENTRAL EVENTS PRECINCT	320 DAUPHIN STREET	YES/FIBER		YES	6	1	1	0		
MAIN	POLICE CRIME PREVENTION	2407 AIRPORT BOULEVARD	YES/FIBER		YES	0	0	1	0		
MAIN	POLICE IMPOUND YARD	1251-B VIRGINIA STREET	YES/FIBER		YES	0	0	0	4		
MAIN	POLICE ST ANTHONY STREET BUILDING	850 ST ANTHONY	YES/FIBER		YES	55	8	0	0		
MAIN	POLICE TRAINING ACADEMY	1251 VIRGINIA STREET	YES/FIBER		YES	0	1	0	0		
MAIN	PUBLIC WORKS SOLID WASTE BUILDING	770-B GAYLE STREET	YES/FIBER		YES						
MAIN	SAENGER THEATER	6 S JOACHIM STREET	NO/DARK FIBER	YES*	YES*	7	18	2	2		
MAIN	TELECOMMUNICATIONS BUILDING	107 SOUTH ROYAL STREET	YES/FIBER		YES		2	0	0		
PHQ	POLICE HEADQUARTERS	2460 GOVERNMENT BOULEVARD	YES/FIBER		YES	140	23	2	0		
PHQ	POLICE CRIME PREVENTION	2407 AIRPORT BOULEVARD	YES/FIBER		YES	0	1	0	0		
GAYLE	ANIMAL SHELTER	855 OWENS STREET	YES/FIBER		YES	11	2	2	1		
GAYLE	ELECTRICAL DEPARTMENT	854 GAYLE STREET	YES/FIBER		YES	12	8	1	0		
GAYLE	FIRE TRAINING CENTER	860 OWENS STREET	YES/FIBER		YES	10	2	1	1		
GAYLE	LADD STADIUM	1621 VIRGINIA STREET	NO/DARK FIBER	YES*	YES*	30	23	1	0		
GAYLE	MOTORPOOL BUILDING	745 SOUTH BROAD STREET	YES/FIBER		YES	4	1	0	0		
GAYLE	MUNICIPAL GARAGE	770 GAYLE STREET	YES/FIBER		YES	23	10	2	0		
GAYLE	PARKS EASTERN MAINTENANCE	652 SOUTH JEFFERSON STREET	YES/MICROWAVE		YES*	1	0	0	0		
GAYLE	PARKS LANDSCAPING SERVICES	650 SOUTH JEFFERSON STREET	YES/MICROWAVE		YES*	2	0	0	0		
GAYLE	PARKS MAGNOLIA CEM OFFICE	1202 VIRGINIA STREET	YES/MICROWAVE		YES*	1	1	0	0		
GAYLE	PARKS MOWING DIVISION	603 SOUTH BROAD STREET	YES/MICROWAVE		YES	3	3	0	0		
GAYLE	POLICE 1ST PRECINCT	850 VIRGINIA STREET	YES/FIBER		YES	20	2	1	0		
GAYLE	POLICE IMPOUND YARD	1251-B VIRGINIA STREET	YES/FIBER		YES	10	1	0	0		
GAYLE	POLICE TRAINING ACADEMY	1251 VIRGINIA STREET	YES/FIBER		YES	11	5	1	0		
GAYLE	PUBLIC BUILDINGS CARPENTER SHOP	850 OWENS STREET	YES/FIBER		YES	12	3	1	0		
GAYLE	PUBLIC WORKS OFFICES	770-A GAYLE STREET	YES/FIBER		YES	33	7	2	0		
GAYLE	PUBLIC WORKS SOLID WASTE BUILDING	770-B GAYLE STREET	YES/FIBER		YES	Included in PW Offices					
GAYLE	PUBLIC WORKS STREET DEPARTMENT	770-C GAYLE STREET	YES/FIBER		YES	Included in PW Offices					
GAYLE	TELECOMMUNICATIONS BUILDING	107 SOUTH ROYAL STREET	YES/FIBER		YES	0	0	0	0		
GAYLE	TRAFFIC ENGINEERING OFFICE, WH SHOP	852 GAYLE STREET	YES/FIBER		YES	12	2	0	0		
CONV	CONVENTION CENTER	1 SOUTH WATER STREET	NO/DARK FIBER	YES*	YES*	78	44	2	2		



City of Mobile
RFP 2018-001
VOIP Phone Services

CITY OF MOBILE
VoIP Project Planning
Station/Analog Port Count Estimates

EXISTING PBX	LOCATION NAME	ADDRESS	ON THE CITY NETWORK - Y/N	IF NO, Broadband (greater than 1M upstream) available?	PoE Available? Y/N	VoIP SETS	ANALOG DEVICE PORTS	LO EXTENSIONS	VM or A/A EXTENSIONS	ADD NEW VoIP SETS	ADD NEW ANALOG DEVICE PORT
FIRE	FIRE CENTRAL SUPPLY	2851 OLD SHELL ROAD	YES/FIBER		YES	32	5	0	0		
MMOA	ART MUSEUM	4850 MUSEUM DRIVE	YES/FIBER		YES	31	12	1	0		
MMOA	AZALEA CITY GOLF MAINTENANCE BLDG	1000 GAILLARD DRIVE	YES/FIBER		YES	3	4	0	0		
MMOA	AZALEA CITY GOLF PRO SHOP	1000 GAILLARD DRIVE	YES/FIBER		YES	6	4	1	0		
MMOA	FIRE STATION 18	700 MUSEUM DRIVE	YES/FIBER		YES	0	5	0	0		
MMOA	FIRE STATION 26	8080 AIRPORT BOULEVARD	YES/FIBER		YES	38	11	1	0		
MMOA	FIRE STATION 28	7050 OLD MILITARY ROAD	YES/MICROWAVE		YES	3	0	0	0		
MMOA	FIRE STATION 8-17	57 S LAFAYETTE STREET	YES/FIBER		YES	7	0	0	0		
MMOA	PARKS - WOODCOCK CENTER	261 RICKARBY STREET	YES/MICROWAVE		YES	6	0	1	0		
MMOA	PARKS DEPARTMENT BUILDING	48 NORTH SAGE AVENUE	YES/FIBER		YES	38	8	4	0		
MMOA	PARKS FORESTRY DIVISION WAC	4851 MUSEUM DRIVE	YES/FIBER		YES	Included in WAC					
MMOA	PARKS ILS--PEST TEST WAC	4851 MUSEUM DRIVE	YES/FIBER		YES	Included in WAC					
MMOA	PARKS WESTERN MAINTENANCE	5201 MUSEUM DRIVE	YES/FIBER		YES	4	0	0	0		
MMOA	POLICE 2ND PRECINCT	4851 MUSEUM DRIVE	YES/FIBER		YES	Included in WAC					
MMOA	POLICE 4TH PRECINCT	8080 AIRPORT BOULEVARD	YES/FIBER		YES	Included in Fire Station 26					
MMOA	POLICE CRIME PREVENTION	2407 AIRPORT BOULEVARD	YES/FIBER		YES	11	0	0	0		
MMOA	POLICE HOMETOWN SECURITY	720 MUSEUM DRIVE	YES/FIBER		YES	6	3	0	0		
MMOA	PUBLIC WORKS HURTEL STREET	1900 HURTEL STREET	YES/FIBER		YES	12	0	0	0		1
MMOA	SPECIAL EVENTS DEPARTMENT	2900 DAUPHIN STREET	YES/FIBER		YES	10	1	1	0		
MMOA	TENNIS CENTER	851 GAILLARD DRIVE	YES/FIBER		YES	7	8	1	0		
MMOA	WEST ADMINISTRATION COMPLEX	4851 MUSEUM DRIVE	YES/FIBER		YES	82	11	2	0		
AT&T	CHD SATELLITE OFFICE	2318 B ST STEPHENS ROAD	YES/MICROWAVE		YES					4	1
AT&T	FIRE STATION 1	6801 OVERLOOK ROAD	YES/MICROWAVE		YES						2
AT&T	FIRE STATION 12	2407 OLD SHELL ROAD	YES/FIBER		YES						1
AT&T	FIRE STATION 14	2062 DR MLK AVENUE	YES/MICROWAVE		YES						1
AT&T	FIRE STATION 16-24	1951 SOUTH MARYVALE STREET	YES/FIBER		YES						2
AT&T	FIRE STATION 19	1275 AZALEA ROAD	YES/FIBER		YES						2
AT&T	FIRE STATION 20	3471 DAUPHIN ISLAND PARKWAY	YES/FIBER		YES						1
AT&T	FIRE STATION 21	512 STIMRAD ROAD	YES/MICROWAVE		YES						1
AT&T	FIRE STATION 23	2711 AIRPORT BOULEVARD	YES/FIBER		YES						1
AT&T	FIRE STATION 28	7050 OLD MILITARY ROAD	YES/MICROWAVE		YES						1
AT&T	FIRE STATION 35 (BROOKLEY FIELD)	2401 MICHIGAN AVENUE	YES/MICROWAVE		NO						1
AT&T	FIRE STATION 41-34 (BATES FIELD)	BATES FIELD - 8839 FLAVE PIERCE RD	YES/MICROWAVE		NO						1
AT&T	FIRE STATION 5-22	4710 AIRPORT BLVD	YES/FIBER		YES						1
AT&T	FIRE STATION 6	2525 HILLCREST ROAD	YES/FIBER		YES						1
AT&T	FIRE STATION 7	5525 COMMERCE BOULEVARD	YES/MICROWAVE		YES						1
AT&T	FIRE STATION 8-17	57 S LAFAYETTE STREET	YES/FIBER		YES						1
AT&T	FIRE STATION 9	1000 S HOUSTON STREET	YES/FIBER		YES						1
AT&T	MOBILE FILM OFFICE	164 SAINT EMANUEL STREET	YES/MICROWAVE		NO					2	1
AT&T	MUSEUM HALLET ST WH	51 S HALLET STREET	N/A		N/A						N/A
AT&T	PARKS - BUSINESS INCUBATION CTR	1301 AZALEA ROAD	YES/MICROWAVE		YES					4	1
AT&T	PARKS - SENIOR CENTER	3201 HILLCREST ROAD	NO/COMCAST	YES	YES					5	1
AT&T	PARKS - WOODCOCK CENTER	261 RICKARBY STREET	YES/MICROWAVE		YES						2
AT&T	POLICE 3RD PRECINCT	2165 SAINT STEPHENS ROAD	YES/FIBER		YES					28	2
AT&T	POLICE FIRING RANGE	12247 TANNER WILLIAMS ROAD	NO/COMCAST	YES	YES					6	1
AT&T	POLICE MCSENT	900 WESTERN AMERICA DRIVE	YES/MICROWAVE		YES					10	1
AT&T	POLICE RV TAYLOR PRECINCT	1350-A SOUTH ANN STREET	NO/COMCAST	YES	YES					4	1
IP Sets to Replace Existing Voice Terminals						1301					



City of Mobile
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	PARKS - SULLIVAN PARK (PETERS)	351 CATHERINE STREET									
	PARKS - TAYLOR REC.CENTER	1050 BALTIMORE STREET									
	PARKS - TEXAS STREET REC.CENTER	551 SELMA STREET									
	PARKS - TRIMMER PARK	3600 ALBA CLUB ROAD									
	PARKS GYMNASICS	1711 HILLCREST ROAD									
	PARKWAY SAIL CENTER	1600 BOYKIN BOULEVARD UNIT B									
	POLICE CHILD ADVOCACY CENTER	1351 SPRINGHILL AVENUE									
	RICKARBY PARK	550 RICKARBY STREET									
	SPRINGHILL COMMUNITY CENTER	1151 SPRINGHILL AVENUE									
	STOTTS PARK	2150 DEMETROPOLIS ROAD									
	TRAFFIC SIGNAL CAB 1062 GOVERNMENT ST	1062 GOVERNMENT ST									
	TRAFFIC SIGNAL CAB 119 DAUPHIN ST	119 DAUPHIN STREET									
	TRAFFIC SIGNAL CAB 1835 DAUPHIN STREET	1835 DAUPHIN STREET									
	TRAFFIC SIGNAL 2020 SPRINGHILL AVENUE	2020 SPRINGHILL AVENUE									
	TRAFFIC SIGNAL 3206 DAUPHIN STREET	3206 DAUPHIN STREET									
	TRAFFIC SIGNAL CAB 5660 OLD SHELL ROAD	5660 OLD SHELL ROAD									
	TRAFFIC SIGNAL AIRPORT & BELK	3229 AIRPORT BLVD									
	TRAFFIC SIGNAL CAB AIRPORT & DOWNTOWNER	AIRPORT BLVD & DOWNTOWNER BLVD									
	TRAFFIC SIGNAL CAB COTTAGE HILL & MONTUMAR	COTTAGE HILL ROAD									
	TRAFFIC SIGNAL CAB GOV. ST. & SACHEL PAIGE	NW CORNER GOV ST & SACHEL PAIGE DR									
	TRAFFIC SIGNAL CAB UNIVERSITY & OVERLOOK	UNIVERSITY & OVERLOOK ROAD									
	THOMAS COMMUNITY CENTER	351 CATHERINE STREET									
	TRICKSEY SENIOR SAIL CENTER	3025 BANKS AVENUE									



ATTACHMENT 2

City of Mobile Insurance Requirements

The Contractor shall procure and maintain insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the Contractor, his agents, representatives, employees or subcontractors. The insurance shall be issued by a company licensed and qualified to do business in the State of Alabama, and shall name the City of Mobile as an additional insured. The cost of such insurance shall be paid by the Contractor. Insurance shall meet or exceed the following minimum amounts unless otherwise approved by the City.

A. Minimum Insurance

1. Commercial General Liability coverage with limits not less than \$1,000,000 per occurrence / \$1,000,000 annual aggregate.
2. Stop Gap/Employers Liability coverage with limits not less than \$1,000,000 per accident/disease,
3. Business Automobile Liability coverage with limits not less than \$1,000,000 per accident for any auto.
4. Workers' Compensation coverage as required by the Industrial Insurance Laws of the State of Alabama.

B. Additional Insurance:

Employee Dishonesty including an endorsement for third party coverage with limits not less than \$100,000 per occurrence and as an annual aggregate.

C. Self-Insured Retentions

Self-insured retentions must be declared to and approved by the City.

D. Other Provisions

1. Commercial General Liability policies shall be endorsed to:
 - a. Include the City, its officials, employees and volunteers as additional insureds,
 - b. Provide that such insurance shall be primary as respects any insurance or self-insurance maintained by the City,
2. Contractor or its Insurance Agent/Broker shall notify the City of any cancellation, or reduction in coverage or limits, of any insurance within seven (7) days of receipt of insurers' notification to that effect.

E. Acceptability of Insurers

Insurance shall be placed with insurers with a rating acceptable to the City.

F. Verification of Coverage

Contractor shall furnish the City with certificates of insurance required by this clause. The certificates are to be received and approved by the City before work



City of Mobile Subcontractor Plan



OFFICE OF SUPPLIER DIVERSITY
CITY OF MOBILE
Subcontracting and Major Supplier Plan

Contact Office of Supplier Diversity for
questions on completing this form.
Via email: Archnique.kidd@cityofmobile.org
251.208.7967
205 Government Street, 4th Floor

Bidders and Proposers – Please complete and submit these forms as required by your City of Mobile Bid or Proposal Specification.

This document provides information to the City of Mobile about the subcontractors and major suppliers you intend to use to complete this contract. Failure to submit this form, when so required by the bid or proposal specification, will render your bid non-responsible. Not all specifications require this form to be completed, or may require its completion under varying circumstances. Refer to the specification for direction.

The City of Mobile will use this form to:

- Understand your intended use of subcontractors and major suppliers as part of your bid/proposal submission.
- Evaluate your capability to complete the performance of this contract.
- Determine your use of Disadvantaged Business Enterprises (DBEs) as subcontractors and suppliers.
- For certain contracts, assess whether you exercised “good faith efforts” to use DBE subcontractors and suppliers for at least 15% of the value of your bid/proposal amount. (See City of Mobile City Code Sec. 14-2.)

Include this form with your bid/proposal submission. Should your bid be considered the lowest responsible bid, you will have the opportunity to update this form at contract signature. You also will be required to re-verify your information at contract conclusion.

The bid specification may require you to attempt in “good faith” to use DBE subcontractors and suppliers for at least 15% of the value of your bid in the performance of this contract. If you don’t have that level of DBE subcontractor / supplier usage (as documented on **Form 1**), you are required to complete the “good faith effort” documentation on **Form 2**. When so required, failure to adequately address the good faith effort factors on Form 2 will render your bid or proposal as non-responsive. The determination whether the bid or proposal adequately demonstrates and documents a DBE subcontractor/supplier plan, or good faith efforts to complete such a plan, will be at the sole discretion of the City of Mobile. You are encouraged to work with the City of Mobile Supplier Diversity Manager when preparing this form.

About “DBEs”: The City of Mobile considers businesses owned by minorities, women, or disabled veterans to be DBEs. Please consult with the City Supplier Diversity Manager for clarification or lists of certified DBEs.

About “Good Faith” Effort: The City of Mobile expects contractors holding large contracts to recruit and engage DBEs to be a part of their team. If the specification sets, and you cannot meet, the 15% target, you must show us how you attempted to recruit and engage DBEs to meet this target. This helps the City identify DBE market weaknesses for development, and ensures all bidders are equally considering this obligation in preparing a bid. The “good faith effort” factors on **Form 2** are not intended to be a mandatory, exhaustive, or exclusive. They are a tool to help you, and to help the City consistently and fairly consider your effort.



OFFICE OF SUPPLIER DIVERSITY
CITY OF MOBILE
Subcontracting and Major Supplier Plan

Contact Office of Supplier Diversity for questions on completing this form.
Via email: Archnique.kidd@cityofmobile.org
251.208.7967
205 Government Street, 4th Floor

FORM 1: Background and Plan

Section I. Information about your company

Company	
Address	
Telephone	
E-Mail	

RFP/RFQ Solicitation Number	
Project Description	
Is your company a DBE company?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Work force demographics	Male _____ Female _____ Minority _____ Non-minority _____ Vets _____ Total #of Employees _____

Subcontractor/Major Supplier Plan submitted by:

Printed Name: _____

Signature: _____ Date: _____

Title: _____

The following employee will be designated as the **DBE Liaison** for all communication regarding DBE participation including documentation for DBE participation and maintenance of records of Good Faith Efforts for this contract award:

Name: _____ Title: _____

E-mail: _____ Phone: _____



OFFICE OF SUPPLIER DIVERSITY
CITY OF MOBILE
Subcontracting and Major Supplier Plan

Form 2: Good Faith Effort Documentation

Name of Bidder: _____

Contact Person: _____ Phone _____ Email _____

Please complete this form if you are unable to identify DBE subcontractors or suppliers to reach 15% of the value of your bid.

YES <input type="checkbox"/>	NO <input type="checkbox"/>	Did you do these suggested areas for DBE recruitment and engagement
		PRE-BID MEETING(S): The bidder attended all pre-bid meetings scheduled by the City to inform DBEs of contracting and subcontracting opportunities.
		CMDBE/ALDOT DBE LIST(S): The bidder utilized the Office of Supplier Diversity's list or lists of certified ALDOT DBE 's
		SMALL CONTRACT(S): The bidder selected specific portions of the work to be performed by DBEs in order to increase the likelihood of meeting the DBE goals (including breaking down contracts into smaller units to facilitate DBE participation). Consider support services, including insurance, accounting, temporary labor, and transportation, landscaping, and janitorial as potential areas for DBE use.
		FOLLOW-UP: The bidder followed-up initial indications of interest by DBEs by contacting those DBEs to determine with certainty if they remained interested in bidding.
		ADVERTISEMENT: The bidder advertised in general circulation and/or trade association publications concerning subcontracting opportunities, and allowed DBEs reasonable time to respond.
		INTERNET ADVERTISING: The bidder advertised DBE and/or subcontracting opportunities on the <i>City of Mobile</i> Facebook page or other internet portals that are accessible to DBEs and/or potential subcontractors.
		GOOD FAITH NEGOTIATIONS: The bidder negotiated in good faith with interested DBEs and did not reject DBEs as unqualified without sound business reasons based on a thorough investigation of their capabilities.



OFFICE OF SUPPLIER DIVERSITY
CITY OF MOBILE
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	INFORMATION: The bidder provided interested DBEs with adequate information about the plans, specifications and requirements of the subcontract.
	WRITTEN NOTICE(S): The bidder/proposer took the necessary steps to provide written notice in a manner reasonably calculated to inform DBEs of subcontracting opportunities and allowed sufficient time for them to participate effectively.
	COMMUNITY RESOURCES: The bidder/proposer used the services of available community organizations, small and/or disadvantaged business assistance offices and other organizations that provided assistance in the recruitment and placement of DBE firms.
	CONTRACT RECORDS: The bidder/proposer has maintained the following records for each DBE that has bid on the subcontracting opportunity: 1. Name, address, and telephone number; 2. A description of information provided by the bidder/proposer or subcontractor; and 3. A statement of whether an agreement was reached, and if not, why not, including any reasons for concluding that the DBE was unqualified to perform the job.

Please indicate if any of the following applied:

_____ There are not ways to break out 15% of the value of this contract for subcontractors / suppliers.

_____ Could not find sufficient DBEs to provide subcontracting or supplier services.

_____ DBEs were available but did not have sufficient qualifications or experience to meet the needs of this contract.

Please indicate additional efforts you have taken to recruit and engage DBEs. _____

Suggestions or comments to improve this program. _____



ATTACHMENT 4

Template Cover Letter/Signature Page

To : City of Mobile

From: Company Name _____

Company Address _____

City, State, Postal Code _____

Telephone Number _____

Email Address _____

I have read and accept the conditions and specifications as described in City of Mobile Request for Proposal 2018-001, with the exceptions as noted below or in the accompanying bid response.

I certify that I am authorized to sign this Proposal on behalf of the above company.

Signed: _____

Dated: _____

Title: _____



ATTACHMENT 5

Template Company Information

Company Name: _____

Home Office Address: _____

Alabama Business Address: _____

Website Address: _____

Name, Title, Address, Telephone Number, FAX Number and Email Address of the person to be contacted concerning the proposal:

Name of the Parent Company (if different from Company above):

Home Office Address, Telephone Number and Website Address of the Parent Company:

Describe the parent company's relationship with the proposing party:

If applicable, does the person signing the proposal have the authority to sign on behalf of the proposing party?

_____ Yes _____ No

Names of companies that will share significant and substantive responsibilities with the proposing party in performing the scope of services under the contract: