

**CITY OF HOMEWOOD**  
2850 19TH STREET SOUTH  
HOMEWOOD ALABAMA 35209  
(205) 332-6108

**SCOTT MCBRAYER**  
MAYOR  
**TIM ROSS**  
POLICE CHIEF

**BRUCE LIMBAUGH**  
COUNCIL PRESIDENT

**JOHN A. BRESNAN**  
FIRE CHIEF

**MELODY SALTER**  
CITY CLERK

**DATE:**

**INVITATION TO BID**

**SEALED BIDS MARKED:** COH Phone and WAN Project

SEALED BIDS WILL BE RECEIVED BY THE **CITY CLERK** AT 2850 19<sup>th</sup>. STREET SOUTH, HOMEWOOD, ALABAMA, 35209 BEFORE 4:00 PM ON MONDAY, MARCH 5, 2018. BIDS WILL BE OPENED AT 4:30 MONDAY MARCH 5TH, AT A MEETING AT HOMEWOOD CITY HALL. **PLEASE MARK BID ENVELOPE CLEARLY**, AS SPECIFIED ABOVE WITH THE BID DATE AND TIME, AND THE BID DESCRIPTION "COH Phone and WAN Project".

**SEALED BIDS ONLY:** ORAL SUBMISSIONS, TELEPHONIC, TELEGRAPHIC OR FACSIMILE COPIES WILL NOT BE ACCEPTED, WILL BE CONSIDERED INVALID AND WILL NOT RECEIVE CONSIDERATION.

**NOTE:** BID PROPOSALS WILL NOT BE ACCEPTED AFTER 4:00 P.M. ON MARCH 5, 2018.

**SPECIFICATIONS ARE ATTACHED:** QUOTATION SHOULD NOTE ANY EXCEPTIONS TO SPECIFICATIONS. PLEASE READ CAREFULLY. QUESTIONS SHOULD BE DIRECTED TO JAMES YATES 205-332-6106.

**SPECIFIC NAMES AND NUMBERS - USE OF:** USE OF SPECIFIC NAMES AND NUMBERS IS NOT INTENDED TO RESTRICT THE BIDDING OF ANY SELLER AND/OR MANUFACTURER, BUT IS SOLELY FOR THE PURPOSE OF INDICATING THE TYPE, SIZE AND QUALITY OF MATERIALS, PRODUCTS, SERVICE OR EQUIPMENT CONSIDERED BEST ADAPTED TO THE CITY'S INTENDED USE. INCLUDE ALL LABOR AND MATERIALS REQUIRED TO COMPLETE THE JOB AS SPECIFIED.

**NO BID:** IF UNABLE TO BID, PLEASE AS A COURTESY, MARK ENVELOPE "**NO BID**" AND RETURN.

**BID BOND:** A 10% BID BOND MUST ACCOMPANY ALL BIDS.

**PERFORMANCE BOND:** A 100% PERFORMANCE BOND SHALL BE PROVIDED BY THE SUCCESSFUL BIDDER.

**TAX:** CITY OF HOMEWOOD IS EXEMPT FROM ALL TAX. PROVIDED, HOWEVER, BIDDER SHALL BE RESPONSIBLE FOR PAYMENT OF ALL SALES, USE, LEASE, AD VALOREM, AND ANY OTHER TAX THAT MAY BE LEVIED OR ASSESSED BY REASON OF THIS TRANSACTION.

**NON-COLLUSION AFFIDAVIT:** ALL BIDS MUST INCLUDE A “NON-COLLUSION AFFIDAVIT” CERTIFICATION. (SEE ATTACHED)

**FREE ON BOARD:** ALL EQUIPMENT AND MATERIALS ARE QUOTED FOB HOMEWOOD.

**DELIVERY:** PLEASE QUOTE A FIRM DELIVERY DATE.

**GUARANTEE:** BIDDER CERTIFIES BY BIDDING THAT THEY ARE FULLY AWARE OF THE CONDITIONS OF SERVICE AND PURPOSE FOR WHICH EQUIPMENT, MATERIAL, INSTALLATIONS, AND/OR CONSTRUCTIONS INCLUDED IN THIS BID ARE TO BE PURCHASED, AND THAT THEIR OFFERING WILL MEET THESE REQUIREMENTS OF SERVICE AND PURPOSE TO THE SATISFACTION OF THE CITY OF HOMEWOOD. CONTRACTOR WILL BE RESPONSIBLE FOR ANY DAMAGE TO PROPERTY OF THE CITY OR OTHERS CAUSED BY THEM, THEIR EMPLOYEES OR SUB-CONTRACTORS, AND WILL REPLACE AND MAKE GOOD SUCH DAMAGE. THE CONTRACTOR WILL MAINTAIN ADEQUATE PROTECTION TO PREVENT DAMAGE TO THEIR WORK AND PROPERTY OF OTHERS, AND TAKE ALL NECESSARY PRECAUTIONS FOR THE SAFETY OF THEIR EMPLOYEES AND OTHERS. THE CONTRACTOR WILL COMPLY WITH ALL SAFETY LAWS AND REGULATIONS IN EFFECT IN THE LOCALITY.

**BUSINESS LICENSE:** SUCCESSFUL BIDDERS, UPON ISSUANCE OF PURCHASE ORDER, WILL FURNISH PROOF OF A HOMEWOOD BUSINESS LICENSE.

BIDS WILL BE PUBLICALLY OPENED ON MARCH 5, 2018 AT 4:30 P.M. AT HOMEWOOD CITY HALL. WE WILL BE HAPPY TO HAVE YOUR REPRESENTATIVE BE PRESENT AT THE OPENING OF THE BIDS. THE MAYOR AND THE CITY COUNCIL EXPRESSLY RESERVE THE RIGHT TO REJECT ANY AND ALL BIDS, TO ACCEPT ANY PART OF ANY BIDS, TO REJECT ANY PART OF ANY BIDS, AND TO ACCEPT MULTIPLE PARTS OF MULTIPLE BIDS, AND TO MAKE THE AWARD OR AWARDS IN THE BEST INTEREST OF THE CITY OF HOMEWOOD AS DETERMINED IN THE CITY OF HOMEWOOD’S SOLE DISCRETION. THE BIDDERS UNDERSTAND THAT THE CITY WILL BE THE SOLE DETERMINING FACTOR IN WHAT IS IN THE BEST INTEREST OF THE CITY AND THAT PORTIONS OF MULTIPLE BID PROPOSALS MAY BE ACCEPTED IN ORDER TO PROVIDE THE MOST COMPLETE SERVICES CONTEMPLATED BY THE CITY.

**IMMIGRATION LAWS:**

- 1) AS A CONDITION FOR THE AWARD OF ANY CONTRACT, GRANT, OR INCENTIVE BY THE STATE, ANY POLITICAL SUBDIVISION THEREOF, OR A STATE-FUNDED ENTITY TO A BUSINESS ENTITY OR EMPLOYER THAT EMPLOYS ONE OR MORE EMPLOYEES WITHIN THE STATE OF ALABAMA, THE BUSINESS ENTITY OR EMPLOYER SHALL PROVIDE DOCUMENTATION ESTABLISHING THAT THE BUSINESS ENTITY OR EMPLOYER IS ENROLLED IN THE E-VERIFY PROGRAM.
  
- 2) BY SIGNING THIS CONTRACT, THE CONTRACTING PARTIES AFFIRM, FOR THE DURATION OF THE AGREEMENT, THAT THEY WILL NOT VIOLATE STATE OR 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.

\_\_\_\_\_  
**MELODY SALTER**  
CITY CLERK

**BID BOND NOTICE**

The Bidder further declares that accompanying this proposal is a certified check or satisfactory bid bond in the sum of ten percent (10%) of this total proposal, and it is hereby agreed that in case of withdrawal of this proposal without consent of the Owner within (60) days after the bid opening, or that in case of failure on the part of the undersigned to execute the contract as aforesaid and to deliver same and the required security for the faithful performance of the contract, (executed in the form annexed hereto) to said Owner within ten days from the date a notice of acceptance of this proposal is given to the undersigned personally, or by mail to be addressed as herein stated, then the undersigned Bidder will be deemed to have abandoned the contract, and thereupon the amount of such check or bond shall be absolutely due and payable thereunder to the Owner.

**INDIVIDUAL OR  
FIRM NAME** \_\_\_\_\_

**BY:** \_\_\_\_\_

**TITLE:** \_\_\_\_\_

**BIDDER'S ADDRESS:** \_\_\_\_\_  
(STREET)

\_\_\_\_\_  
(CITY) (STATE) (ZIP CODE)

**BIDDER'S (OR RESELLER'S) STATE LICENSE NUMBER:** \_\_\_\_\_

**NOTE:**

**IF THE BIDDER IS A CORPORATION, GIVE THE FOLLOWING INFORMATION:**

**STATE IN WHICH IT IS INCORPORATED:** \_\_\_\_\_

**ADDRESS OF PRINCIPAL OFFICE:** \_\_\_\_\_  
\_\_\_\_\_

**NON-COLLUSION AFFIDAVIT**

STATE OF: \_\_\_\_\_ PROJECT: \_\_\_\_\_

COUNTY OF: \_\_\_\_\_ LETTING DATE: \_\_\_\_\_

I hereby certify that \_\_\_\_\_  
(Name of contracting firm)

has not either directly or indirectly, entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive bidding in connection with this contract.

SIGNED: \_\_\_\_\_  
(Name of contracting firm)

BY: \_\_\_\_\_

Sworn to and subscribed before me this \_\_\_\_\_ day of \_\_\_\_\_ Year \_\_\_\_\_

\_\_\_\_\_  
(NOTARY PUBLIC)

MY COMMISSION EXPIRES: \_\_\_\_\_

(SEAL)

**NOTE: Proposals will not be accepted unless this form of certificate is used. This certificate must be submitted in duplicate and two original copies are included for your convenience. Please leave attached in your bid form.**

**FAILURE TO EXECUTE THIS AFFIDAVIT  
SHALL BE CAUSE FOR REJECTION OF THIS BID.**

**NON-COLLUSION AFFIDAVIT**

STATE OF: \_\_\_\_\_ PROJECT: \_\_\_\_\_

COUNTY OF: \_\_\_\_\_ LETTING DATE: \_\_\_\_\_

I hereby certify that \_\_\_\_\_  
(Name of contracting firm)

has not either directly or indirectly, entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive bidding in connection with this contract.

SIGNED: \_\_\_\_\_  
(Name of contracting firm)

BY: \_\_\_\_\_

Sworn to and subscribed before me this \_\_\_\_\_ day of \_\_\_\_\_ Year \_\_\_\_\_

\_\_\_\_\_  
(NOTARY PUBLIC)

MY COMMISSION EXPIRES: \_\_\_\_\_

(SEAL)

**NOTE: Proposals will not be accepted unless this form of certificate is used. This certificate must be submitted in duplicate and two original copies are included for your convenience. Please leave attached in your bid form.**

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# Intent

The City of Homewood intends to enter a 3 year agreement for a hosted VOIP phone system. We will need phones at each of our 13 locations, total phones (DID) 196. Also 15 fax machines will be replaced with VOIP fax to email service. The network will be updated to 10 Megs fiber at each location with some caveats that will be explained in the specs. We are sending this request to vendors that can provide both services. If you need to subcontract the network portion of the request we prefer AT&T no cable provider service or equivalent.

## Specs for hosted VOIP

We are expecting a feature rich hosted system:

- Hunt Groups
- Call center features
- Voicemail
- Auto Attendant
- Extension dialing between sites
- Dial in Conferencing
- Call recordings
- Mobile App Support
- Number Porting
- City Technician access to setup and manage system
- Training on use and management
- 200 DID's
- Unlimited usage per month all DID's local and long distance
- Workflow tracking \*see below

## Specs for IP Phone

- Connectivity Type: IP/VOIP
- Network Protocol: SIP
- SIP Accounts: 4
- BLF: yes
- Ethernet Ports: 2x 10/100/1000 Gigabit
- POE: IEEE 802.3af compliant
- Additional ports: 1x RJ9 headsets
- Display: 2.8" 320x240 TFT color LCD
- Line appearances: 8
- BLF/Speed dial Keys: 32 on screen
- Soft Keys: 4
- Speakerphone: Full-duplex
- Local Conferencing: 4-way
- Audio Codecs: G711p.a, G.722, G.726, G.729ab
- Audio Quality: wideband, narrowband
- QoS: yes
- Expandable: Yes (3 phones Police Department) at no additional cost outside of this proposal

### **Specs for Expansion Module**

- Display: 128x384 backlit LCD
- Programmable buttons: 20
- phone
- Pages: 2
- Busy Lamp Field: yes
- Power Supply: via host

### Workflow tracking for Public Works \*

1. All incoming and outgoing calls to be recorded and referenced to an address.
2. The address would tie into a photo of the premises at that address.
3. Full information for the caller like Name, address, emails, phone numbers, days that services are delivered, Homewood Supervisor
4. A complaint section.
5. A response section
6. A closed section with resolution.
7. City Council Person name with email and contact
8. Outside person complaint same formula as above
9. Date and time stamp everything
10. Electronic filing with address and if outside caller (non-citizen of Homewood) claim file
11. Must be in current operation
12. Redundancy back up.
13. Must provide a mobile app for workflow management that accesses all resident and business information instantly
14. Must provide a project management tool which tracks GPS location, allows photos to be stored in the proper address profile
15. Software must include a project and employee time clock that will only start the timer when the employee is on the site location. The location is pinpointed by GPS from the mobile app
16. Software must have the ability to send out bulk voice, text and email broadcasts to all residents and businesses.
17. Must have a call log that tracks every call with the ability to call the number back from a softphone dialer from inside the dashboard
18. Must have the ability to recognize the person's number calling into a city department and display the person's information for record keeping.
19. Must log every interaction with a resident and business and keep records for sorting
20. Mobile app must have the ability to instantly record a conversation about a project, log photos and videos into the project account for immediate access from the administrator.
21. Ability to send out quotes and invoices from the software
22. Ability to accept payments online from the invoicing module.
23. Ability to reassign a project from the mobile app.
24. Ability for the employee's office phone to ring the mobile app when their extension is dialed at their office line
25. Ability to quickly setup IVR functions inside the calling dashboard

Location	Address	No. of Phones
City Hall	2850 19TH STREET S HOMEWOOD ALABAMA 35209	42
Traffic	66 BAGBY DRIVE HOMEWOOD ALABAMA 35209	6
Central Park	1632 OXMOOR ROAD HOMEWOOD ALABAMA 35209	12
Fire Station 1	1675 28TH COURT S HOMEWOOD ALABAMA 35209	11
Fire Station 2	430 CARR AVENUE HOMEWOOD ALABAMA 35209	4
Fire Station 3	250 SNOW DRIVE HOMEWOOD ALABAMA 35209	6
Fleet Maintenance	68 BAGBY DRIVE HOMEWOOD ALABAMA 35209	6
Library	1721 OXMOOR ROAD HOMEWOOD ALABAMA 35209	38
Municipal Court	1833 29th AVE S HOMEWOOD ALABAMA 35209	7
Park Lee Center	1828 25TH CT S HOMEWOOD ALABAMA 35209	3
Park Maintenance	121 WEST OXMOOR ROAD HOMEWOOD ALABAMA 35209	2
Park Senior Center	816 OAK GROVE ROAD HOMEWOOD ALABAMA 35209	13
Police Department	1833 29th AVE S HOMEWOOD ALABAMA 35209	30
Police Training	187 CITATION COURT HOMEWOOD ALABAMA 35209	4
Streets & Sanitation	187 CITATION COURT HOMEWOOD ALABAMA 35209	7
West Precinct	120 OXMOOR BLVD SUITE 150 HOMEWOOD ALABAMA 35209	5
Total		196



**Specs for Network**  
**Layer 2 Ethernet with centralized Internet**

Our present Wan is the Level 3's NLAN Metro Ethernet solution with a fully meshed design. We are expecting the provider to meet the following specific needs:

- Ethernet Ring Topology for dual paths for redundancy
- Scalable bandwidth
- Full-duplex service
- Any-to-any connectivity within the metro area from hub location
- COS\QoS to meet your Hosted VOIP needs
- Support native Ethernet frame size up to 1518 bytes (1522 with VLAN header)
- Virtual separation between customer traffic streams (802.1q VLAN Tagging)
- Tagged and untagged traffic transported to all end-users Ethernet ports
- Support all customer VLAN tags (Q in Q tunneling)
- Battery backup for end point devices

**Additional Information**

Any new vendor must supply the city with E-Verify Documentation

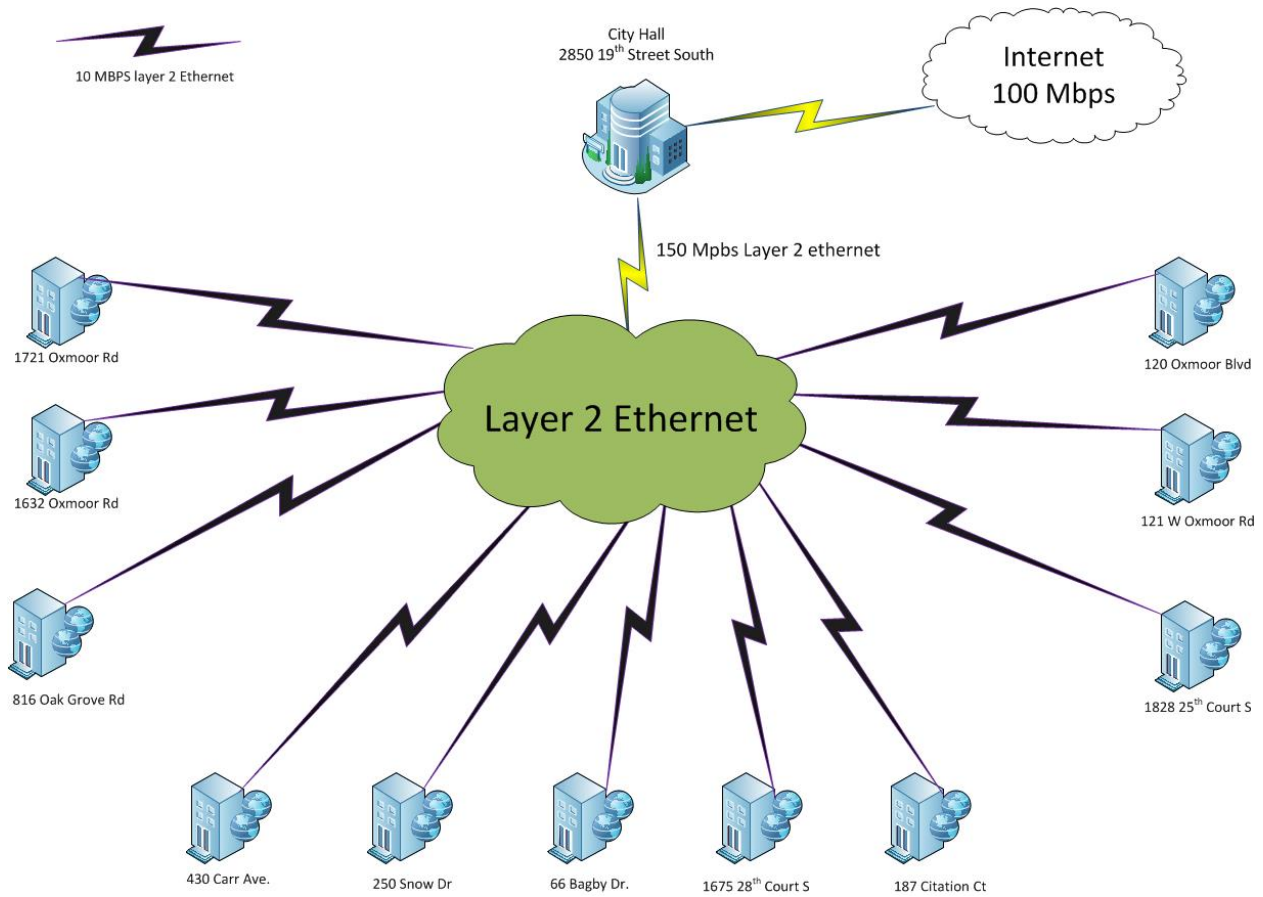
Our dmarc at each location is within 3 to 6 feet from our wan router. We expect an Ethernet/Electrical handoff to our equipment at each location. Therefore the fiber is expected to land within a few feet of our existing dmarc.

**Caveats**

Our police department located at 1833 29<sup>th</sup> Avenue South is connected to City Hall via city owned fiber. When the Police Department moves to West Homewood in 2019 they will be connected to our Bagby Drive location via city owned fiber. At the time of the move the Bagby Drive bandwidth will have to be adjusted accordingly.

In the proposal response Vendor agrees to pull fiber to the new construction locations at no cost outside of this proposal response.

Address	Location	State	Zip	mbps
2850 19th Street South	Homewood	Al	35209	Internet
2850 19th Street South	Homewood	Al	35209	150
1721 Oxmoor Road	Homewood	Al	35209	10
1632 Oxmoor Road	Homewood	Al	35209	10
816 Oak Grove Road	Homewood	Al	35209	10
430 Carr Avenue	Homewood	Al	35209	10
250 Snow Drive	Homewood	Al	35209	10
1675 28th Court South	Homewood	Al	35209	10
66 Bagby Drive	Homewood	Al	35209	10
187 Citation Court	Homewood	Al	35209	10
1828 25th Court South	Homewood	Al	35209	10
121 W. Oxmoor Road	Homewood	Al	35209	10
120 Oxmoor Blvd	Homewood	Al	35209	10



Alternate # 1 – As an alternate the City desires to receive a proposal from Vendor to supply 500 mbps instead of 100 mbps specified in the specification set out above.

The City reserves the right to substitute the alternate proposal of 500 mbps in lieu of 100 mbps specified above in their sole discretion.