



## SOUTH ALABAMA REGIONAL PLANNING COMMISSION

110 Beauregard Street  
Mobile, Alabama 36633

### **REQUEST FOR PROPOSALS**

#### ***Phone System Upgrade – Transition to VoIP Protocols & Utilization of Desktop and App Softphone Technology***

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**A Mandatory Bid Conference will be held  
Thursday, August 3, 2023 at 10:00 am  
Training Room on the 2<sup>nd</sup> Floor**

**COMPETITIVE SEALED PROPOSALS WILL BE RECEIVED NO LATER THAN  
Friday, September 1, at 10:00 am, Local Time,  
Training Room on the 2<sup>nd</sup> Floor**

**AT THE FOLLOWING LOCATION:**

#### **SOUTH ALABAMA REGIONAL PLANNING COMMISSION**

110 BEAUREGUARD STREET  
MOBILE, ALABMA 36633

**Hand deliver to:**  
South Alabama Regional  
Planning Commission-  
Telephone System  
110 Beauregard Street  
2<sup>nd</sup> Floor - Suite 207  
Mobile, Alabama 36633

**Mail to:**  
South Alabama Regional  
Planning Commission-  
Telephone System  
PO Box 1665  
Mobile, Alabama 36633



I.

I / We agree to furnish at the prices shown and guarantee that each offered will meet or exceed all specifications, terms and conditions, and requirements listed. I herein affirm I have not been in any agreement or collusion among any bidders in restraint of freedom of competition by agreement to bid at a fixed price or to refrain from bidding or otherwise. By signing, you are agreeing that you have read and understand all terms and conditions of this bid.

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Company Name

Authorized Signature

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Mailing Address Typed

Authorized Name

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City, State, Zip

Title

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Telephone

Email Address:

**Standard Terms and Conditions**

**2.1**

Each individual Request for Proposal must be submitted in a *separate sealed envelope*. SAPA does not assume responsibility for late bid responses that occur due to the *U.S. Postal Service, UPS, FedEx* or any courier service. Sufficient lead-time should be allowed to reach SAPA prior to the "received date and time" indicated on the Request for Proposal.

**2.2**

Bid responses and signature page must be submitted on this form in ink or typewritten or the bid or bid will be rejected.

**2.3**

For a "**No Bid**" response, please return the signature page signed and marked "NO BID." It is required that a "No Bid" response be identified on the envelope as if it were a bid.

The attached specifications are being provided to potential bidders as guidelines that describe the type and quality of equipment, supply, and / or service SAPA is seeking to purchase. The bidder must indicate compliance or list exceptions to each specification item for consideration. Failure to comply with this provision could be cause for rejection of the bid.

**2.4**

Bid responses must be received by SAPA (accepting bids on SARPC's behalf) prior to the date and time specified. Late responses will not be accepted. SAPA will not accept Facsimile Transmissions or Email of bid.



**2.5**

Changes or modifications of this Request for Proposal are allowed only by written authority of the Chairman or Bid Coordinator. SAPA reserves the right to reject all or any portion of this Request for Proposal when the best interests of SARPC are involved.

**2.6**

A BID RESPONSE WILL BE REJECTED IF:

- A representative that is bidding did not attend the MANDATORY Bid Conference
- Request for Proposal Number is not on the face of the envelope/packet
- Received too late / no bid
- Multiple bids in same envelope not submitted or if the bids are not identified properly
- Bid response is not on the original form
- Bid is not an original signature
- Failure to acknowledge receipt of addendum or include within the bid package (if addendum was issued)
- Failure to attend the Pre-Bid Conference if conference was held by bidder

**2.7**

While not required, returning these files in electronic format with your bid response will assist in evaluation and award of the contract in a timely manner. This document is available for download from <http://www.sarpc.org> website under the SAPA section that says "Open Bids".

**2.8**

**NOTE: FOR THIS BID TO BE CONSIDERED RESPONSIVE, ALL INFORMATION REQUESTED SHOULD BE SUPPLIED, AS APPROPRIATE OR THE ENTIRE BID MAY BE DISQUALIFIED. BID RESPONSE MUST BE IN INK OR TYPED WITH THE ORIGINAL SIGNATURE INCLUDED.**

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Bidder's Signature

Company

**3.0     Basis of Bid Award**

**3.1**

All purchases which are based on competitive invitations to Bids are awarded to lowest, responsive bidder subject to SARPC's right to reject any or all bids and to waive informality and irregularity in bids and bidding. In addition to price, consideration will be given to the following to determining the bid award:

- Vendor will be determined within a particular area who has the best signal coverage within that area
- Recent historical service of the provider within Mobile, Baldwin and Escambia Counties, Alabama



- The best interest of SARPC
- Answers the bidder has provided regarding the questions asked within the RFP
- Conformity to specifications
- Quoted rates reflected on tabulation sheets
- Other unique requirements outlined in the bid request
- Information regarding warranty issued by the vendor and/or the manufacturer of equipment bid
- Ease of use of equipment for SARPC and voice clarity regarding cell phone use and Soft Phone use

## **II. ADDRESSING ISSUES WE PRESENTLY HAVE ON THE PRESENT TELEPHONE SYSTEM**

### **1. Problem Statement:**

The current state of our organization's phone system presents several significant challenges that hinder communication effectiveness and efficiency. These challenges necessitate the implementation of a phone system upgrade project to address the following issues:

- 1.1 Limited Remote Work Capability:** Our existing phone system lacks the necessary features and tools to support effective communication for remote workers. Employees working from home or remote office settings face difficulties in accessing the phone system, transferring calls between devices, and maintaining seamless connectivity. This limitation hampers collaboration, reduces productivity, and negatively impacts customer service.
- 1.2 Outdated Copper Phone Lines:** Our reliance on traditional copper phone lines hampers scalability, flexibility, and cost-effectiveness. These legacy systems are not designed to accommodate modern communication requirements, such as seamless call transfers, integration with digital tools, and scalability for business growth. The limitations of copper phone lines prevent us from taking advantage of advanced features and technologies available with Voice over Internet Protocol (VoIP) systems.
- 1.3 Complex and Inefficient User Experience:** The current phone system's user interface and functionality are outdated and challenging to navigate. Users face difficulties in transferring calls between extensions and devices, managing voicemail, and accessing advanced features.
- 1.4** Addressing these challenges is crucial to improving our communication capabilities, enabling seamless remote work, ensuring reliable uptime, embracing modern VoIP



protocols, and enhancing the overall user experience. By undertaking the phone system upgrade project, we aim to overcome these obstacles and create a robust, efficient, and user-friendly communication infrastructure that supports our organization's growth, productivity, and client satisfaction.

#### **4.0 General Requirements**

##### **4.1**

Technology responses and Coverage must be answered in the following questions within this RFP.

###### **4.2.1**

Describe your company's technology regarding the performance of **App Softphone Technology** and **Desktop Softphone Technology**.

**(Note: In the following questions below, please attach any information that will help describe the technology or answers being asked in the questions below, placing on the back of the page along with all succeeding pages in order beginning with page number 4.2.1)**

***EXAMPLE: Page attached on back of 4.2.1 will be 4.2.1 A (attached on back)***

###### **4.2.2**

Please describe how the system can be switched from **Softphone Mobile App** to **Softphone Desktop Application** then reversing **Softphone Desktop Application** back to **Softphone Mobile App**.

*(Insert page number 4.2.2 behind question)*

###### **4.2.3**

Please describe how the **Softphone Mobile App** to **Softphone Desktop Application** can be utilized to dial, transfer, and consult other direct lines and extensions within the organization.

*(Insert page number 4.2.3 behind question on following page)*



4.2.4

How long has your company used **VoIP Technology** and what type of backup systems are available in the event of power, equipment, line or fiber optic failure?

*(Insert page number 4.2.4 behind question on following page)*

4.2.5

What provisions have been made using Softphone and Softphone Mobile App Technology addressing Disaster Recovery Plan along with back-up systems in the event of power outages, fiber interruptions, various other problems that occur during a major storm event such as hurricane?

*(Insert page number 4.2.5 behind question on following page)*

4.2.6

Describe if your softphone allows for agency wide communication to replace an “all-line” intercom/paging functionality.

*(Insert page number 4.2.6 behind question on following page)*

4.2.7

Describe your company's coverage regarding cellular use as it relates to successfully utilizing the **Mobile Softphone Application** without latency or degradation of quality.

*(Insert page number 4.2.7 behind question on following page)*

4.2.8

Please insert **Maps** showing **visual coverage area** of your company using **Soft App Applications**.

4.2.9

Please provide an outline of your Service Level Agreement (SLA), including details on response times, uptime guarantees, resolution procedures, and any penalties or compensations offered in case of service disruptions or failures.

*(Insert page number 4.2.9 behind question on following page)*



#### 4.2.10

Describe your company's endpoint/device management software as well as the types of administrative controls provided over the softphone applications and mobile phones provided.

*(Insert page number 4.2.10 behind question on following page)*

## **2. Goal Statement:**

The goal of the phone system upgrade project is to enhance remote work capability, improve uptime, transition from traditional copper phone lines to VoIP, and increase overall ease of use. Through this project, we aim to achieve the following objectives:

- 2.1 Enhancing Remote Work Capability:** The upgraded phone system will enable seamless communication and collaboration for remote workers. By providing softphone software and portable desk phones with Wi-Fi and Ethernet capabilities, we aim to empower employees to work effectively from any location without compromising functionality or quality of communication.
- 2.2 Increased Uptime:** The new phone system will be designed with a robust infrastructure to ensure increased uptime and minimize downtime. By leveraging advanced technologies and implementing redundant systems, we aim to provide a reliable and uninterrupted phone service that enhances productivity and client satisfaction.
- 2.3 Transition to VoIP Protocols:** The project will facilitate the transition from traditional copper phone lines to Voice over Internet Protocol (VoIP). By leveraging the flexibility and cost-effectiveness of VoIP, we aim to streamline communication, eliminate geographical limitations, and enhance scalability for future growth.
- 2.4 Increased Ease of Use:** The upgraded phone system will prioritize user-friendliness and ease of use. By providing intuitive interfaces, simplified call handling features, and user-friendly administration tools, we aim to enhance employee productivity, reduce training time, and improve overall user satisfaction.

In summary, by achieving these objectives, we aim to create a modern and efficient communication infrastructure that empowers our organization to adapt to changing work environments, improve productivity, and deliver exceptional service to our stakeholders.



### **3. Scope of Work:**

The scope of work includes the following deliverables:

- 3.1 **Provision of Desk Phones:** The vendor will provide and install 40 desk phones at designated locations within our organization and at one satellite office location. The desk phones should meet the specified technical requirements listed below and be compatible with the proposed phone system. Additionally, the vendor will provide and install 1 desk phone with sidecar compatibility to facilitate easy transfers for up to 144 extensions.
- 3.2 **Softphone Software Licenses:** The vendor will provide 101 softphone software licenses, allowing designated staff members to use their computers and mobile devices as virtual phones. The licenses should be compatible with the proposed phone system and include all necessary features and functionalities described in the technical specifications.
- 3.3 **Porting Phone Numbers:** The vendor will facilitate the porting of 108 existing phone numbers and extensions to the new phone system, ensuring uninterrupted service during the transition. The vendor will coordinate with the relevant service providers and adhere to all necessary regulations and procedures. A copy of the phone list and extension list can be provided upon request.
- 3.4 **Porting Fax Lines:** The vendor will also facilitate the porting of 4 existing fax lines to the new phone system. This includes ensuring that fax services are seamlessly integrated into the upgraded system, allowing for efficient sending and receiving of fax documents through either e-Fax solutions or traditional devices.
- 3.5 **Conference Call Devices:** The vendor will provide and install 2 conference call devices capable of facilitating high-quality audio conferences. The devices should support multiple participants, offer advanced features such as call recording and muting, and integrate seamlessly with the proposed phone system.
- 3.6 **Mobile Phones and Line Porting:** The vendor will procure and configure 54 new mobile phones and lines of service for our organization. These mobile phones should meet the specified technical requirements and be compatible with the proposed phone system and proposed softphone software. Additionally, the vendor will facilitate the porting of the existing 21 mobile lines which include 4 tablets to ensure continuity of service.



## **Required Technical Specifications:**

The deliverables described above are required to meet the following technical specifications, which serve as a foundation for their functionality. It is important to note that this list is not exhaustive, and additional functionalities may be requested and mutually agreed upon during the course of the project.

- 3.7 **Transfer of Calls Between Extensions and Devices:** The upgraded phone system must provide the ability to transfer calls seamlessly between extensions and devices. This functionality should be available on both the softphone software installed on desktops and mobile devices. An extension directory should be accessible to reference inside of the software.
- 3.8 **Broadcast Capability or Priority/Emergency Messaging:** The system should have the capability to broadcast messages simultaneously to multiple devices or designed zones connected to the phone system. This includes desk phones, softphones, and mobile devices to the phone system.
- 3.9 **Call Holding in Queue:** The phone system should support call queuing, enabling callers to be placed on hold in a queue until an available representative can assist them. During the hold period, the system should provide appropriate announcements or music to ensure a pleasant waiting experience for the callers. It is essential that the announcements and call holding options, such as the ability to leave a message by pressing a key, are fully customizable to align with the specific needs and preferences of the organization.
- 3.10 **Peck and Hunt and Ring Multiple Lines:** The phone system should support peck and hunt functionality, enabling calls to automatically roll over from one line or extension to another until answered. Additionally, it should allow for multiple lines to ring simultaneously to ensure prompt call handling.
- 3.11 **Portable Desk Phones for Remote Locations:** The desk phones provided should be portable and capable of maintaining full functionality when used in remote locations. They should be compatible with both Wi-Fi and Ethernet connectivity options to ensure seamless communication regardless of the location.
- 3.12 **Mobile Devices with Hotspot Capability and Robust Network Coverage:** The mobile devices provided as part of the upgrade should include hotspot capability, allowing users to share their mobile device's internet connection with other devices. Additionally, these



devices should have robust network coverage to ensure reliable communication both within and outside the organization's premises as well as generous data plans.

- 3.13 Mobile Device Management Software:** The vendor should provide mobile device management software that includes endpoint management and security tools specifically designed for mobile devices. This software should enable efficient management of the mobile devices, including configuration, security policies, application management, and remote troubleshooting.
- 3.14 Administrative Control for Phone Line Assignment:** The upgraded phone system should provide administrative control over assigning phone lines to specific users. An administrative interface or control panel should be included, allowing authorized personnel to manage and assign phone lines as needed.
- 3.15 User Editing and Reassignment of Phone Lines:** The phone system should enable authorized users or administrators to edit and reassign phone lines as necessary. This functionality should allow for seamless updates to user-phone line associations, accommodating changes in organizational structure, personnel transfers, or other requirements.

#### **4. General Requirements:**

- 4.1** The vendor will conduct a comprehensive assessment of our organization's current phone system and infrastructure to determine the necessary upgrades and configurations.
- 4.2** The vendor will provide detailed documentation, including user manuals and guides, for the installed phone system components.
- 4.3** The vendor will conduct training sessions for our staff to ensure they are proficient in using the new phone system and its features
- 4.4** The vendor will provide ongoing technical support and maintenance services for a specified period after the implementation of the upgraded phone system.
- 4.5** The vendor will coordinate with our organization and any relevant third-party service providers to minimize disruption during the implementation phase.
- 6.0** Please include a detailed breakdown of costs, including equipment, software licenses, installation, configuration, training, and ongoing support.



- 6.1** Provide a list of the latest devices that will be made available to SARPC and the pricing. A list of detailed features for each user.
- 6.2** Describe your company's upgrade policy for equipment replacement.  
*Example: How often are users eligible to upgrade their phones at the discounted price?*
- 6.3** Describe how Hot Spots features can be utilized with your cellular equipment?

## 7.0 Experience

Provide a list of at least three (3) government agencies that currently use your service. Include:

- Contact Person's Name
- Phone Number
- Email address for each reference
- Physical Address

<b>Government Agency Name:</b> _____  <b>Street Address:</b> _____  <b>Government Agency Name:</b> _____  <b>Street Address:</b> _____  <b>Government Agency Name:</b> _____  <b>Street Address:</b> _____	<b>Person's Name:</b> _____  <b>City:</b> _____  <b>Person's Name:</b> _____  <b>City:</b> _____  <b>Person's Name:</b> _____  <b>City:</b> _____	<b>Phone Number:</b> _____  <b>State:</b> _____  <b>Phone Number:</b> _____  <b>State:</b> _____  <b>Phone Number:</b> _____  <b>State:</b> _____	<b>Email Address:</b> _____  <b>Zip:</b> _____  <b>Email Address:</b> _____  <b>Zip:</b> _____  <b>Email Address:</b> _____  <b>Zip:</b> _____
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- 7.1** Vendors are encouraged to include additional value propositions which will be in SARPC's best interest. These value propositions will be remitted directly to SARPC. *Examples of these value propositions include but are not limited to a Signing Bonus, a Conversion Bonus, Volume Rebates, New Line Activation Incentives, and other Discount Terms.*

## 8.0 Invoicing

Please describe how your invoicing and billing will work.  
*(Attach page to back of question 8.0)*



- 8.1** For each Wireless Number a **Call Detail** and/or a **separate Data Detail** will be required. The ability to separate bill details by cost center is required. The ability to set up notifications when approaching data thresholds is preferred.

**Test Equipment and Services** will be provided by the vendor at no additional charge.

Our bid form must be filled out completely.

- All pages of this Bid Response Form, and additional requested pages, if any, or Addendums, if any, must be returned.
- Acknowledgement must be made where a blank (\_\_\_\_\_) appears.
- Any attachments hereto are made and become a part of this inquiry and must be signed by bidder.

**Awarded vendor must hold bid pricing for a minimum of sixty (60) days.**

The undersigned agrees to furnish the goods/services as requested by you for the members wishing to use this RFB and a contract which will be drawn up by the *South Alabama Regional Planning Association (SARPC)*. The undersigned has read all information pertaining to this bid and has resolved all questions. It is also understood and agreed that all prices quoted are F.O.B. Destination described in the bid documents and specifications. The undersigned also affirms he/she has not been in any agreement or collusion among bidders or prospective bidders in restraint of freedom of competition, by agreement to bid at a fixed price or to refrain from bidding or otherwise.

Witness our hands and seals this \_\_\_\_\_ day of \_\_\_\_\_, 2023.

**If Individual**

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(Name of Individual or Partnership)

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(Name of Partner - Print)

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(Print Name of Representative Authorized  
to sign Bids and Contracts for the firm)

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(Name of Partner - Print)

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(Signature of Representative Authorized to sign Bids and Contracts for the firm)

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(Address)

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(Address)



Phone Number \_\_\_\_\_ Fax Number \_\_\_\_\_

Primary e-mail address \_\_\_\_\_

Alabama Contractor's License No. \_\_\_\_\_ Foreign Corporation Entity ID\_\_\_\_\_

**If Corporation or LLC**

Company \_\_\_\_\_

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

Company Representative \_\_\_\_\_

(Print Name of Representative Authorized to sign Bids and Contracts for the firm)

Company Representative \_\_\_\_\_

(Signature of Representative Authorized to sign Bids and Contracts for the firm)

Address \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Phone Number \_\_\_\_\_

Fax Number \_\_\_\_\_

Primary e-mail address \_\_\_\_\_

Alabama Contractor's License No. \_\_\_\_\_ Foreign Corporation Entity ID\_\_\_\_\_



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**THIS MUST BE NOTARIZED!**

STATE OF \_\_\_\_\_ }

COUNTY OF \_\_\_\_\_ }

I, the undersigned authority in and for said State and County, hereby certify that \_\_\_\_\_

\_\_\_\_\_, as \_\_\_\_\_

(Type name of bid signer here)

(Type bid signers Title here)

respectively, of \_\_\_\_\_  
(Type company name here)

whose name is signed to the foregoing document and who is known to me, acknowledged before me on this  
\_\_\_\_\_ day, that, being informed of the contents of the document they executed the same voluntarily on  
the \_\_\_\_\_ day the

same bears date.

Given under my hand and Notary Seal on this \_\_\_\_\_ of \_\_\_\_\_, 2023.

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Notary Public

My Commission Expires: \_\_\_\_\_

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