

*Chairman
Collin Daly*

*Administrator
Ellen Morell*

Limestone County Commission



*Commissioners:
Daryl Sammet
Danny Barksdale
Jason Black
LaDon Townsend*

April 30, 2021

INVITATION FOR BIDS Proposal No. 2754

Notice is hereby given that the Commission of Limestone County, Alabama and the Athens City Council will receive competitive bids for internet service. Please see the attached information and specifications regarding this bid.

TAX: All applicable taxes must be included in the bid price.

You are invited to bid on the attached specifications. Any substitutes offered must be submitted in detail. The rights to reject any items or materials not of quality or under any provisions of this bid and to waive any errors or informalities in a bid are reserved.

Bids will be opened on **Friday** the **7th** day of **MAY 2021**, at **10:00 am** and awarded by Limestone County on **MONDAY**, the **17th** day of **MAY 2021**, at **10:00 a.m.**, and awarded by the City of Athens on **MONDAY**, the **24th** day of **May 2021**, at **5:30 p.m.**

Requirement: Pursuant to Alabama Code 31-13-9, as a condition of the award of any contract, the business entity or employer, and any of its subcontractors, shall provide a sworn affidavit and documentation that it will not knowingly employ, hire for employment, or continue to employ an unauthorized alien; that it is enrolled in the E-Verify program; and, during the contract period, it will participate in the E-Verify program and will verify every employee that is required to be verified under applicable state and federal laws. During the performance of the contract, the business entity or employer shall participate in the E-Verify program and shall verify every employee that is required to be verified according to the applicable federal rules and regulations.

All bids must be sealed and the word "BID," name of item, proposal number, and opening date must be marked on the outside of the envelope.

A handwritten signature in black ink, appearing to read "Collin Daly", is written over a horizontal line.

COLLIN DALY, Chairman
Limestone County Commission

WILLIAM R. MARKS, Mayor
City of Athens

Limestone County/City of Athens Joint Internet Services Bid Proposal No. 2754

1.0 OVERVIEW

This Bid provides interested vendors with sufficient information to prepare and submit proposals for consideration with the intent to provide Internet access for the employees of the Limestone County Commission (“COUNTY”) and the City of Athens (“CITY”). COUNTY/CITY is requesting price quotations and detailed explanations of services offered by the ISP (“contractor”). The contractor must provide all hardware (COUNTY/CITY will provide switches for local LAN Access), software, billing services, technical and customer support required to provide Internet connectivity at the specified rates.

1.0.1 Definitions

In order to simplify the language throughout this request for qualification, the following definitions shall apply:

COUNTY – The County Commission of Limestone County, Alabama

CITY – The City of Athens, Alabama

BANDWIDTH/DATA TRANSFER RATE – The amount of data that can be carried from one point to another in a given time period (usually a second).

CONTRACT – An agreement between the County, City and a Contractor to furnish supplies and/or services over a designated period of time during which repeated purchases are made of the commodity and/or service specified.

CONTRACTOR – Company or firm providing supplies and/or services

1.0.2 Important Dates

- 1.0.2.1 Release Bid to Vendors**
April 30th, 2021

- 1.0.2.2 Deadline for Questions and Inquiries**
May 5th, 2021

- 1.0.2.3 Proposal Submission Deadline**
May 7th, 2021, 10:00 a.m.

- 1.0.2.4 Bid Opening Date**
May 7th, 2021, 10:00 a.m.

- 1.0.2.5 Award by County**
May 17, 2021

1.0.2.6 Award by City
May 24th, 2021

1.0.2.7 Implementation Date
Within 30 days of bid award

2.0 GENERAL INFORMATION:

2.0.1 Limestone County point of contact:
Jonathan Yerdon, IT Director
Limestone County Commission
256-216-3450
jonathan.yerdon@limestonecounty-al.gov

2.0.2 City of Athens point of contact:
Dale Haymon, IT Director
City of Athens
256-262-1380
dhaymon@athensal.us

2.0.3 Questions and Requests for Clarification
All questions and requests for clarification or information must be received within 3 days of the receipt of bid. Questions and requests for clarification will be received by **E-MAIL ONLY**. Responses will be forwarded to all potential respondents and/or posted as addendum to the bid on the County website (<https://limestonecounty-al.gov>).

2.0.4 Response Copies
Respondents must submit a minimum of five (5) hard copies of the bid response to Limestone County prior to the stated bid closing date and time. E-mailed responses will not be considered.

2.0.5 Incurring Costs
The County and/or City are not liable for any cost incurred by the contractors for preparation of the BID or costs incurred prior to award of a contract.

2.0.6 Bid Respondent's Obligations
Each response to this BID must be indexed in the **exact same order** as requirements are indicated. For example, responses to the Network Design Paragraph section shall be titled and numbered in exact correlation to the requirement requested. Deviations to this required response format may result in the rejection of part or all of a bid submission.

2.0.7 Right to Reject Bids

The County/City reserves the right to reject any or all bids and to waive informalities. No bids will be received after the time set for opening bids. Any unauthorized conditions, limitations or provisions attached to the Bid, except as provided herein, will render it informal and may cause its rejection. Unbalanced bids will be subject to rejection. Any bidder may withdraw his/her bid, either personally or by telegraphic or written request, at any time prior to the scheduled closing time for receipt of bids. Telegraphic or written requests for withdrawal must be in the possession of the County prior to the closing time for receipt of bids.

2.0.8 Examination of Contract Documents

Prospective bidders shall examine the contract documents and before submitting a bid, shall make a written request to the County/City for an interpretation or correction of any ambiguity, in consistency or error therein which could be discovered by a bidder. At the bid opening each bidder shall be presumed to have read and be familiar with the contract documents.

2.0.9 Termination

The County/City may terminate the contract resulting from this solicitation at any time the vendor fails to carry out the contract provisions, if in the opinion of the County/City, the performance of the contract is unreasonably delayed, or the vendor is in direct violation of the contract conditions. The County/City shall provide the vendor with notice of any conditions which violate or endanger the performance of the contract and, if after such notice the contractor fails to remedy such conditions within thirty (30) days, to the satisfaction of the County/City, the County/City may exercise their option in writing to terminate the Contract without further notice to the Contractor and order the Contractor to stop work immediately and vacate the premises. Vendor agrees by its bid submission that the County's decision is final and valid.

3.0 INVITATION - BID PROPOSAL

3.0.1 Intention

It is the intention of this solicitation to receive bids for **Internet Service**. Bids are being solicited to provide a continuing Internet service. Bidders are encouraged to fully study this bid proposal before completing and submitting responses on or before the bid due date and time.

***NOTE:** Please return all pages of this bid document. The County/City reserves the right to reject all or part of the respondent's offer. The County/City reserves the right to contact references concerning similar cooperative program participants who can attest to the respondent's abilities to meet or exceed the County/City's requirements. References (names and phone numbers) must be provided with the BID response.*

3.0.2 Contract Length

The contract length is 3 years.

3.0.3 Purpose

Bids are being solicited to provide Internet Services. Bidders are encouraged to fully study this bid proposal before completing and submitting responses on or before the bid due date and time.

4.0 ENVIRONMENT

4.0.1 Existing Infrastructure

4.0.1.1 Fiber Infrastructure

Limestone County/City of Athens (COUNTY/CITY) has approximately 15 sites and 2 administrative sites that are connected via a Fiber Optic Cable loop infrastructure. For specific site addresses, please refer to <https://limestonecounty-al.gov> and <https://www.athensal.us>. Contractors may also contact County/City for any clarification on addresses.

4.0.1.2 Connectivity

COUNTY/CITY sites are connected at 10Gb on the Fiber Loop. Direct Internet Access is NOT required in this contract. The aggregate bandwidth connecting to each site should be NO LESS than 1Gbps. Contractor's equipment shall not prohibit any protocols needed for COUNTY/CITY to run and maintain its daily business operations.

4.0.1.3 Current ISP Termination

Currently, the existing ISP connection is terminated at Athens Police Department at 951 Hobbs St. E., Athens, AL 35611. The City of Athens' connection will remain terminated at this location. Limestone County's connection shall be terminated at Limestone County EMA, 1011 Market St. W, Athens, AL 35611.

5.0 REQUIREMENTS

5.0.1 Applications

The contractor's solution should be able to support the following applications and protocols across the network and to the Internet:

- VoIP
- HTTP/HTTPS
- Video Streaming QoS
- Video Conferencing MPLS
- E-mail File transfers
- EIGRP
- IPSec/SSL VPN

5.0.2 DNS

Limestone County/City of Athens may require that the Contractor support and provide DNS Services for the County/City. Must be able to support all DNS entries, including A, PTR, MX and must also support reverse DNS lookups. Provide documentation and means for updating DNS records and receiving support for DNS related issues. Customer and contractor should be able to update records. COUNTY/CITY may elect to provide its own DNS services or use a 3rd party option.

5.0.3 MAIL BAGGING/CACHING

Provide an option for mail to be cached in the event that the COUNTY/CITY network and/or mail servers are unreachable for any reason. Should be automatically invoked when service is down and removed when service is restored. Provide documentation of configuration, IP addresses and DNS names of servers providing this service as well as technical support contact in the event that support is needed. If this service requires an extra fee, cost must be a separate and easily identifiable charge.

5.0.4 NETWORK DESIGN

Contractor shall provide a basic Visio style network diagram for the records of the County & City depicting network equipment used on premise, IP addresses, and connectivity to Central Office location.

5.0.5 EQUIPMENT

Contractor shall provide and install any required equipment to operate the WAN, Aggregate, and Internet access. COUNTY/CITY will provide LAN connectivity. For any equipment that is installed by the provider to operate the COUNTY/CITY WAN, aggregate and Internet access, the provider shall ensure that there is sufficient spare equipment, cables or any other pieces of the design on hand to quickly replace any faulty device. All items bid must be new. Used, rebuilt and refurbished items will not be considered unless specifically authorized by Limestone County/City of Athens in the written specifications.

5.0.6 OTHER HARDWARE & SOFTWARE

All network equipment and software necessary to facilitate access will be supplied, installed and/or maintained by the contractor. Please provide an overview of the intended configuration noting:

- a) Equipment to be installed/utilized
- b) Location of equipment to be installed
- c) Space/technical requirements/personnel that COUNTY/CITY should provide
- d) Approximate number of users supported by configuration
- e) Required interfacing hardware, i.e., modem, cable modem, etc.
- f) Explanation of how the service is scaled to a growing user base
- g) Bandwidth of data connection to the Internet
- h) Server software provided/utilized
- i) Client software provided/utilized
- j) Supported network protocols, i.e. IP, HTTP, HTTPS, etc.
- k) Procedures for facilitating hardware/software upgrades
- l) DNS servers used and procedure for updating all DNS records, including MX, A, PTR, etc. Must be able to support reverse DNS lookups for all records, including MX.

5.0.7 Performance Requirements

- 5.0.7.1** All bandwidth solutions will be considered; however, guaranteed or preferred bandwidth delivery options are preferred.
- 5.0.7.2** 1Gbps of bandwidth per termination location (Athens Police Department, Limestone County EMA) is required.
- 5.0.7.3** The solution is to be configured installed, tested and made operational within 30 days of official contract execution.
- 5.0.7.4** Maximum term of service agreement is 36 months (3 years).

- 5.0.7.5** Limestone County and the City of Athens must each be provided at least 32 contiguous IPv4 addresses (/27 subnet) that can be used for public hosts (as defined in RFC 1918).
- 5.0.7.6** Services must be delivered to both locations (Athens Police Department and Limestone County EMA) using fiber optic cabling, terminated inside each building.
- 5.0.7.7** Awarded company must provide system and services support (technical support desk, remote diagnostics, on-site technical visits).
- 5.0.7.8** Awarded company must have a local support representative (within 50-mile radius) that is available to deal with any issues or emergencies 24 hours a day, 7 days a week.
- 5.0.7.9** Awarded company will execute a service agreement with County/City detailing any hardware supplied, installation, maintenance, and support services. Agreement will contain project timeline and service level expectations.

5.0.8 Technical Support

Technical support for contractor supplied equipment and services are the responsibility of the contractor. Technical support should be available 24 x 7 x 365 via toll free support number. COUNTY/CITY requires that the minimum response time for outages be not more than 4 hours.

5.0.9 Network Monitoring

Contractor should be able to monitor all provided services and connections 24 x 7 x 365. COUNTY/CITY should have access to a web interface to monitoring tools for provided connections. Provide information regarding selected monitoring tool(s). If selected, contractor must provide, in writing, procedure and login credentials for logging into the monitoring application.

5.0.10 Network Maintenance/Downtime

Any network maintenance done by the contractor should be performed during off-peak hours (10 pm – 5 am). Notice of any planned maintenance should be given to COUNTY/CITY at least 96 hours prior to the planned downtime. Ideal notice is at least 2 weeks.

5.0.11 Pricing and Billing

5.0.11.1 Pricing

All proposals should indicate pricing on a per month basis. Any installation costs should be on separate line items and be designated as installation/non-recurring charges. Each invoice should CLEARLY indicate the location being billed.

5.0.11.2 Invoices for the City of Athens' connection are to be sent to:

City of Athens
Attn: City Clerk's Office, Finance Department
P.O. Box 1089
Athens, AL 35612

5.0.11.3 Invoices for Limestone County's connection are to be sent to:

Limestone County Commission
Attn: Accounts Payable
310 W. Washington St.
Athens, AL 35611

5.0.12 Service Level Agreement (SLA)

5.0.12.1 The level of availability
99.99 percent availability (minimum)

5.0.12.2 Response time if a failure occurs
There must be a toll-free number that allows you to reach a help desk worker 24/7/365.

5.0.12.3 Level of redundancy to maintain service
What backup plan does the ISP have in place in case a connection goes down? *(Please explain)*

5.0.12.4 Performance monitoring
Do you give any kind of diagnostic tool to assess the performance of your Internet connection? Do you have a NOC that will monitor your network? *(see Network Maintenance/Downtime section for details)*

6.0 REFERENCES

- 6.0.1** The contractor must be a company normally engaged in providing Internet services.
- 6.0.2** Contractors are to include with the quotation their qualifications to meet BID and Internet specifications in terms of past and current experience. Focus on experiences in providing Internet services to local government.
- 6.0.3** List all Counties/Cities with which your firm does business in the State of Alabama as an ISP. State the length of time your firm has been providing Internet services for that entity.
- 6.0.4** Contractor is to provide a minimum of three (3) references. References should be from government institutions with a similar environment.
- 6.0.5** The name and address of the organization, the name(s), titles and telephone numbers of the person(s) to be contacted and a general scope of services provided are to be stated in the proposal.

7.0 BID SUBMITTALS

- 7.0.1** Submit all bid documentation to:

**Limestone County Commission
310 W. Washington Street
Athens, AL 35611**

All bids must be sealed and the word "BID" and name of item being bid marked on outside of envelope along with the proposal number and opening date.

BID RESPONSE FORM

Bid pricing for each service should be independent. If pricing is different when bundled with other requested services, provide separate Bid Response Forms for bundled and unbundled bid pricing. For the bundled response form, indicate "Bundled Pricing" and clearly identify the services included in the bundle as well as the pricing for each service.

Minimum Bid Package Requirements	YES	NO
Completed & Signed Bid Response/Certification Forms		
Network diagram and description of the network design including transport speeds between each location. A description of the vendor's carrier line and speeds is also to be provided.		
A description of the proposed Internet solution and its capabilities.		
A description of the resources vendor will use to monitor, manage and repair equipment infrastructure at all locations.		
Any Specializations and/or Certifications of your company and employees to design, implement, and maintain the equipment proposed in your solution.		
Transition Plan with Timelines for all Services (WAN, Internet, VoIP)		
Three references of comparable size and scope with a summary of services provided		

NAME OF FIRM: _____

ADDRESS OF FIRM: _____

AUTHORIZED SIGNATURE*: _____

NAME (TYPE OR PRINT): _____

DATE: _____ **TELEPHONE: (____) _____**

*Signature certifies the proposed solution and services meet all requirements outline in Sections 1 through 5 and the Vendor will comply with all specified requirements unless exceptions are noted below.

EXCEPTIONALITIES TO SPECIFICATIONS AND/OR COMMENTS
