

REQUEST FOR PROPOSALS
For Internet and Telecommunications Services
For the Baldwin County Commission

INTRODUCTION

The Baldwin County Commission is seeking proposals vendors able to provide INTERNET and TELECOMMUNICATIONS SERVICES. The winning vendor will provide installation, operation, and maintenance by a single supplier providing Internet Access Services, Session Initiation Protocol (SIP), Indefeasible Right to Use (IRU) Dark Fiber connections and colocation data center services within specifications listed in Statement of Work. The overall goal of this RFP is to procure long-term, comprehensive, reliable, timely and robust Internet and Telecommunications Services that will effectively support the mission of Baldwin County Commission in serving its citizens.

Submission Procedures, Requirements

One (1) original and three (3) copies of the proposal must be received by the County prior to **2:00 P.M., (Central Standard Time) on [REDACTED], 2018**. All copies of the proposal must be under sealed cover and plainly marked. **No emailed or faxed proposals will be accepted.** Proposals should be delivered or mailed to:

Wanda Gautney, Purchasing Director
312 Courthouse Square, Suite 15 (mailing address)
257 Hand Avenue (physical address)
Bay Minette, AL 36507
Phone: (251) 580-2520

Inquiries and Questions

Inquiries and questions should be submitted by email only to Wanda Gautney, Purchasing Manager, at wgautney@baldwincountyal.gov no later than **2:00 P. M., Central Standard Time, on [REDACTED], 2018**. All inquiries or questions should be consolidated by each vendor be available to vendors at Pre-Proposal Conference.

Pre-Proposal Conference

A **mandatory Pre-Proposal Conference** will be held at the Baldwin County Purchasing Conference Room located at 257 Hand Avenue, Bay Minette, Alabama on **[REDACTED], 2018, at 10:00 A.M. (Central Standard Time.)** The conference will include a thorough discussion of Request for Proposal specifications and **Vendor** questions. **ALL INTERESTED VENDORS MUST ATTEND.** Vendors will not be allowed to submit a proposal for this project if they or a representative of their company does not attend the Pre-Proposal Conference.

Prime Vendor Responsibilities

Vendor will assume responsibility for delivery of services and application performance, regardless whether or not the Vendor subcontracts any of these items and services. The Vendor will be the sole point of contact regarding contractual matters, including performance of services and the payment of any and all charges resulting from contract obligations. Vendor will be totally responsible for all obligations outlined under this RFP.

Hold Harmless Provision

The vendor shall at all times indemnify and save harmless the County and its Departments, their County Commissioners, officers and employees, against all liability, claim of liability, loss, cost or damage, including death, and loss of services, on account of any injury to persons or property, occurring from any cause whatsoever in the work involved in the contract, and will at his expense defend on behalf of the County and its departments, their officers and employees, either or all, any suit brought against them or any of the arising from any such cause.

Service Provider Qualifications

All bidders, to the best of their knowledge and belief, must be in, and remain in compliance with all applicable Federal, Alabama State, County and municipal laws, regulations, resolutions and ordinances. In particular and without limitation, all bidders must be licensed and permitted in accordance with The Code of Alabama Title 10, concerning corporations doing business within Alabama, Title 34, dealing with licensing for businesses, Title 40, concerning licenses and taxation, unless otherwise exempt. All bidders should be prepared to timely submit to the County non-confidential evidence or documentation demonstrating that the fact they are presently licensed and permitted under Alabama law. Such non-confidential evidence or documentation is encouraged to be submitted with the Bid Package.

All vendors, contractors and grantee are required to comply with the Alabama Immigration Law under Sections 31-13-9 (a) and (b) of the Code of Alabama. Forms and documents will be included with award documents. Information and forms can be found on the Baldwin County Commission's Purchasing website under E-Verify at www.baldwincountyal.gov

All vendors must provide proof of proper certification of authority, and any required registration, to transact business in this State, in order to perform work for the Baldwin County Commission. Bidder's Registration Number shall be provided on the Bid Response Form. The phone number for the Alabama Secretary of State is (334) 242-5324, Corporate Division.

Contractors and Subcontractors and Insurance

The Contractor shall not commence work under this contract until all the required insurance has been obtained. Such insurance has not been approved by the County, nor shall the Contractor allow any Subcontractor to commence work on his subcontract until the insurance required of the Subcontractor has been so obtained and approved.

Compensation Insurance

The Contractor shall procure and shall maintain during the life of this contract Workmen's Compensation Insurance for all of his employees to be engaged in work on the project under his Contract, and, in case of any such work sublet, the Contractor shall require the Subcontractor similarly to provide Workmen's compensation Insurance for all of the latter's employees to be engaged in such work unless such employees are covered by the protection afforded by the Contractor's Workmen's Compensation Insurance. In case a class of employees engaged in hazardous work on the project under this contract is not protected under the Workmen's Compensation Statute, the Contractor shall provide and shall cause each Subcontractor to provide adequate employer's general liability insurance for the protection of such of his employees as are not otherwise protected. The Baldwin County Commission, its Departments and its employees shall be named as additional insured.

Contractor's Public Liability and Property Damage Insurance

The Contractor shall procure and shall maintain during the life of this contract a Comprehensive Liability Policy providing bodily injury and property damage coverage on an occurrence basis including damages arising from blasting explosion or collapse, mechanical equipment digging in streets or highways, and including completed operations, independent contractors and contractual general liability. Insurance shall be contractual general liability \$500,000.00 per occurrence bodily injury and property damage; \$5,000 per person medical payments or medical expense; \$500,000.00 per occurrence bodily injury and property damage; \$5,000 per person medical payments or medical expense; \$500,000.00 personal and advertising injury; \$50,000.00 fire damage (any one firm); \$1,000,000.00. The Baldwin County Commission, its' Departments and its employees shall be named as additional insured.

Section-I COUNTY TELECOMMUNICATIONS OPERATIONS & GOALS

1.1 Current County Operations

The Baldwin County Commission (BCC) operates a modern high-speed network for its local-area network. Over this network voice services are delivered through modern voice over IP protocol enterprise class telephone system made by Unify which currently connects to the public switched telephone network via multiple integrated services digital network Primary Rate Interface and Session Initiated Protocol trunking facility with 174 two-way channels. The Internet Service Provider (ISP) connects to redundant data centers through which 100Mbps of Internet bandwidth at each facility is secured via a single carrier with redundant paths.

The following sections and paragraphs describe further the details associated with each of these operational areas of the BCC's technology infrastructure

1.2 Local-Area Networks

The BCC is comprised of multiple facilities which are connect via the Baldwin County Fiber Network (BCFN). Each building is connected to one of two data centers with a single pair of 10Gbps connection. At the data centers, each pair is terminated onto a set of Cisco two 4510R+e VSS core switches with the appropriate optronics to support the connection speed required. Each of the Cisco 4510R+e core switches are then connected via 10Gbps to provide redundancy the Baldwin County local-area network.

The local-area network does not currently provide quality of services (QOS) end-to-end from the data center core.

1.3 Data Center Services

Both data centers to which all BCC facilities are fiber connected maintains a network core consisting of 2 4510R+e switches and a Cisco 5525x firewall which is connected to a 1 Gbps copper circuit to a Tier-1 Internet services provider (ISP) – in particular, Harbor Communications.

1.4 VoIP Enabled Phone System

The BCC purchased a Unify enterprise VoIP system which places a Unify 4000 in one of our data centers and 19 remote shelves in 12 other locations throughout the county. This system is clustered together to provide a uniform management, call routing and fault-tolerance control plane for the County.

The County internally manages day-to-day operations of the telephone system along with routine modifications to the system via proprietary software. This administration is performed by a single person within the CIS department, Trent Davis. When additional administration and/or configuration tasks are required, the BCC leverages its maintenance contract with Black Box Solutions.

Black Box Solutions may be contacted via:

24-hour support 1-800-676-8800

Onsite technician 1-850-384-2241

Current connectivity to the public switched telephone network (PSTN) is via six PRI's and one SIP provided by three separate carriers located at the following addresses:

2- AT&T 103 West Third Street, Bay Minette AL 36507

1- AT&T 1100 Fairhope Avenue, Fairhope AL 36532

1- CenturyLink 23100 McAuliffe Drive, Robertsdale AL 36567

1- CenturyLink 22251 Palmer Street, Robertsdale AL 36567

1- CenturyLink 201 East Section Street, Foley AL 36535

1- Harbor 23100 McAuliffe Drive, Robertsdale AL 36567

All 174 two-way channels are active and there are presently approximately 1000 DID's defined in the system. There are approximately 3000 extensions only and 278 analog lines as well.

Any request for a letter of authorization/agency (LOA) so prospective Offerors may be granted access to review the County customer services record at the current carrier can be obtained by contacting the following individual after the mandatory Pre-Proposal Conference.

Mike Job

CIS Assistant Director

mjob@baldwincounty.al.gov

(251)580-2575

1.5 Service Availability Data

BCC desires the establishment of the requested SIP services be operational for use no later than sixty (60) days after bid award.

1.6 Installation

The vendor shall utilize trained, experienced, and properly credentialed personnel to install and test the services. Industry accepted standards shall be followed. The resulting services shall be neat in appearance, durable and fully documented.

1.7 Additional Installation Requirements

All work and material must comply with applicable State and Federal Laws, municipal ordinances and regulations. If code violations occur, the vendor shall correct the deficiencies or situations at no cost to BCC.

Testing

All services shall be tested and accompanied by documents explaining exactly what test were conducted, what test were demonstrated, and what results were achieved; and signed statements indicating that the test have been satisfactorily accomplished.

1.8 Additional Testing Requirements

1. A field test plan shall be submitted by the vendor for BCC approval that will demonstrate that the service is properly installed and that it is working according to design. This testing will include the standards required for VoIP services between sites as approved by BCC current phone system vendor.
2. The vendor shall preform these tests when the services has been installed and adjusted for optimum performance. Satisfactory test results are a prerequisite to acceptance of the service.
3. New SIP services shall be installed and run as dual services with existing PRI's. These services should be extensively tested using dummy/test number prior to cut-over of the County's live DID numbers.
4. The vendor will provide BCC with a written Test Notification. The Test Notification shall describe the proposed test(s) to be demonstrated and the service to be tested.
5. Successful bidder must coordinate cut-over with County's current provider.

1.9 Documentation

The vendor shall provide for BCC a copy of the system drawings necessary for the proper utilization of the services. These shall include but not limited to:

1. System Drawing including appropriate IP addressed for critical components and troubleshooting.
2. Operating procedures and methods including diagnostic and test procedures

1.10 Project Goals and Objectives

1. Propose the most Cost-Effective Session Initiation Protocol (v.2) based services and licensing for digital telecommunications trunking solution for BCC.
2. Address issues of fault tolerance with the system.
3. Take into account the County's current fiber-based local-area network to design and propose the most efficient traffic across the County's networks.
4. Port existing BCC advertised Direct Inward Dialed telephone numbers as well as those telephone numbers used as "main lines" or otherwise so advertised as indicated.
5. Provide a solution to meet the County's needs to maintain plain old telephone service analog lines as indicated.
6. Provide single point of contact for reporting trouble related to proposed trunking services.

Section-II PROPOSAL REQUIREMENTS AND EVALUATION

A complete proposal will include the following sections listed below:

1. Letter of Transmittal - not to exceed one (1) page
2. Technical Proposal - not to exceed fifteen (15) pages
3. Price Proposal - not to exceed four (4) pages
4. Service, Maintenance, and Technical Support - not to exceed four (4) pages
5. Implementation Schedule - not to exceed four (4) pages
6. References - not to exceed one (1) page

2.1 Requirements

2.1.1 Letter of Transmittal [max 1-pg]

- Written on official vendor letterhead
- Signed by representative authorized to represent vendor
 - Includes the following company contact information:
 - Name
 - Mailing Address
 - Phone Number
 - Fax Number

- Email Address
- Web Page
- Alabama Certification of Authority Registration Number

2.1.2 Technical Proposal [max 15-pgs]

In order for any phone system to receive and place calls to individuals not part of the enterprise telephony solution one or more gateways to the public switched telephone network (PSTN) must be a system component of the solution. There are many different ways for these gateways to connect to the PSTN depending on the features required and the associated costs. This RFP will only consider the following telecommunications trunking facilities:

- SIP Trunks (v.2)

Session Initiation Protocol Trunking: The session initiation protocol (SIP) is an application layer protocol widely used to control voice communications sessions over the Internet Protocol (IP). The protocol is used to create, modify, and terminate two-party and multi-party voice sessions in an enterprise network. SIP is not a new protocol, its origin dates back to the mid-1990s, but its application and wide spread adoption to bring voice communications to network infrastructures as a trunking application is relatively new.

In modern telephony solutions the SIP protocol is used in two distinct roles: first, it is used as the underlying application layer protocol that allows telephony system devices to communicate with one another through managing the voice streams between these devices; second, it is used in a trunking role to manage voice streams and call control (session) “signaling” between the telephony solution PSTN gateways and the PSTN carriers connected through these gateways.

The SIP proposal will include any required session border gateway devices (and associated licenses) to address and implement session traversal utilities for NAT (STUN). Further, please address the solution’s implementation related to fault tolerance and removing single points of failure for trunking services. If additional IP-based networks are required over which SIP and RTSP traffic flows must be carried, please make sure to describe, in detail, the purpose, location, facilities and any associated hardware required for these additional networks.

The Offeror must work with the County’s telephone system providers to understand the impact the proposed trunking solution will have on any required additional hardware (add-on cards) as well as required additional licensing. These additional costs must be added to the Offeror’s pricing proposal using the cost analysis tables shown herein.

The proposal should include a breakdown of the number of facilities, channels, TNs, DIDs, and other services required (as shown below) to meet or exceed the current solutions documented herein. Please provide a complete turnkey trunking solution.

Long Distance Services: The Offeror must address any long-distance service costs associated with

the proposed trunking services if applicable. If long distance services are proposed, please include the following:

- Long Distance service must utilize the proposed trunking services.
- Provider must provide code solution for long distance billing.
- Offeror must provide billing detail information in electronic form such as a web-based billing System or application software in addition to traditional paper billing.
- Offeror must discuss their toll fraud detection capabilities for international, toll free, and calling card services.
- Offeror must provide Rates for:
 - International Calls
 - Intrastate Calls
 - Interstate Calls
- All other pricing and rates, including:
 - any fixed monthly charges
 - exclusions
- Any Specific Legal Terms and Conditions

Call Distribution and Routing: Call distribution and routing is used by the County to leverage the geographically dispersed workforce and move calls coming into a single dialed telephony number to call taker agents all across the County. This way to accommodate staffing changes in availability, the County can be flexible about who can act as an agent in one or more of these call distribution groups.

The County has historically relied on a number of different call distribution components as well as modification of the phone system dial plan to route the calls to the correct groups of call takers during the correct time of day. The VoIP system must contain sufficient call distribution features and allow for sophisticated modification of the system's dial plan to implement varied and diverse call routing and distribution.

Enhanced 9-1-1 Capabilities: The Offeror must provide 'Nomadic' e911 service on all of DIDs no matter the digital trunking service proposed. Describe the process for setting ANY physical address in the United States as your address to be transmitted on 911 calls for DIDs provided/porting as proposed. Accurate addresses associated with the DIDs/TNs means calls to 911 will route to the closest PSAP (Public Safety Answering Point) to the District's registered e911 address. That address will also appear on the emergency services operator's screen when a 911 call is placed from a County's phone set.

The proposed solution should allow an address to be updated at any time via a method detailed in the proposed solution by BCC staff. Most DIDs/TNs will have a single address defined upon registration of the number and never modify it, but the ability to change the address associated with each e911 DID is a requirement of the proposed solution.

System Programming to Implement the Following: The dial-plan governs the internal routing of calls between devices (both physical and logical) within the phone system. It is also responsible for collecting digits either from the PSTN or the end-user and mapping these collected digits to the correct routing destination(s).

The dial-plan of the selected solution must be extremely flexible, allowing the County's designated telephony administrators the ability to manage how their calls are routed between the different logical and physical devices. The different features associated with the dial-plan and different call routing abilities are described in the subsequent sections.

Direct Inward Dialing to Extension Mapping: The County uses direct inward dialing (DID) numbers to ease routing of outside callers to internal calling destinations. The ability to map DID numbers to specific extensions within the phone system, especially when the extension number is not the same as the DID number, is essential and currently in use on the existing County telephony solution. Correct DID mapping to extension should take place no matter the source trunk of the DID. So, if the County has established geographically diverse PSTN trunking within its organization, then when a DID is presented to the telephony solution from any trunk, the system needs to route the DID to the same destination extension irrespective of the trunk source location.

The selected solution will have the ability to map DID numbers to any system extension and allow telephony administrators to manage this mapping. Modifying this mapping should not interrupt the operation of the phone system. Exceptions to these capabilities should be noted.

Diversity Outbound Routing: In order to maintain a highly available and reliable telephony solution, the County may elect to have PSTN trunking provided at multiple geographically diverse locations throughout its organization. Outbound calling toward the PSTN should be able to be routed to any of these geographically diverse trunk locations within the County. Further, the telephony administrators should be able to change the way in which the telephony solution dial-plan routes these calls to the different trunking locations based on the needs of the organization at any time. The selected solution will have the ability to allow telephony administrators to route outbound calls to disparate trunking locations within the telephony solution as needed and without unreasonable restriction. Please explain how diversity outbound routing is supported within the proposed solution.

Calling Party Identification: The County is comprised of many different organizational units under its organizational umbrella. Each of these organizational units may, from time to time, wish to present a unique identifying telephone number associated with the unit. Further, certain devices, such as fax machines, call taker pilot numbers, main organizational unit numbers, and the like, require unique unchanging telephone numbers for the purposes of being able to receive calls at a fixed known telephone number.

The selected telephony solution will have the ability to present to any trunk connected to the telephone system any properly formatted telephone number and associate that telephone number with any extension of a logical or physical device of the phone system. The presentation of the telephone number to the PSTN trunk must comply with all standard CLIP standards. Please describe how the proposed system meets this requirement.

The selected telephony solution will require an inbound 10-digit number to pass the enterprise switch. This will be used for caller id purposes.

2.1.3 Price Proposal

The Offeror shall provide a clear and concise statement of all costs for services, equipment, installation, maintenance/repair and additional items offered within the proposal. Costs shall be identified as one-time costs or as recurring costs on a monthly and annual basis. These offers shall be based on a one (1) year agreement with an option to extend for two (2) additional annual contract periods. The District shall base its analysis on a three (3) year agreement cost. Offerors should include the cost analysis tables in their pricing proposals.

Trunking Cost Analysis Table

Building Location	SIP		Line Total		
	Unit Cost	Qty	NRC	MRC	ARC
Trunk Facility					
Trunk/Channels					
DIDs/TNs					
Add-On Boards					
License					
SBC Hardware					
SBC Licensing					
Long Distance Intrastate					
Long Distance Interstate					
Long Distance International					
Long Distance Other					
Installation					
Totals:					

Notes:

1. There should be a Trunking Cost Analysis Table for each County building that is part of the solution; make sure to include the Data Center as well if that building is part of the proposed solution. Indicate in the [Building Location] table field the County location.
2. If more than one Trunking Cost Analysis Table is included in the cost proposal, please consecutively number the tables.
3. NRC - Non-Recurring Costs - should total these costs for the row indicated.
4. MRC - Monthly Recurring Costs - should total these costs for the row indicated.
5. ARC - Annual Recurring Costs - should total these costs for the row indicated.
6. If there is no value for a field, please indicated with either a '0' or a '-'.
7. If there are costs that do not fit into the categories shown in the first column of the table, please include these in a separate table, but please also include the Trunking Cost Analysis Table filled out as completely as possible.

2.1.4 Service, Maintenance, and Technical Support [max 4-pgs]

Describe warranty for all hardware and software components of the proposed solution. All equipment to be installed must be new and covered by a vendor warranty or original manufacturer warranty.

Describe experience and qualifications of vendor's maintenance and engineering force.

Describe physical location of service and support personnel.

Please discuss guaranteed response times.

Identify redundancy plan that will allow the County to maintain critical voice services while repairs are being completed.

2.1.5 Implementation Schedule [max 4-pgs]

Outline a proposed project implementation schedule with detailed expected events for implementation. The proposed project timeline should include pre-planning activities such as data collection, site visits, and site preparation; project management activities including regular update meetings with County staff; system programming activities such as programming trunking services and call distribution; system delivery and installation and configuration; system commissioning and testing to make sure the system programming is operational and test call flows operated as designed; system implementation; end-user and administrative training; system cut-over including porting of numbers to new system and/or trunking facility and testing of all system DIDs, both contiguous and non-contiguous.

The entire system needs to be operational and cut-over within sixty (60) days of bid award.

All non-service effecting work will be made during normal business hours. All service effecting work must be performed after hours as directed by BCC.

The ideal format for the implementation schedule would be a Microsoft Project Gantt chart showing milestones and dependencies and any critical paths through the project.

2.1.6 References [max 1-pg]

Please provide at least three (3) references of installations of similar size and scope to the County. The purpose of contacting references is to verify the reliability of the services installed, relationships with vendor and technicians, and to discuss service features.

Each reference should include the following:

- Contact Name
- Business Name
- Address, Phone, Fax, and Email of the Business and Contact
- Approximate number of system users
- Number of facilities and buildings

- Brief description of project
- Date of Contract Award
- Date of Completion

Section-III PROPOSAL FOR INTERNET SERVICES PROVIDER

Background Information

The Baldwin County Commission facilities are currently connected via a fiber backbone. We presently have approximately 1300 computers in the system and all connections are presently connected through a single provider through diverse and separate routes to two data centers.

Services required for this Bid

The intent of this bid is to enter into a contract for Internet Access for a three (3) year period to begin in 2018, and run through 2021. Internet Service Providers should be able to deliver the following features: Standard Internet service, Class C IP address allocation, CIPA compliance, and Managed Services of the Internet connection to Baldwin County Commission two data centers. Bids should include bandwidth pricing for 100Mbps X 100Mbps and increments of 50Mbps up to 300Mbps X 300Mbps to the Baldwin County Commission Data Centers located at:

Annex IV		EMA facility
105 West Third Street	&	23100 McAuliffe Drive
Bay Minette, AL 36507		Robertsdale, AL 36567

Section-IV PROPOSAL FOR DATA CENTER COLOCATON SERVICES

Objectives

Respondents are expected at a minimum to provide unbundled/itemized pricing (where appropriate) for the following environments:

1. Data center space to house, power, and cool BCC equipment.
2. Secured half rack space for all infrastructures.
3. 7x24x365 physical security and environmental and security monitoring.
4. Data communication egress in to and out of the building with enough capacity to handle Baldwin County Commission's needs. Two demarcations points within the facility fed by multiple carriers with diverse and separate paths from the facility to the carriers.
5. A web-based portal for BCC to use for monitoring the status of the facility, SLA reporting, and billing.
6. The facility must be SAS 70 Type II or SSAE-16 certified as well as NIST certified to the extent they apply to the responses.
7. BCC will require the right of first refusal on space adjacent to their allocated location for expansion in the future.
8. All facility management (HVAC, Electrical supplies, UPS, Generators, Meet-Me Rooms, etc.) is the

responsibility of the provider.

9. Must be a minimum of a Tier 2 quality Data Center

Not required, optional services that may be of interest (with associated pricing) would include:

1. On site “hands and feet” support available 24x7x365 to handle functions such as server reboots, equipment power cycling, CD insertion, etc.
2. Special pricing associated with network carriers present at the facilities.
3. Special pricing associated with Internet service providers at the facilities.
4. Other services you offer.

Requirements

Based on the attached technical and functional requirements, supply details of your proposed solution including pricing, SLA agreements, and all other information as required by MHDC to verify your capability to provide this service. At a minimum, the Respondent must provide in its response:

1. Solution overview
2. Vendor performance over the prior five (5) years (reliability, availability, serviceability)
3. Financials (3 years)
4. At least three (3) references that are capable of verifying information supplied in your response.
5. Detailed proposal on addressing RFP requirements (minimum and optional)
6. Process (SOP, etc.) for handling incidents/service disruptions (notification, escalation, closure)
7. Security process for controlling access to MHDC hardware, network intrusion, and handling data media
8. Details on insurance coverage that Respondent has in place
9. Written agreement in principle to comply with the MHDC Terms and Conditions and MHDC HIPPA Business

Associate Agreements included in this package

Facility Infrastructure

1. What is the total facility square footage and what expansion capabilities do you have.
2. How many customers are served from this facility?
3. Does the facility house only data center tenants? If not provide a specific description of the type of business of all other tenants. The tenant’s name is not needed.
4. How are client spaces delineated?
5. Describe loading dock and freight elevation.
6. Is secure storage available for new deliveries?
7. Describe the secured staging, testing, and spare part storage areas in the facility.
8. If your facility is in a cave, describe measures to ensure cave material integrity and dust mitigation.
9. Please describe in detail the power infrastructure and age. Describe incoming power feeds, backup power feeds, generation methods, equipment vendors, planned maintenance activities and monitoring systems. Please provide a detailed one-line diagram and all refresh schedules for major items such as UPS batteries.
10. Please provide maintenance and testing schedules for major equipment subsystems.
11. Please describe in detail the cooling infrastructure and age. Describe the equipment used; provide a

detailed mechanical one-line diagram, and temperature/humidity set points. Include heat rejection limits if any.

12. What is the total current power and cooling capacity of the facility and how much is committed to current customers?
13. How much more power and cooling capacity can be added in the future?
14. How is power & cooling distributed? What is the maximum kW per rack you can support from a power and cooling perspective? How is this achieved?
15. Please describe in detail fire detection and suppression systems protecting the customer area, the monitoring tools and the procedures used to manage and maintain it.
16. Does the site have EPO? If so, please describe.
17. Describe the cable pathway options (overhead, ceiling, under floor).
18. Describe environmental and power monitoring techniques, tools, etc.
19. Describe your network architecture.
 - a. What network carriers are available from your facility? Does site have multiple active and fully redundant fiber communication paths to the data center?
 - b. Does site have multiple active and fully redundant Ethernet data communication paths to MHDC equipment?
 - c. What level of bandwidth connectivity is available?
 - d. What network carriers are available from your facility?
 - e. How is connectivity achieved from the carrier to the client racks?
 - f. Please describe "Meet Me Room" features and capabilities.
 - g. What kind of security measures are in place to protect against threats to client data?

Operations and Performance

1. Describe your current technical staff and their capabilities.
2. What level of certifications do your employees maintain?
3. How is a service request logged and what is the average time to complete a service ticket?
4. Indicate your process for notifying us of your noncompliance with the SLA.
5. Describe the process for clients to have equipment received and staged at your facility.
6. What security measures are in place to protect client assets?
 - a. Is physical access available 24x7 to access equipment? If not, what are the hours of availability?
 - b. What access is setup for client, vendors (install/repair), and auditors?
7. What refueling contracts are in place?
8. What is your sites proven uptime percentages?
9. Is your facility manned with technical staff capable of performing remote hands operations 24 hours a day, 7 days a week, 365 days a year?
10. Do you offer "remote hands" assistance (including, but not limited to, power cycling a device, activating a physical switch, relaying screen messages) available on a 24 x 7 x 365 basis?
11. Can you offer first responder, troubleshooting services to hardware/network problems?
12. What standards do you adhere to: SAS70, SSAE16, SOC2, SOC3, FISMA?
13. How does your company handle/protect confidentiality?
14. What was your facility PUE over the last year? If new infrastructure, was is the targeted PUE? Will

you guarantee that performance level?

15. Is your facility LEED or Energy Star rated? If so, at what level.
16. Please describe your security surveillance systems.
17. What background checks are performed for all site personnel that might have access to the proposed data center space?
18. Please describe all facility monitoring systems in place and the level of tenant access to these systems.

Contract Management

1. What is involved in making modifications to the contract if there are changes to the equipment configurations and either an increase/decrease in the space requirements?
2. Does the tenant have the right to hold over beyond the expiration of the lease for a period? Please describe renewal terms.
3. Do you have web portal that will allow for the opening of tickets, notifications of emergencies and the ability to adjust the access rules to the space?
4. What SLAs are offered? Please respond with both the SLAs and any associated penalty schedules.
5. What is the SLA resolution process?
6. What access to internal-auditing documentation will you provide if our auditors, customers or business partners require this documentation in support of legal, regulatory or contractual requirements?

Section-V DARK FIBER CONNECTIVITY

Baldwin County's goal is to acquire single-mode dark fibers that route between core locations that are geographically diverse to BCFN to be utilized as a redundant path.

Additional goal is to provide fiber connectivity to multiple facilities that BCFN does not currently serve.

Current BCFN map will be provided to qualified bidders after required pre-bid meeting

Requested segment locations are list below:

Segment 1:

4 strands single mode dark fiber from BCC Annex IV to Bay Minette Board of Education Admin Building.

Segment 2:

4 strands single mode dark fiber from BCC Annex IV to Perdido Water Tower

Segment 3:

2 strands single mode dark fiber from BCC Annex IV to Spanish Fort City Hall

Segment 4:

2 strands single mode dark fiber from Spanish Fort City Hall to Daphne City Hall

Segment 5:

2 strands single mode dark fiber from Daphne City Hall to BCC Fairhope Courthouse

Segment 6:

2 strands single mode dark fiber from BCC Annex IV to BCC Fairhope Courthouse

Segment 7:

4 strands single mode dark fiber from BCC EMA facility in Robertsedale, AL to BCC Foley Courthouse

Segment 8:

4 strands single mode dark fiber from BCC Foley Courthouse to intersection of State Hwy 98 and County Road 93 in Lillian, AL

Segment 9:

2 strands single mode dark fiber from BCC Foley Courthouse to Gulf Shores City Hall

Segment 10:

2 strands single mode dark fiber from Gulf Shores City Hall to Orange Beach Administrative Offices

Segment 11:

2 strands single mode dark fiber from BCC Foley Courthouse to Orange Beach Administrative Offices

Segment 12:

4 strands single mode dark fiber from BCC Central Annex to BCC Central Annex II

Segment 13:

4 strands single mode dark fiber from BCC Annex IV to George Miller Rd Bay Minette, AL