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### Checklist

This checklist is provided to assist Bidders in the preparation of their bid response. Included in this checklist are important requirements that are the responsibility of each Bidder to submit with their response in order to make their bid response fully compliant. **This checklist is only a guideline; it is the responsibility of each Bidder to read and comply with the Request for Proposal in its entirety.**

\_\_\_Mailing envelope has been addressed to the following:

Southwest Foundation for Mental Health and  
Mental Retardation  
328 W. Claiborne Street  
P.O. Box 964  
Monroeville, Alabama 36461

\_\_\_Mailing envelope must be sealed and marked with:

- Bid Number
- Bid Title
- Bid Opening Date and Time

**ALL COURIER DELIVERED BIDS MUST HAVE THE BID NUMBER AND TITLE ON THE OUTSIDE OF THE COURIER PACKET**

Check Each Of The Following As The Necessary Action Is Completed.

- Invitation to Bid sheet has been signed
- Bid Response Form with Price Proposal Worksheets (all pages)
- Bid Bond

Each bidder *must* submit with their proposal a bid bond or cashier's check in the amount of 5% of the total amount of the bid not to exceed \$10,000.00 or same will not be considered.

- Addendum (if any) has been included
- Read all bid requirements and specifications
- Financial Statement (Submit in a sealed separate envelope)
- Proof of Service Provider Identification Number (SPIN) registration with the Rural Health care (RHC) program
- References
- Qualifications and Certifications
- Time-phased Implementation/Transition Plans & Timeline

- Description of Proposed Services
- Network Diagrams with Transport Speeds and Description of Carrier Lines and Speeds
- Description of Network Security Solution and Procedures
- Description of Voice over Internet Protocol Services and Handset Spec Sheets
- Team Members/Partners, Roles, and Management

## SECTION 1 – INTRODUCTION

### 1.1 General Information

The Southwest Foundation for Mental Health and Mental Retardation (SWFMH) and its members (hereafter referred to as “The Customer”) intend to lease a fiber Wide Area Network, Internet, Internet2 Interconnect, and Associated Services managed service to enable communications between sites and distribute Internet, Internet2, and associated services to the end user level of member facilities described in Section 2. The Customer is seeking a single vendor or integrator to provide the requested services. **Because this project is associated with the Universal Service Rural Health Care (RHC) Pilot Program the Customer expects infrastructure build and activation of the services to occur incrementally over the course of the first 3 years with all sites fully operational the remaining 2 years of the allowable funding period (5 years total).** Vendors may however, propose more accelerated implementation schedules. The Customer herewith requests proposals for these services as described in the specifications from interested persons (hereinafter referred to as “The Vendor”). The Vendor must submit a bid for all areas and show an integrated approach with respect to hardware, services, and support. Prices quoted shall be all-inclusive. The Customer reserves the right to reject any and all proposals, waive any technicalities, and award all or part of the contract in a manner that is in the best interest of the Southwest Foundation for Mental Health and Mental Retardation and its members. The Customer will need some, none, or all of the optional services listed in the request for proposal, therefore The Vendor is required to provide optional prices for all of the products listed as optional.

All aspects of this project must comply with the FCC’s competitive bidding requirement for Universal Service Fund (USF) support and services. The Vendor must participate in the Rural Health Care (RHC) program administered by the RHC program division of the Universal Service Administrative Company (USAC).

### 1.2 Bid Bond

**Each bidder must submit with the proposal a bid bond or cashier’s check in the amount of 5 percent of the total amount of the bid not to exceed \$10,000.00 or the proposal will not be considered.**

### 1.3 Questions

All questions are to be submitted via email to the person listed below. Verbal questions will **not** be accepted:

<b>Project Coordinator</b>	
Name:	Candice Harden
Title:	Executive Director
Address:	328 W. Claiborne St, Monroeville, AL 36460
Phone:	(251) 575-4203
Fax:	(251) 575-9459
Email:	CANDACE@swamh.com

#### 1.4 Incorporation of Bidder's Response into Contract

This RFP and the successful bidder's response will be made part of any contract awarded associated with the RFP.

#### 1.5 Acceptance of Proposals

The Customer reserves the right to accept or reject any and all proposals.

#### 1.6 Schedule of Events

The following is the estimated schedule for this project. The schedule may change depending upon the responses to this RFP. A final schedule will be established prior to contracting with the successful Vendor.

Event	Date & Time
Release RFP to Bidders	The date USAC posts on the RHC Pilot Program Site.
Deadline for Proposal Submission	10:00 a.m. on the 40 <sup>th</sup> Day after RFP is published on USAC website. If the 40 <sup>th</sup> day falls on a weekend then the next business day.
Site Surveys	To Be Determined and posted after RFP is published on USAC website
Contract Award	10 business days after proposal submission deadline
Network build and services activation to begin	No later than 30 days after contract award and approval of funding unless changed by mutual agreement
Network build and service activation completed	Incrementally for each site during the 3 year build and activation phase with all sites operational 3 years from the date funding was approved by USAC unless changed by mutual agreement
End of leased services period	5 years from the date funding was approved by USAC unless changed by mutual agreement

*(Note: Once USAC posts the FCC Form 465 and RFP, all activities' dates and times will be identified/confirmed on the following website: [www.swamh.com](http://www.swamh.com))*

#### 1.7. Right to Terminate for Nonperformance.

The Southwest Foundation for Mental Health and Mental Retardation (SWFMH) and its members reserve the right to cancel the contract with the vendor for non-performance at any time during the contract period. Nonperformance includes but is not limited to failure to supply good quality service, failure to provide services for the full term of the contract, installation performance, poor billing and customer service services, failure to provide information needed to complete quarterly reporting requirements and failure to maintain status with USAC as an authorized representative of services.

## SECTION 2 – SPECIFICATIONS

### 2.1 Period of Performance

Contract will be awarded for five years from the approved funding commitment decision from USAC. In the event funding is not approved in a timely fashion the start and expiration dates may be modified by mutual agreement.

### 2.2 Implementation Timeline

Because this project is associated with the Universal Service Rural Health Care (RHC) Pilot Program the Customer expects infrastructure build and activation of the sites and services to occur incrementally over the course of 3 years with all sites fully operational and receiving the full level of services at the end of the third year and for 2 years thereafter once the final sites have been built and activated. Vendors may propose more aggressive schedules/ implementation timelines.

### 2.3 Current Systems and Connectivity

The Southwest Foundation for Mental Health and Mental Retardation and its members are currently leasing separate WAN services and point to point circuits that are not integrated. Current bandwidths are identified in paragraph 2.4.1.

### 2.4 Service Requirements

The technical requirements outlined in section 2.4 include a “basic” set of requirements and an “optional” set of requirements, both of which must be bid by The Vendor, but bid separately according to the bid response form in Section 5.

#### 2.4.1 Wide Area Network (WAN) Requirements (RHC Pilot Program Eligible)

The following table identifies the current configuration of each site and the basic new requirement being requested. The Customer is seeking a fiber WAN to all sites identified below with bandwidths ranging from 10Mbps to 1Gbps. If a fiber connection to some locations is cost prohibitive, the Vendor may provide alternative proposals for alternative connectivity to those locations. There are currently 26 sites planned for this project (25 eligible & 1 ineligible for Pilot Program funding) but additional sites may be added or removed during the course of the contract and any extensions. Pricing to connect additional sites will be requested at the time the location/s are identified. If sites are removed during the contract period the monthly fees will be terminated on the date the site/s discontinue services. Additionally, the number and composition of sites may change before award if pricing is prohibitive to enable the participants to proceed with the project on a smaller scale, if necessary:

Site ID#	Site Name	Address	Current WAN Bandwidth	Basic New WAN Requirement
* ♣1-1	Southwest Alabama Mental Health (SWAMH)	328 W. Claiborne St Monroeville, AL 36460	1.5mb up/1.5mb down	100 Mbps

Site ID#	Site Name	Address	Current WAN Bandwidth	Basic New WAN Requirement
	Administration Office/Data Center			
1-2	SWAMH Monroe Outpatient Satellite Office	530 Hornandy Drive Monroeville, AL 36460	1mb up/512kb down	10 Mbps
1-3	SWAMH Escambia Outpatient Satellite Office	1321 McMillian Ave Brewton, AL 36426	3mb up/384kb down	10 Mbps
1-4	SWAMH Clarke Outpatient Satellite	300 Carter Drive Grove Hill, AL 36451	?	10 Mbps
1-5	SWAMH Clarke Outpatient Satellite	129 Clarke St, Grove Hill, AL 36451	512kb up/128kb down	10 Mbps
1-6	SWAMH Conecuh Outpatient Satellite	416 Magnolia Ave. Evergreen, AL 36401	1.5mb up/256kb down	10 Mbps
1-7	SWAMH Conecuh Satellite Compass Intensive Outpatient	101 Perryman Street Evergreen, AL 36401		10 Mbps
1-8	SWAMH Monroe Satellite Office MI & MR Day Program	845 Agriculture Drive, Monroeville, AL 36460	1mb up/512kb down	10 Mbps
* 2-1	West Alabama Mental Health Board, Inc. (WAMHB) Hale Outpatient Satellite	401 First St Greensboro, AL 36744	512kb Frame	10 Mbps
2-2	WAMHB Marengo Office (W.H. Billy Smith)	1215 S. Walnut Ave. Demopolis, AL 36732	1.29mb	100 Mbps
2-3	WAMHB Marengo Satellite Office Activity Center	1300-A Old Springhill Rd Demopolis, AL 36732	1.29mb	10 Mbps
2-4	WAMHB Lloyd, Matthews-Watkins Life	1401 Hwy 80 E. Demopolis, AL 36732	1.29mb	10 Mbps

Site ID#	Site Name	Address	Current WAN Bandwidth	Basic New WAN Requirement
	Skills Center			
2-5	WAMHB Choctaw Satellite Office Activity Center	401 Rogers St Butler, AL 36904	512kb Frame	10 Mbps
* 3-1	East Central Mental Health Mental Retardation, Inc. (ECMHMR) Admin/Outpatient	200 Cherry St Troy, AL 36081	512kb up/512kb down	100 Mbps
3-2	ECMHMR Pike Child Outpatient Satellite	1300 US Hwy 231 Bypass Troy, AL 36081		10 Mbps
3-3	ECMHMR Pike Satellite MR Day	668 N. Hwy 231, Business District Brundidge, AL 36010	512kb up/1.5meg down	10 Mbps
3-4	ECMHMR Bullock Outpatient Satellite	202 Abercrombie St Union Springs, AL 36089	256kb up/256kb down	10 Mbps
3-5	ECMHMR Bullock Satellite Spring Manor	209 Abercrombie St Union Springs, AL 36089	Not connected	10 Mbps
3-6	ECMHMR Macon Outpatient Satellite	103 East Oak St Tuskegee, AL 36083	128kb up/512 kb down	10 Mbps
* 4-1	South Central Alabama Mental Health Board, Inc. (SCAMHB) Outpatient/Admin	19815 Bay Branch Rd Andalusia, AL 36420	1.5Mbps/ 512Kbps	100 Mbps
** 4-2	<b>SCAMHB Covington Satellite Office MI/MR/SA</b>	<b>205 Academy Drive Andalusia, AL 36420</b>	<b>512Kbps/ 256Kbps</b>	<b>10 Mbps</b>
4-3	SCAMHB Crenshaw Outpatient Satellite	587 Bentley Dr Luverne, AL 36049	1.5Mbps/ 512Kbps	10 Mbps
4-4	SCAMHB Butler Outpatient Satellite	185 Industrial Parkway Greenville, AL 36037	1.5Mbps/ 512Kbps	10 Mbps

Site ID#	Site Name	Address	Current WAN Bandwidth	Basic New WAN Requirement
4-5	SCAMHB Butler Satellite MR Day	680 Hardscramble Rd Greenville, AL 36037	512Kbps/ 256Kbps	10 Mbps
4-6	SCAMHB Coffee Outpatient Satellite	2861 Neal Metcalf Rd Enterprise, AL 36330	512Kbps/ 256Kbps	10 Mbps
4-7	SCAMHB Coffee Satellite Office MR Day	801 Aviation Blvd Enterprise, AL 36330	512Kbps/ 256Kbps	10 Mbps
<p><b>* Indicates Main Site for each Foundation member organization. These sites should be included in Phase I of the implementation, where feasible. If pricing for one or more of these locations would be more cost effective in a subsequent phase with neighboring sites then provide multiple implementation schedule/proposal alternatives.</b></p> <p><b>** Site is ineligible for Pilot Program funding. Therefore, separate pricing is requested. If this site is included in the project, SCAMHB will pay 100% of all fees associated with this site.</b></p> <p><b>♣ Indicates a Data Center site providing network services to all SWAMH sites. The one-time and monthly fees for this site must be provided in two formats:</b></p> <p style="padding-left: 20px;"><b>(1) SWAMH Administration Office Site Pricing</b></p> <p style="padding-left: 20px;"><b>(2) Circuit pricing for connectivity between the SWAMH Data Center and each SWAMH site</b></p> <p><b>Note: Both pricing models should equal the same amount. This is necessary for the purpose of future cost allocation, if needed.</b></p>				

#### 2.4.1.1 WAN Configuration (RHC Pilot Program Eligible Requirements)

Vendor must provide survey, procurement, installation and configuration services to provide and support the requested WAN services. This includes obtaining all permits, zoning requests, and inspections required by law, statute, or ordinance. Network Services are to be installed at all of the above sites with demarcation of vendor's services to be provisioned at the sites on a network interface provided by the vendor at the customer's designated demark in the Main Distribution Frame at each site.

#### 2.4.1.2 Other WAN Requirements (RHC Pilot Program Eligible Requirements)

- WAN services shall be compliant with IEEE 802.x standards.
- The backbone network shall be of sufficient capacity to support the connectivity between the individual sites with sufficient capacity to increase bandwidth, as needed.
- WAN services shall be full-duplex, non-shared to each end site and aggregation site.
- WAN shall support IP Quality of Service (QoS).

- WAN shall be compatible with and be able to support a system-wide Cisco Voice over IP Network and devices without disrupting services.
- WAN shall be compatible with the H.323 Telehealth/Telemedicine network and equipment without disrupting services.

#### **2.4.1.3 Optional WAN Requirements (RHC Pilot Program Eligible Requirements)**

Vendor must provide pricing for the following WAN options which may be elected at award in place of basic services or during the term of the contract and any extensions:

- 100Mbps to all auxiliary sites (provide per site pricing)
- 1Gbps to main sites (4) (provide per site pricing)
- Incremental increases of 10Mbps to individual sites during the term of the contract
- Addition of sites during the term of the contract (estimated pricing should be provided; actual pricing will be negotiated at the time a new site is added).
- 10Mbps Connectivity to Children's Hospital of Alabama located in Birmingham, Alabama.

#### **2.4.2 Internet Connectivity (RHC Pilot Program Eligible Requirements)**

Internet connectivity at a minimum rate of 20 Mbps delivered to two aggregation point locations and distributed to all customer sites via the leased WAN. The Internet connectivity shall be distributed to all customer sites via the WAN. Internet services shall not be shared. In other words, the Internet service provided to The Customer will not be shared with any other entity outside of Southwest Foundation for Mental Health and Mental Retardation and its members. The Customer also has a block of public internet addresses that will need to be carried over, where possible.

##### **2.4.2.1 Other Internet Connectivity Requirements (RHC Pilot Program Eligible Requirements)**

- The backbone network shall be of sufficient capacity to support the connectivity between the individual sites and permit additional growth over the period of the contract and all extensions.
- Internet services shall be full-duplex.
- Internet services shall be compliant with IEEE 802.x standards.

##### **2.4.2.2 Optional Internet Connectivity Requirements (RHC Pilot Program Eligible Requirements)**

Vendor must provide pricing for the following Internet options which may be elected at award, in place of basic services, or during the term of the contract:

- Incremental increases of 5 Mbps for the term of the contract

#### **2.4.3 Internet2 Interconnect (RHC Pilot Program Eligible Requirements)**

At the beginning of Year 3 of the contract/implementation phase, the WAN must be interconnected to Internet2. The Vendor shall provide pricing for the build, activation, and sustainment of this interconnection for 10Mbps with the ability to increase bandwidth in

3Mbps increments during the term of the contract. Vendor will be responsible for coordinating with the appropriate Internet2 approval authority and complying with their requirements to interconnect the customer's network with the Internet2 network. Only the interconnect should be part of this contract since The Customer is contracting with and will pay for the Internet2 subscriber fees to the Internet2 consortium outside of this contract.

#### **2.4.4 Firewall / Security Services (RHC Pilot Program Eligible Requirements)**

The Vendor services must include a firewall/security solution that complies with the transmission security provisions of the Health Insurance Portability and Accountability Act (HIPAA) as well as all relevant federal, state, and local laws. The services must be managed by the vendor and monitored for timely reporting of threats and intrusions. The service must provide basic and reasonable security protections to prevent unauthorized access to The Customer's information, software, and systems; must include a security agent to control all traffic between The Customer's network and the outside world, and protects the network against unauthorized access or intrusions; should allow reporting for firewall and other statistics from any Internet browser with monthly analysis and recommendations provided by the Vendor to improve security and throughput. **The solution must have sufficient capacity to support current and future WAN, Internet, & Internet2 bandwidth.**

The Vendor must describe the effectiveness of the proposed system protocols and measures to prevent intrusion and protect The Customer's data. Also, describe the existing audit trail functionalities.

#### **2.4.5 Leased Voice over Internet Protocol (VoIP) Services (RHC Pilot Program Ineligible Requirements) – Optional Ineligible Service**

The Customer requires pricing for leased Interconnected VoIP services integrated with the WAN to create a converged voice/data IP solution providing services to all locations identified in Section 2. Services must be for managed services that include the acquisition, installation, configuration and support of the VoIP system, except the handsets if purchased by the customer. Voice equipment at each location must also be connected to the Public Switched Telephone Network. The Customer's preferred platform of choice for this project is Cisco's AVVID and any complementing Cisco products to continue use of the existing and expanding data LAN infrastructure. However, proposals for other solutions will be considered. The WAN/Internet Access service provider is responsible for providing all network components necessary to operate VoIP phones within the Customer's sites. In addition to the above requirements, vendor's system must provide the following capabilities as a minimum:

- System will consist of all necessary equipment to support the immediate phone needs of 465 handsets with the ability to grow by 50% for the term of the contract and all extensions
- 450 Centralized Voicemail boxes/services with message forwarding capability, with option pricing to add additional boxes, as needed
- Sufficient voicemail ports to ensure users or callers do not experience busy signals when accessing voicemail
- Sufficient POTS lines will be connected to the VoIP gateway equipment at each location to ensure line availability for users calling out and minimum busy signals received by callers for incoming calls.

- All sites must have a minimum of 1 (one) POTS line that is always accessible by the phone system for remote survivability of 911 accesses. Fire/intrusion alarms and remote environmental systems must be independent of 911. 911 accesses must always be available.
- Transfer capability to all other telephones
- Call Forwarding
- Conference Call Capability
- Call Hold
- 4-digit dialing between locations
- Ability for an employee to plug in their IP phone anywhere on the network and automatically receive calls without administrative intervention.
- 44 Fax over IP connections
- All vendor equipment (except handsets) must be protected by Uninterrupted Power Supply (UPS)
- Survivable remote capability
  - The remote office's existing network must be able to process calls if the connection to Call Manager is somehow lost.
  - Intelligent and automatic failover configuration--no manual IT or telecom intervention is required
- System must be configurable to limit dialing options of each phone (i.e. not permit long distance calling on a specific handset or limit to internal calls only, etc.).
- The VoIP system must include the capacity for an integrated communication system to each phone unit, including any necessary equipment to make simultaneous paging possible.

#### **2.4.6 VoIP Handsets (RHC Pilot Program Ineligible Requirements) – Optional Ineligible Product**

The purchase of VoIP IP handsets are being sought by The Customer to enable users to operate the leased VoIP system as well as traditional phone services, to create a seamless capability. Pricing is needed for the purchase of 2-, 4-, & 6-line, conference, wireless, & video phones and expansion modules, installation, configuration, and leased support services. Any additional units needed during the term of the contract are to be added (installed, configured and supported) at the same purchase price during the specified period of the contract and any extensions. Option pricing for the lease of handsets, which should include installation, configuration and support is also requested.

#### **2.4.7 Integrated Service Solutions (RHC Pilot Program Eligible Requirements)**

Vendor must provide (at no additional cost), any and all Integrated Service Solutions that are inherent functions of its network.

#### **2.4.8 Reliability and Availability**

It is of utmost concern to the customer that the network be highly available 24 hours a day, 7 days a week, 365 days a year. The vendor should therefore be prepared to guarantee the availability of the network **at each site** at 99 % as calculated by the following formula.

(Hours in a day) x (days in a month) x (number of sites) - (network outage time in hours)

---

(Hours in a day) x (days in a month) x (number of sites)

The vendor should also be prepared to guarantee the throughput of the network meets the quoted rate 99% of the time.

Penalties for not achieving the guaranteed level of service **at each site** will be calculated as follows:

$$\frac{(\text{Monthly Rate in Dollars}) \times (\text{Network outage time in hours in excess of 1 percent})}{(\text{Hours in a day}) \times (\text{days in a month})}$$

Payment will not be made by the Customer for network outage time that exceeds 1 percent on a per site basis.

### **2.3.9 Upgrade**

All services shall be quickly upgradeable (i.e. additional bandwidth, additional locations, firewall, etc.) to meet anticipated Customer increasing needs.

### **2.3.10 Maintenance & Support Services**

The vendor shall provide a single integrated customer contact point for the Customer to address issues and other routine maintenance and support problems. In other words, should issues or problems arise, the Customer and its representatives will only need to contact the primary vendor contact point who will address the issues and problems as needed without the significant involvement of the Customer and its representatives except to obtain clarification of the issues and problems.

#### **2.3.10.1 24 X 7 Proactive Monitoring Services**

Vendor should provide proactive monitoring of its infrastructure components to include the hours of 6 am until 6 pm. This monitoring should include all vendor equipment and the customers interconnect device in the Main Distribution Facility (MDF) at each location. These hours will ensure knowledge of issues, which may affect productive treatment hours. This monitoring should be done "out of band" of the customers Internet connection with the vendor supplying the necessary connectivity.

#### **2.3.10.2 Trouble Ticketing Service**

Vendor must provide a trouble-ticketing system, available via a Web interface, for The Customers' technical personnel to report issues and track resolution status on current issues. The interface should automatically record the date and time the ticket is opened or closed. The interface should also provide status of any ticket in the system as well as reporting capabilities to include failure analysis trending.

#### **2.3.10.3 Dispatch Services**

Vendor must provide dispatch support services for maintenance on its infrastructure equipment. These dispatch services shall occur within 2 hours (during normal working hours) and 4 hours (outside normal working hours) of a notified failure in an infrastructure

equipment component. Vendors must have WAN Field Technicians with adequate diagnostic and repair tools to repair/replace/support:

- WAN infrastructure components
- WAN cabling, trunk and patch, fiber or copper, including termination of either medium.
- WAN Switch/Router
- Any other device for which the vendor is responsible

Vendor must also maintain an adequate local stock of spare components to ensure that the reliability and throughput guarantees can be met.

#### **2.3.10.4 Change Control**

Under no circumstances will the vendor make changes to the network without the prior approval or knowledge of the customer. This includes both hardware and software changes. Any non-emergency vendor proposed changes to the network must be approved by the customer and must be submitted to the customer for approval 5 business days before implementation.

Any emergency vendor proposed changes to the network must be approved by the customer before implementation.

The method for communicating the proposed changes to the customer should be via e-mail or fax. The vendor should include any necessary supporting documentation and drawings with the request, including expected effect and rollback procedures should the proposed change fail.

The customer must approve any maintenance done by the vendor that could or would result in an outage of the network in advance.

The customer will provide the vendor with a list of customers' employees authorized to approve or request changes to the network. The vendor will not make any customer requested changes unless they are made by a person on the vendors list of employees authorized to request / approve changes to the network.

#### **2.3.10.5 Documentation**

Vendor must provide complete documentation and drawings on all aspects of the network.

Documentation and drawings on any changes to the network must be provided to the customer within 2 working days of the change being made.

### **2.5 Demarcation Requirements**

The Customer must own the first switch after the demarcation point at each location for each service being provided (WAN, Internet). All network designs must adhere to these guidelines for local network independence.

The local data network cannot be dependent on the edge equipment. If the on-premises components are removed the local area data network must continue to function. In addition, applicants cannot overcome this requirement by installing redundant components because that would be contrary to the requirement to select the most cost effective service.

On-premises components such as network hubs and network switches that are used to distribute data signals to multiple locations within a local area network would not meet this requirement, because if they were removed then the communication paths among the various network points would be broken.

## **2.6 Implementation Timeframe and Plan**

System and services must be installed (with all permits received), tested and fully operational to all specified sites according to the vendor developed plans. Services to locations must be incrementally implemented. When the services to a site are operational, invoicing for that site may begin. If the system is not operational according to the plans, vendor must provide alternative connectivity to all specified locations at their cost since the Customer will be terminating existing contracts based on the schedule provided in anticipation of the new connectivity. The Customer reserves the right to cancel the contract and re-award to the next qualified bidder if services are not delivered within the required timeframe or do not meet the specifications as stated. Service activations must be transparent and down time, if any, must be at a time determined by The Customers' site managers.

The Vendor must submit an implementation plan identifying proposed implementation milestones for all of the sites identified in paragraph 2.4.1. The Customer requires implementation of one main site for each Foundation member (Sites 1-1, 2.-1, 3-1, 4-1 & 5.-1) included in the early stages of Phase I since key operations servicing the other locations occur at these sites. However, if there is a more cost effective plan that would bring one or more of these sites up during a later Phase of the implementation vendors should also include alternative proposed implementation plans and schedules.

The vendor is required to collect, maintain, and submit documentation that reflects post-test assessment and evaluation summaries of the completed installations upon implementation of each site.

## **2.7 Transition Plan**

The vendor must provide a transition plan defining and describing the activities and timelines necessary to complete implementation of each of the requested services. The vendor must work with The Customer and The Customer's current providers to smoothly transition all services as sites are being transitioned to the new network. The transition plan must propose a schedule for performing the transition.

## **2.8 Network Design/Diagram**

The vendor must provide a network diagram in their proposal and describe the network design including transport speeds between each location. A description of the vendor's carrier line and speeds must also be provided.

## 2.9 Description of Proposed Voice Over IP Solution

Vendor must provide a description of the proposed VoIP solution and its capabilities.

## 2.10 Vendor Team

The vendor must provide documentation identifying all team members/partners participating in the implementation, support, or sustainment of the requested services, their role, relationship to the vendor, and primary contract vendor team management plan.

## 2.11 Termination of Services due to Site Closures

The Customer must be able to terminate services and discontinue payments at the time sites are removed from the WAN and are no longer receiving services due to site closure or realignment during the term of the contract and any and all optional extensions.

## 2.12 Vendor Quarterly Project Status Reporting

The Vendor shall provide quarterly reports of the following information to the Customer to the Customer Project Coordinator to support The Customer's RHC Pilot Program quarterly reporting requirements. Reports will be due not later than the 7<sup>th</sup> of each month following each quarter (April 7<sup>th</sup>, July 7<sup>th</sup>, October 7<sup>th</sup>, January 7<sup>th</sup>) to ensure the customer is able to submit the report to the FCC and USAC on the quarterly schedule established by the RHC Pilot Program and FCC Order (requirements extracted below):

1. Network Narrative: In the first quarterly report following the completion of the competitive bidding process and the selection of vendors, the selected vendor must submit a technical description of the communications network that it intends to implement, which takes into account the results of its network design studies. This technical description should provide, where applicable:
  - a. Brief description of the backbone network of the dedicated health care network, e.g., MPLS network, carrier-provided VPN, a SONET ring;
  - b. Explanation of how health care provider sites will connect to (or access) the network, including the access technologies/services and transmission speeds;
  - c. Explanation of how and where the network will connect to a national backbone like Internet 2;
  - d. Number of miles of fiber construction, and whether the fiber is buried or aerial;
  - e. Special systems or services for network management or maintenance (if applicable) and where such systems reside or are based.
2. List of Connected Health Care Providers: Provide information below for all eligible and noneligible health care provider sites that, as of the close of the most recent reporting period, are connected to the network and operational.
  - a. Health care provider site;
  - b. Eligible provider (Yes/No) – { *The Customer will provide*};
  - c. Type of network connection (e.g., fiber, copper, wireless);
  - d. How connection is provided (e.g., carrier-provided service; self-constructed; leased facility);

- e. Service and/or speed of connection (e.g., DS1, DS3, DSL, OC3, Metro Ethernet (10 Mbps);
  - f. Gateway Internet2, or the Public Internet (Yes/No);
  - g. Site Equipment (e.g., router, switch, SONET ADM, WDM), including manufacturer name and model number.
  - h. Provide a logical diagram or map of the network.
3. Identify the following non-recurring and recurring costs, where applicable shown both as budgeted and actually incurred for the applicable quarter and funding year to-date.
  - a. Network Design
  - b. Network Equipment, including engineering and installation
  - c. Infrastructure Deployment/Outside Plant
    - i. Engineering
    - ii. Construction
  - d. Internet2, NLR, or Public Internet Connection
  - e. Leased Facilities or Tariffed Services
  - f. Network Management, Maintenance, and Operation Costs (not captured elsewhere)
  - g. Other Non-Recurring and Recurring Costs
4. Provide an update on the project management plan, detailing:
  - a. The project's current leadership and management structure and any changes to the management structure since the last data report; and
  - b. Provide a detailed project plan and schedule. The schedule must provide a list of key project deliverables or tasks, and their anticipated completion dates. Among the deliverables, participants must indicate the dates when each health care provider site is expected to be connected to the network and operational. Subsequent quarterly reports should identify which project deliverables, scheduled for the previous quarter, were met, and which were not met. In the event a project deliverable is not achieved, or the work and deliverables deviate from the work plan, the vendor must provide an explanation.

## **SECTION 3 – VENDOR QUALIFICATIONS**

### **3.1 Vendor Reference List**

The Vendor must provide a minimum of five (5) references (contact name, telephone number, and address) for leased Internet, WAN and Voice over Internet Protocol (VoIP) managed services of similar work, both in scope and design, where they have prior experience with providing integrated services. The Customer may, with full cooperation of The Vendor, visit client installations to observe equipment operations and consult with references. Specified visits and discussion shall be arranged through The Vendor.

### **3.2 Continuous Business Operations**

Vendors must have been in continuous business for a minimum of 5 years.

### **3.3 Vendor Experience**

Vendors must give at least five (5) examples of experience with installations and managed support services of large-scale interconnected sites that have equal broadband connectivity services (10/100/1000Mbps) to each site; at least one of these examples must be similar to the size and scope referred to in this RFP (refer to section 2).

### **3.4 Vendor Specializations/Certifications**

Vendor must provide information on any Specializations and/or Certifications of your company and employees to design, implement, and maintain the equipment proposed in your solution.

## SECTION 4 – GENERAL TERMS & CONDITIONS OF INVITATION TO BID

### 4.1 Response Submission

Responses to this RFP must be submitted in sealed packages and delivered to the **Executive Director**, Southwest Foundation Mental Health and Mental Retardation, 328 W. Claiborne Street, P.O. Box 964, Monroeville, Alabama 36461, no later than 10:00 a.m. on the 40<sup>th</sup> day (or the next business day if the 40<sup>th</sup> falls on a weekend or holiday) after the RFP is published on USAC's Web site at: <http://www.usac.org/rhc-pilot-program/tools/search-postings.aspx>. It is the sole responsibility of the respondents to ensure their responses arrive in a timely manner. The Customer reserves the right to reject all late arrivals. The Vendor must submit one original and five (5) printed copies of the response along with any required supporting documentation and one (1) electronic copy of the entire bid in Adobe PDF format.

**Clearly mark the face of the envelope/package containing the bid with the following information:**

**“WIDE AREA NETWORK, INTERNET, INTERNET2 INTERCONNECT & ASSOCIATED SERVICES”**

**Bid Number SWF01-09**

**Date of the Bid Opening**

Failure to comply with this may cause the bid to be misdirected and therefore not to be considered. Responses must be for the entire project. No substitutions or partial bids will be allowed. Oral, telephone, faxed or telegraphic bids shall not be considered, nor will modifications of bids by such communication be considered. The completed bid form shall be without erasures or alterations. Signatures on the proposals shall be in longhand and executed by an individual duly authorized by The Vendor to make a contract. Bids made out in pencil will NOT be accepted.

### 4.2 Costs Associated With Preparation of Vendor's Response

The Customer will not be liable for any cost incurred by the respondents in preparing responses to this RFP or negotiations associated with award of a contract.

### 4.3 Site Surveys

No consideration will be given to any claims based on a lack of knowledge of existing conditions. Therefore, the bidding vendors must perform mandatory site visits/surveys in order to gain sufficient understanding of the work that will need to be performed. Once this RFP is posted to the RHC Pilot Program website and is made publicly available, the site survey dates and times, by location, will be made available on the Southwest Alabama Mental Health website, [www.swamh.com](http://www.swamh.com) (navigate to the “Pilot Program Information” link on the left). Site surveys will be scheduled as early as possible after the RFP is posted to the Pilot Program website. Therefore, all interested vendors are responsible for and should check this site frequently for published dates and any updates.

#### 4.4 Interpretation and Changes

The intent of this RFP is to communicate the Customer's requirements to any qualified and interested bidder. Our intention is to receive bids for the system as stated in Section 1 of this RFP. The Customer may make corrections, or changes to the RFP. If the customer makes changes or corrections to the RFP it will be via a written ADDENDUM. All efforts will be made by the customer to post to the [www.swamh.com](http://www.swamh.com) website or deliver any ADDENDUM to all parties who attend the Site Surveys. ADDENDUMS will be issued as expeditiously as possible. Interpretations, corrections, or changes to the RFP made in any other manner will not be binding, and The Vendor shall not rely upon such interpretations, corrections, or changes.

#### 4.5 Addendum

It will be the responsibility of all respondents to contact the Purchasing Coordinator identified in paragraph 1.3 or check the Southwest Alabama Mental Health website at [www.swamh.com](http://www.swamh.com) prior to submitting a response to the RFP to ascertain if any addendum has been issued, and to obtain any and all addendum, execute them, and return addendum with the response to the RFP.

#### 4.6 Questions

**Any questions concerning this RFP should be sent in writing to the Southwest Foundation for Mental Health and Mental Retardation, Attn: Candace Harden, E-mail- CANDACE@swamh.com, not later than 15 days prior to the bid opening date. The Questions submitted and Answers will be posted on the Southwest Alabama Mental Health and Mental Retardation Board Website, [www.swamh.com](http://www.swamh.com) (navigate to the "Pilot Program Information" link on the left) and will be updated as they come in. It is the responsibility of the vendor to check the Website daily. The Customer reserves the right not to answer questions that are not considered relevant or where it is deemed sufficient information was provided in the RFP as stated.**

#### 4.7 Proposal Bidding Period

Prices quoted in The Vendor's response for all services and equipment will remain in effect for the time required for the Customer to receive approval for RHC Pilot Program discounts from the RHC Pilot Program Administration Division. The Vendor must understand that the customer may use RHC Pilot Program discounts for these services, in which case, within approximately 90 days of submitting the response to the RFP The Customer will submit FCC Form 466-A for funds based upon the pricing submitted by the Vendor. The Vendor receiving the award must guarantee all pricing for all services, including optional services, for the term of the contract, including all option years.

#### 4.8 Omissions

Omissions in the proposal of any provision herein described shall not be construed as to *relieve* The Vendor of any responsibility or obligation to the complete and satisfactory delivery, operation, and support of any and all equipment or services.

## 4.9 Financing

The Customer is applying for RHC Pilot Program funding for this project.

The Customer has conditional approval for this project pending formal application and commitment of the RHC Pilot Program funding. The RHC Pilot Program has allocated a total sum of \$2,511,789.39 to the Southwest Foundation for Mental Health and Mental Retardation and its members which is planned to be committed over the course of 3 funding years and entirely dispersed within 5 years of the first funding commitment decision. Additionally, in order to make use of RHC Pilot Program funding, The Customer has allocated \$147,752.32 in each funding year for a total of \$443,256.95. The total for the planned amount for the RHC Pilot Program **eligible portions** of this project is \$2,955,046.34. This amount includes the Internet2 subscription fees of \$25,000 per year which are not part of this contract. Any ineligible fees will be paid for by The Customer in addition to this stated budget.

The Customer expects fair and reasonable pricing and cannot under program rules pay 100% of the Vendor's construction costs without owning the network, as per RHC Pilot Program rules. Therefore, lease pricing cannot require the Customer to pay for a disproportionate amount of the Vendor's construction costs that may include the Vendor's investment costs or any additional capacity since the Customer is seeking to lease the services identified in this solicitation and not to own the network.

Participants will be required to sustain the network costs from local fund sources after the RHC Pilot Program funding has been expended. Therefore, The Customer prefers proposals where the majority of the capital costs for the network build are included in the nonrecurring fees that would occur during the implementation phases of the project. The goal is to reduce the amount of the monthly recurring fees to an acceptable rate that can be sustained by the participants once the RHC Pilot Program funding is no longer available.

If this project or any part thereof is not funded by RHC Pilot Program, The Customer reserves the right to change or cancel any or all projects or parts thereof. **If funding is denied due to Vendor error, the Vendor will still be held responsible for providing services outlined in the contract and The Customer will only be liable for their discounted amount.**

In the event RHC Pilot Program funding is not approved or discontinued, the contract may be terminated by The Customer for lack of funding.

Because this project is associated with the Universal Service Rural Health Care (RHC) Pilot Program the Customer expects infrastructure build and activation of the services to occur incrementally over the course of 3 years and with sufficient program funding to fund the implementation and services to all sites with the full level of service for 2 years after all are operational.

All vendors submitting a bid are responsible for understanding USAC and FCC RHC Pilot Program eligibility rules and are required to identify any costs, fees, products, or proposed uses that do not meet the rules of eligibility for RHC Pilot Program funding and shall be filed as ineligible fees.

All Vendors must submit with their bid response the latest auditor signed Financial Statement in a sealed envelope addressed to the **Executive Director**, Southwest Alabama Mental Health and Mental Retardation, 328 W. Claiborne Street, P.O. Box 964, Monroeville,

Alabama 36461. Access to the Financial Statement will be limited to the Executive Director, her Assistant and the Southwest Foundation for Mental Health and Mental Retardation Financial Officer.

#### 4.9.1 Contract

The Customer will notify the winning vendor if projects will require changes or cancellation due to non-funding by the RHC Pilot Program. After notification of award, the Vendor will receive a signed contract for the products and product/service for which The Vendor will be responsible as a result of Request for Proposal. This signed contract will show the amount of the purchase that is the responsibility of The Customer under the RHC Pilot Program. In the contents of the contract will be a Contingency Clause which states that the contract is contingent on the FCC Fund Administrator approving the Contract for Universal Services Fund RHC Pilot Program funding.

#### 4.9.2 Invoicing

The Vendor must invoice the RHC Program directly for the discounted portion of each bill in accordance with RHC Pilot Program regulations and guidelines. The Customer will only accept invoices for the undiscounted portion of the price.

The Vendor must submit detailed quarterly invoices to USAC for all eligible services showing the **actual incurred costs** each month of the project build-out and monthly service fees in accordance with FCC Order 07-198. Invoices must be submitted in the format and using the FCC Forms required by USAC. As per the FCC Order, payments will only be paid for actual incurred costs. Therefore, vendor proposals cannot include one-time fees that must be paid up-front. Any such fees must be directly related to work as it is completed which must be detailed on the invoice. All invoices must be approved by The Customer's lead project coordinator authorized to act on behalf of the Southwest Foundation prior to submission to USAC. All costs, one-time and recurring, must be associated to the supported site to enable the consortium to perform internal invoicing amongst consortium members, to verify receipt of services, and to demonstrate to USAC The Customer's 15 percent has been provided to the Vendor. The Customer will pay their portion of the leased services as established by RHC Pilot Program Order in a timely manner. The Customer also agrees to work jointly and cooperatively with The Vendor in their completion of any and all paperwork necessary and required for The Vendor to receive payment by the FCC Fund Administrator for the FCC's portion of the lease. Neither party to the awarded contract shall assign the contract or sublet it as a whole without the consent of the Customer.

The Vendor must submit separate invoices for eligible and ineligible services, if any. The Vendor must submit invoices for ineligible products and services to Southwest Foundation for Mental Health and Mental Retardation.

***The final payment and payments for activation of services at each site of this project will be made only after final testing (in the presence of designated technology staff members) and an extensive walkthrough at the completion of the installation and activation. The Customer will strictly enforce the bid guidelines and the quality of the installation and activation.***

#### **4.10 Vendor Registration/Participation with the Rural Health Care (RHC) Program Division of Universal Service Administration Company (USAC)**

The Vendor must provide proof of registration with the Rural Health Care (RHC) Program Division for reimbursement under RHC Pilot Program guidelines. The Vendor must have and maintain a valid Service Provider Identification Number (SPIN) issued by USAC. If The Vendor fails to file the appropriate forms with RHC Pilot Program Division or fails to receive a SPIN, neither the Southwest Foundation for Mental Health and Mental Retardation nor its members will be responsible for the discounted portion of The Vendor's bill. The Vendor must generate an invoice for the Universal Service Fund RHC Pilot Program portion of the bill in accordance with RHC Pilot Program guidelines. Vendor is responsible supplying the SPIN number associated with the RHC Program with its bid.

The Vendor must assist The Customer with preparing all FCC Pilot Program or Rural Health Care Program forms needed to make application for Pilot Program or Rural Health Care Program funding, when needed. This includes providing detailed cost information needed to complete the Network Cost Worksheet required with each submission of the FCC Form 466-A.

#### **4.11 Lease**

Contractual terms of the lease must be provided with The Vendor's Bid. The term "lease" is used to refer to a contractual arrangement for a managed service whereby the ownership of the facility remains with the service provider/vendor. The contractual term of the lease will be five (5) years with two (2) one (1) year options, to be executed at The Customer's discretion and as mutually agreed upon by the successful bidder, provided pricing remains the same as originally agreed upon and Vendor continues to meet all requirements as specified herein.

#### **4.12 Price Quotations**

Price quotations are to be for a "managed service" which includes the furnishing of all materials, equipment, maintenance and training manual, tools, and the provision of all labor and services necessary or proper for the provision and management of the leased services to connect to the existing Customer networks. If additional customer equipment is needed to connect at The Vendor's leased network at the requested bandwidth, vendor must specify in their response, otherwise vendor will be responsible for providing any required equipment at no additional cost to The Customer.

#### **4.13 Product Equivalence**

The name of specific brand, make or manufacturer references is to denote the quality standard of the article desired and does not restrict the proposing Vendor to the specific brand, make, manufacturer, or specification named. It is set forth to convey the general style, type, feature set, character or quality of the product or service desired, to the prospective vendor. They do NOT exclude bids from others as long as quality standards are met. Pictures, descriptions and specifications shall accompany all bids.

The sole and final decision regarding equivalence will reside with The Customer.

#### 4.14 Evaluation of Response

The Customer may, at its discretion and at no fee to The Customer, contact the Vendor for questioning during response evaluation for the purpose of clarifying statements in the response. Each proposal will be evaluated based on criteria and priorities defined by The Customer. Proposals will be evaluated according to Alabama Bid Law and RHC Pilot Program requirements. Proposals will first be screened based upon compliance with the base requirements.

The evaluation criteria may include, but are not limited to, the following:

FACTOR	WEIGHT
Price	25 %
Technical Solution/Plan	24 %
Prior Experience	20 %
Implementation and Transition Plan (transfer of services from current vendors)	16 %
Personnel Qualifications	10 %
Management Capabilities	5 %
<b>Total</b>	<b>100 %</b>

*The most competitive bids will be cost effective with services provided by a single service provider or integrating vendor, include a comprehensive robust and flexible solution, a feasible and comprehensive plan with implementation timelines, meets all stated requirements in this RFP, provides evidence of superior past performance with references, and is highly qualified with the necessary certifications to provide the products and services identified in this RFP.*

#### 4.15 Compliance with Laws & Regulations

It is the Vendor's responsibility to comply with all local, state, and federal laws as they apply to this bid.

The Vendor and his representatives shall follow all applicable Southwest Foundation for Mental Health and Mental Retardation and member regulations and guidelines while on their property, including the no smoking, no weapons, and drug free policies.

#### 4.16 Equal Employment Opportunity

The Vendor must comply with all Federal statutes relating to nondiscrimination and confidentiality. These statutes include, but are not limited to:

- Title VI of the civil Rights Act of 1964 (P.O. 88-352) that prohibits discrimination on the basis of race, color or national origin.
- Title IX of the Education Amendments of 1972, as amended (290 U.S.C. Sections 1681-1683 and 1685-1686), that prohibits discrimination on the basis of sex.
- Section 504 of the Rehabilitation Act of 1973, as amended, and the Americans with Disabilities Act of 1990, that prohibits discrimination on the basis of handicaps.

- The Age Discrimination Act of 1975, as amended (42 U.S.C. Sections 6101-6107), that prohibits discrimination on the basis of age.
- The Drug Abuse Office and Treatment Act of 1972 (P.L. 92-255), as amended, relating to nondiscrimination on the basis of drug abuse.
- The Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment, and Rehabilitation Act of 1970 (P.L. 91-616), as amended, relates to nondiscrimination on the basis of alcohol abuse or alcoholism.
- Sections 523 and 527 of the Public Health Services Act (see 42 U.S.C. 290 dd-3 and 290 ee-3), as amended, relating to confidentiality of alcohol and drug abuse patient records.

#### **4.17 Federal Communications Commission (FCC)**

Equipment requiring FCC registration or approval shall *have* received such approval and shall be appropriately identified.

#### **4.18 Codes, Standards, and Ordinance**

All work shall conform to the latest edition of the National Electrical Code, the Building Code, and all local codes and ordinances, as applicable. ANSI/TIA/EIA-568-B and ANSI/IEIA/TIA-569 shall be adhered to during all installation activities. Methodologies outlined in the latest edition of the BICSI *Telecommunications Distribution Methods Manual* shall also be used during all installation activities. Should conflicts exist with the foregoing, the authority having jurisdiction for enforcement will have responsibility for making interpretation.

#### **4.19 Safety**

The Vendor shall take the necessary precautions and bear the sole responsibility for the safety of the methods employed in performing the work. The Vendor shall at all times comply with the regulations set forth by federal, state, and local laws, rules, and regulations concerning "OSHA" and all applicable state labor laws, regulations and standards. The Vendor shall indemnify and hold harmless The Customer from and against all liabilities, suits, damages, costs and expenses (including attorney's fees and court costs) which may be imposed on The Customer because of The Vendor, subcontractor, or supplier's failure to comply with the regulations stated herein.

#### **4.20 Patents and Royalties**

The Vendor, without exception, shall indemnify and hold harmless The Customer and its employees from any liability of any nature or kind, including costs and expenses for or on account of any trademarked, copyrighted, patented, or non-patented invention, process, or article manufactured or used in the performance of the Contract, including its use by The Customer. If The Vendor or subcontractor uses any design, device, or material covered by letters, patent, trademark, or copyright, it is mutually understood and agreed without exception that the proposal prices shall include all royalties or cost arising from the use of such design, device, or materials in any way involved in the work.

#### **4.21 Indemnification**

The Vendor shall indemnify and hold harmless The Customer, its agents and employees from or on account of any injuries or damages, received or sustained by any person or persons during or on account of any operation connected with this Contract; or by consequence or

any negligence (excluding negligence by The Customer, its agents or employees) in connection with the same; or by use of any improper, material or by or on account of any act or omission of said Vendor or its subcontractors, agents, servants or employees. The Vendor further agrees to indemnify and hold harmless The Customer, its agents or employees, against claims or liability arising from or based upon the violation of any federal, state, county, city or other applicable laws, bylaws, ordinances, or regulations by The Vendor, its agents, associates, or employees. The indemnification provided above shall obligate The Vendor to defend at its own expense or to provide for such defense, at The Customer's option, of any and all claims of liability and all suits and actions of every name and description that may be brought against The Customer which may result from the operations and activities under this Contract whether the installation operations be performed by The Vendor, subcontractor, or by anyone directly or indirectly employed by either. The award of this Contract to The Vendor shall obligate The Vendor to comply with the foregoing indemnity provision; however, the collateral obligation of insuring this indemnity must be complied with as set forth.

#### **4.22 Insurance**

Prior to commencement of work, Vendor will name lessee as additional insured for liability purposes. The Vendor shall provide, at the company's own expense, comprehensive general liability insurance with minimum amounts of such comprehensive general liability insurance shall be as follows:

1. Bodily injury (including death) \$500,000 per person, \$1,000,000 per occurrence.
2. Property damage \$500,000 per person, \$500,000 per occurrence.
3. Workers compensation as described by Alabama State Statues.
4. Automobile liability insurance, in such form and amounts as required by State law or \$1,000,000 per person; \$1,000,000 per occurrence; property damage \$1,000,000.

In the event the Vendor fails to maintain and keep in force the insurance herein required, The Customer shall have the right to cancel and terminate the contract without notice. The Vendor shall advise each insuring agency to automatically renew all policies and coverage in force at the start of and resulting from this contract until specified coverage requirements are revised.

The Vendor shall indemnify, save and hold harmless; The Customer from alleged damages or injuries arising directly or indirectly from the Vendor's negligent acts or omissions while performing the work under this contract.

#### **4.23 Right to Reject**

The Customer reserves the right to accept or reject all proposals or sections thereof when the rejection is in the best interest of The Customer. The Customer reserves the right to award without further discussion. Therefore, responses should be submitted initially with the most favorable terms that The Vendor proposes. The Customer reserves the right to reject the proposal of a Vendor who has previously failed to perform properly or completed on time contracts of a similar nature; and to reject the proposal of any Vendor who in the opinion of the Customer is not in a position to adequately perform the contract. The Customer reserves the right to reject any or all proposals; any part or parts of a proposal, waive any technicalities/informalities, increase or reduce quantities, make modifications or specifications, and award any or all of the contract in a manner that is in the best interest of

The Customer. Contracts will be awarded to The Vendor submitting the proposal determined to be in the best interests of The Customer.

#### **4.24 Differences between Bid Specifications and the Vendor's Proposal**

If the bid differs in any way from the bid specifications in the RFP, the Vendor must list the differences on the bid proposal form explaining exactly where and how the proposal deviates from the bid specifications. If no exceptions are listed on the proposal, it will be presumed the Vendor proposes to meet the specifications in every respect and if awarded the contract, performance on this basis will be required.

#### **4.25 Vendor Care**

The Vendor shall protect all buildings, furniture, equipment, personal items, trees, shrubs, lawns and all landscaping on The Customers' property from damage. Any damaged property shall be repaired or replaced at The Vendor's expense. Labor shall include all restoration (i.e. leveling, laying of sod) of grounds broken up during the installation of this network.

No work shall interfere with The Southwest Foundation for Mental Health and Mental Retardation and its members' activities or environment unless permission is given by the person in charge. All Vendor personnel shall be easily identified by the use of identification badges and uniforms or shirts with The Vendor's logo clearly visible and comply with local check-in/check-out and identification procedures.

#### **4.26 Errors in Bids**

Bidders are assumed to be informed regarding conditions, requirements, and specifications prior to submitting bids. Failure to do so will be at the bidder's risk. Bids already submitted may be withdrawn without penalty prior to bid opening. Errors discovered after the bid opening may not be corrected.

#### **4.27 Venue, Jurisdiction and Forum**

The validity of the contract entered into and of any of its terms or provisions, as well as the rights and duties of the parties to the contract, shall be governed by the laws of the State of Alabama. The contract shall be deemed to have been made and to be performable in the State of Alabama, County of Monroe. Venue and jurisdiction shall be proper only in the Federal and State Courts located in Monroe County, Alabama. Should it be necessary to bring any action at law as a result of, or related to, the resultant contract, such actions shall be brought in Monroe County, Alabama.

#### **4.28 Protests**

Any protests of contract award must be submitted in writing to the Project Coordinator identified in Paragraph 1.3. Protests must be submitted by the close of business 14 calendar days after the contract award date identified in Paragraph 1.6. Only participating bidders may submit a protest. All protests must include:

- The name, address, and telephone number of the protestor;
- The signature of an individual authorized to bind the bidder contractually and financially;

- A detailed statement of the reason(s) for protest and the facts and evidence to support the claim;
- Copies of any relevant documents;
- The form of relief requested

**SECTION 5 – BID RESPONSE FORM**

The Vendor must use the following form to quote its price:

TO: Southwest Foundation for Mental Health and Mental Retardation  
328 W. Claiborne Street  
P.O. Box 964  
Monroeville, Alabama 36461

VENDOR:

*Name of Firm:*

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*Mailing Address:*

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*City, State, Zip Code:*

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*RHC Pilot Program Service Provider Identification Number:*

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Operating as an individual corporation organization and existing under the laws of Alabama, or a Partnership, or a joint venture consisting of

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**BID RESPONSE FORM - BID NBR: SWF01-09**

**SERVICES REQUIREMENTS**

Vendors must separate pricing for RHC Pilot Program eligible and ineligible products/services. Note: Any fees for services to SCAMHB, 205 Academy Dr., Andalusia, AL, must be identified as ineligible because this site is not eligible for Pilot Program funding.

Basic Requirements Section					
Item Nbr		Eligible Monthly Price (include all taxes & fees)	Eligible Yearly Price (include all taxes & fees)	Eligible One-time Installation Fee or Other Non-recurring Charges (Specify what each includes)	Ineligible Monthly & One-Time (O/T) Prices (this is an additional that is not included in the previous pricing) (Specify what is ineligible)
<b>Phase I - Sites &amp; Pricing</b>					
1.1	<b>Wide Area Network -100 Mbps Sites</b> (Section 2.4.1, 2.4.1.1, & 2.4.2)	<b>Provide Individual Site Pricing (see Para 2.4.1 for site location information)</b> (Note: For Site #1-1, if included in this Phase also provide individual circuit pricing as per Para 2.4.1 notes) <b>(Required for Detailed Invoicing)</b>			
	<b>Enter Phase I Site ID &amp; Address</b>				
		\$	\$	\$	\$ Mo.
					\$ O/T
		\$	\$	\$	\$ Mo.
				\$	\$ O/T
		\$	\$	\$	\$ Mo.
				\$	\$ O/T
	<b>TOTAL ALL PHASE I 100MBPS SITES</b>	\$	\$	\$	\$ Mo.
			\$	\$ O/T	

**BID RESPONSE FORM - BID NBR: SWF01-09**

**SERVICES REQUIREMENTS**

**Vendors must separate pricing for RHC Pilot Program eligible and ineligible products/services. Note: Any fees for services to SCAMHB, 205 Academy Dr., Andalusia, AL, must be identified as ineligible because this site is not eligible for Pilot Program funding.**

Item Nbr		Eligible Monthly Price (include all taxes & fees)	Eligible Yearly Price (include all taxes & fees)	Eligible One-time Installation Fee or Other Non-recurring Charges (Specify what each includes)	Ineligible Monthly & One-Time (O/T) Prices (this is an additional that is not included in the previous pricing) (Specify what is ineligible)
1.2	<b>Wide Area Network - 10 Mbps sites</b> (Section 2.4.1, 2.4.1.1, & 2.4.2)				
	<b>Enter Phase I Site ID &amp; Address</b>	<b>Individual Site Pricing (see Para 2.4.1 for site location information) (Required for Detailed Invoicing)</b>			
		\$	\$	\$	\$ Mo. \$ O/T
		\$	\$	\$	\$ Mo. \$ O/T
		\$	\$	\$	\$ Mo. \$ O/T
		\$	\$	\$	\$ Mo. \$ O/T
		\$	\$	\$	\$ Mo. \$ O/T
		\$	\$	\$	\$ Mo. \$ O/T

**BID RESPONSE FORM - BID NBR: SWF01-09**

**SERVICES REQUIREMENTS**

**Vendors must separate pricing for RHC Pilot Program eligible and ineligible products/services. Note: Any fees for services to SCAMHB, 205 Academy Dr., Andalusia, AL, must be identified as ineligible because this site is not eligible for Pilot Program funding.**

Item Nbr	Enter Phase I Site ID & Address	Eligible Monthly Price (include all taxes & fees)	Eligible Yearly Price (include all taxes & fees)	Eligible One-time Installation Fee or Other Non-recurring Charges (Specify what each includes)	Ineligible Monthly & One-Time (O/T) Prices (this is an additional that is not included in the previous pricing) (Specify what is ineligible)
1-2 Con't		\$	\$		\$ Mo.
				\$	\$ O/T
		\$	\$		\$ Mo.
				\$	\$ O/T
		\$	\$		\$ Mo.
				\$	\$ O/T
		\$	\$		\$ Mo.
				\$	\$ O/T
		\$	\$		\$ Mo.
			\$	\$ O/T	
	<b>TOTAL PHASE I 10MBPS SITES</b>	\$	\$		\$ Mo.
			\$	\$ O/T	

**Note: Add additional pages if needed for additional Phase I 10Mbps sites.**

**BID RESPONSE FORM - BID NBR: SWF01-09**

**SERVICES REQUIREMENTS**

**Vendors must separate pricing for RHC Pilot Program eligible and ineligible products/services. Note: Any fees for services to SCAMHB, 205 Academy Dr., Andalusia, AL, must be identified as ineligible because this site is not eligible for Pilot Program funding.**

Item Nbr		Eligible Monthly Price (include all taxes & fees)	Eligible Yearly Price (include all taxes & fees)	Eligible One-time Installation Fee or Other Non-recurring Charges (Specify what each includes)	Ineligible Monthly & One-Time (O/T) Prices (this is an additional that is not included in the previous pricing) (Specify what is ineligible)
1.3	<b>Internet Access – 20 Mbps</b> (Section 2.4.2 & 2.4.2.1 (Yearly Price applies to all Phases)	\$	\$	\$	\$ Mo. \$ O/T
1.5	<b>Other Charges:</b>  (Specify the charge and which service charges apply to)	\$	\$	\$	\$ Mo. \$ O/T
	<b>TOTAL PRICE OF PHASE I - ITEMS 1.1 – 1.5 SERVICES:</b>	\$	\$	\$	\$ Mo. \$ O/T
<b>PHASE I - TOTALS BROKEN DOWN BY ELIGIBLE AND INELIGIBLE CHARGES</b>		<b>TOTAL ELIGIBLE CHARGES</b>		<b>TOTAL INELIGIBLE CHARGES</b>	
		\$	Non-Recurring	\$	Non-Recurring
		\$	Recurring	\$	Recurring

**BID RESPONSE FORM - BID NBR: SWF01-09**

**SERVICES REQUIREMENTS**

**Vendors must separate pricing for RHC Pilot Program eligible and ineligible products/services. Note: Any fees for services to SCAMHB, 205 Academy Dr., Andalusia, AL, must be identified as ineligible because this site is not eligible for Pilot Program funding.**

Basic Requirements Section					
Item Nbr		Eligible Monthly Price (include all taxes & fees)	Eligible Yearly Price (include all taxes & fees)	Eligible One-time Installation Fee or Other Non-recurring Charges (Specify what each includes)	Ineligible Monthly & One-Time (O/T) Prices (this is an additional that is not included in the previous pricing) (Specify what is ineligible)
<b>Phase II - Sites &amp; Pricing</b>					
2.1	<b>Wide Area Network -100 Mbps Sites</b> (Section 2.4.1, 2.4.1.1, & 2.4.2)	<b>Provide Individual Site Pricing (see Para 2.4.1 for site location information)</b> (Note: For Site #1-1, if included in this Phase also provide individual circuit pricing as per Para 2.4.1 notes) <b>(Required for Detailed Invoicing)</b>			
	<b>Enter Phase II Site ID &amp; Address</b>				
		\$	\$		\$ Mo.
				\$	\$ O/T
		\$	\$		\$ Mo.
				\$	\$ O/T
		\$	\$		\$ Mo.
				\$	\$ O/T
	<b>TOTAL ALL PHASE II 100MBPS SITES</b>	\$	\$		\$ Mo.
			\$	\$ O/T	

**BID RESPONSE FORM - BID NBR: SWF01-09**

**SERVICES REQUIREMENTS**

**Vendors must separate pricing for RHC Pilot Program eligible and ineligible products/services. Note: Any fees for services to SCAMHB, 205 Academy Dr., Andalusia, AL, must be identified as ineligible because this site is not eligible for Pilot Program funding.**

Item Nbr		Eligible Monthly Price (include all taxes & fees)	Eligible Yearly Price (include all taxes & fees)	Eligible One-time Installation Fee or Other Non-recurring Charges (Specify what each includes)	Ineligible Monthly & One-Time (O/T) Prices (this is an additional that is not included in the previous pricing) (Specify what is ineligible)
2.2	<b>Wide Area Network - 10 Mbps sites</b> (Section 2.4.1, 2.4.1.1, & 2.4.2)				
	<b>Enter Phase II Site ID &amp; Address</b>	<b>Individual Site Pricing (see Para 2.4.1 for site location information) (Required for Detailed Invoicing)</b>			
		\$	\$	\$	\$ Mo.
		\$	\$	\$	\$ O/T
		\$	\$	\$	\$ Mo.
		\$	\$	\$	\$ O/T
		\$	\$	\$	\$ Mo.
		\$	\$	\$	\$ O/T

**BID RESPONSE FORM - BID NBR: SWF01-09**

**SERVICES REQUIREMENTS**

**Vendors must separate pricing for RHC Pilot Program eligible and ineligible products/services. Note: Any fees for services to SCAMHB, 205 Academy Dr., Andalusia, AL, must be identified as ineligible because this site is not eligible for Pilot Program funding.**

Item Nbr	Enter Phase II Site ID & Address	Eligible Monthly Price (include all taxes & fees)	Eligible Yearly Price (include all taxes & fees)	Eligible One-time Installation Fee or Other Non-recurring Charges (Specify what each includes)	Ineligible Monthly & One-Time (O/T) Prices (this is an additional that is not included in the previous pricing) (Specify what is ineligible)
2.2 Con't		\$	\$	\$	\$ Mo.
		\$	\$	\$	\$ O/T
		\$	\$	\$	\$ Mo.
		\$	\$	\$	\$ O/T
		\$	\$	\$	\$ Mo.
		\$	\$	\$	\$ O/T
		\$	\$	\$	\$ Mo.
	<b>TOTAL PHASE II 10MBPS SITES</b>	\$	\$	\$	\$ O/T

**Note: Add additional pages if needed for additional Phase II 10Mbps sites.**

**BID RESPONSE FORM - BID NBR: SWF01-09**

**SERVICES REQUIREMENTS**

**Vendors must separate pricing for RHC Pilot Program eligible and ineligible products/services. Note: Any fees for services to SCAMHB, 205 Academy Dr., Andalusia, AL, must be identified as ineligible because this site is not eligible for Pilot Program funding.**

Item Nbr		Eligible Monthly Price (include all taxes & fees)	Eligible Yearly Price (include all taxes & fees)	Eligible One-time Installation Fee or Other Non-recurring Charges (Specify what each includes)	Ineligible Monthly & One-Time (O/T) Prices (this is an additional that is not included in the previous pricing) (Specify what is ineligible)
2.3	<b>Other Charges:</b>  (Specify the charge and which service charges apply to)	\$	\$	\$	\$ Mo. \$ O/T
	<b>TOTAL PRICE OF PHASE II - ITEMS 2.1 – 2.3 SERVICES:</b>	\$	\$	\$	\$ Mo. \$ O/T
<b>PHASE II - TOTALS BROKEN DOWN BY ELIGIBLE AND INELIGIBLE CHARGES</b>		<b>TOTAL ELIGIBLE CHARGES</b> \$ Non-Recurring \$ Recurring		<b>TOTAL INELIGIBLE CHARGES</b> \$ Non-Recurring \$ Recurring	

**Note for Customer Evaluation:** The yearly pricing for the Internet and operational sites provided in the Phase I worksheet needs to be added to the Phase II pricing when calculating 2<sup>nd</sup> year costs (assumes Phase II will occur in Year 2 of the contract).

**BID RESPONSE FORM - BID NBR: SWF01-09**

**SERVICES REQUIREMENTS**

**Vendors must separate pricing for RHC Pilot Program eligible and ineligible products/services. Note: Any fees for services to SCAMHB, 205 Academy Dr., Andalusia, AL, must be identified as ineligible because this site is not eligible for Pilot Program funding.**

Basic Requirements Section					
Item Nbr		Eligible Monthly Price (include all taxes & fees)	Eligible Yearly Price (include all taxes & fees)	Eligible One-time Installation Fee or Other Non-recurring Charges (Specify what each includes)	Ineligible Monthly & One-Time (O/T) Prices (this is an additional that is not included in the previous pricing) (Specify what is ineligible)
<b>Phase III - Sites &amp; Pricing</b>					
3.1	<b>Wide Area Network -100 Mbps Sites</b> (Section 2.4.1, 2.4.1.1, & 2.4.2)	<b>Provide Individual Site Pricing (see Para 2.4.1 for site location information)</b> (Note: For Site #1-1, if included in this Phase also provide individual circuit pricing as per Para 2.4.1 notes) <b>(Required for Detailed Invoicing)</b>			
	<b>Enter Phase III Site ID &amp; Address</b>				
		\$	\$	\$	Mo.
				\$	O/T
		\$	\$	\$	Mo.
				\$	O/T
		\$	\$	\$	Mo.
				\$	O/T
	<b>TOTAL ALL PHASE III 100MBPS SITES</b>	\$	\$	\$	Mo.
			\$	O/T	

**BID RESPONSE FORM - BID NBR: SWF01-09**

**SERVICES REQUIREMENTS**

**Vendors must separate pricing for RHC Pilot Program eligible and ineligible products/services. Note: Any fees for services to SCAMHB, 205 Academy Dr., Andalusia, AL, must be identified as ineligible because this site is not eligible for Pilot Program funding.**

Item Nbr		Eligible Monthly Price (include all taxes & fees)	Eligible Yearly Price (include all taxes & fees)	Eligible One-time Installation Fee or Other Non-recurring Charges (Specify what each includes)	Ineligible Monthly & One-Time (O/T) Prices (this is an additional that is not included in the previous pricing) (Specify what is ineligible)
3.2	<b>Wide Area Network - 10 Mbps sites</b> (Section 2.4.1, 2.4.1.1, & 2.4.2)				
	<b>Enter Phase III Site ID &amp; Address</b>	<b>Individual Site Pricing (see Para 2.4.1 for site location information) (Required for Detailed Invoicing)</b>			
		\$	\$	\$	\$ Mo.
		\$	\$	\$	\$ O/T
		\$	\$	\$	\$ Mo.
		\$	\$	\$	\$ O/T
		\$	\$	\$	\$ Mo.
		\$	\$	\$	\$ O/T
		\$	\$		\$ Mo.

**BID RESPONSE FORM - BID NBR: SWF01-09**

**SERVICES REQUIREMENTS**

**Vendors must separate pricing for RHC Pilot Program eligible and ineligible products/services. Note: Any fees for services to SCAMHB, 205 Academy Dr., Andalusia, AL, must be identified as ineligible because this site is not eligible for Pilot Program funding.**

Item Nbr	Enter Phase III Site ID & Address	Eligible Monthly Price (include all taxes & fees)	Eligible Yearly Price (include all taxes & fees)	\$ Eligible One-time Installation Fee or Other Non-recurring Charges (Specify what each includes)	\$ O/T Ineligible Monthly & One-Time (O/T) Prices (this is an additional that is not included in the previous pricing) (Specify what is ineligible)
3-2 Con't		\$	\$	\$	\$ Mo.
		\$	\$	\$	\$ O/T
		\$	\$	\$	\$ Mo.
		\$	\$	\$	\$ O/T
		\$	\$	\$	\$ Mo.
		\$	\$	\$	\$ O/T
		\$	\$	\$	\$ Mo.
	<b>TOTAL PHASE III 10MBPS SITES</b>	\$	\$	\$	\$ O/T

**Note: Add additional pages if needed for additional Phase III 10Mbps sites.**

**BID RESPONSE FORM - BID NBR: SWF01-09**

**SERVICES REQUIREMENTS**

**Vendors must separate pricing for RHC Pilot Program eligible and ineligible products/services. Note: Any fees for services to SCAMHB, 205 Academy Dr., Andalusia, AL, must be identified as ineligible because this site is not eligible for Pilot Program funding.**

Item Nbr		Eligible Monthly Price (include all taxes & fees)	Eligible Yearly Price (include all taxes & fees)	Eligible One-time Installation Fee or Other Non-recurring Charges (Specify what each includes)	Ineligible Monthly & One-Time (O/T) Prices (this is an additional that is not included in the previous pricing) (Specify what is ineligible)
3.3	<b>Internet2 Interconnect – 10 Mbps Connectivity (Section 2.4.3)</b>	\$	\$	\$	\$ Mo. \$ O/T
3.4	<b>Other Charges:</b>  (Specify the charge and which service charges apply to)	\$	\$	\$	\$ Mo. \$ O/T
	<b>TOTAL PRICE OF PHASE III - ITEMS 3.1 – 3.4 SERVICES:</b>	\$	\$	\$	\$ Mo. \$ O/T
<b>PHASE III - TOTALS BROKEN DOWN BY ELIGIBLE AND INELIGIBLE CHARGES</b>		<b>TOTAL ELIGIBLE CHARGES</b>		<b>TOTAL INELIGIBLE CHARGES</b>	
		\$	Non-Recurring	\$	Non-Recurring
		\$	Recurring	\$	Recurring

**Note for Customer Evaluation:** The yearly pricing for the Internet and operational sites provided in the Phase I worksheet needs to be added to the Phase III pricing when calculating 3<sup>rd</sup> year costs (assumes Phase III will occur in Year 3 of the contract).

**BID RESPONSE FORM - BID NBR: SWF01-09**

**SERVICES REQUIREMENTS**

**Vendors must separate pricing for RHC Pilot Program eligible and ineligible products/services. Note: Any fees for services to SCAMHB, 205 Academy Dr., Andalusia, AL, must be identified as ineligible because this site is not eligible for Pilot Program funding.**

**Note:** In the case of the WAN, Internet, & Internet2 Interconnect services Southwest Foundation for Mental Health and Mental Retardation may choose to select Optional Services/Bandwidth in place of the Basic Services Requirements so price evaluation will be based on the actual options selected.

<b>Optional Service Requirements Section</b>					
<b>Option Item Nbr</b>		<b>Eligible Monthly Price</b> (include all taxes & fees)	<b>Eligible Yearly Price</b> (include all taxes & fees)	<b>Eligible One-time Installation Fee or Other Non-recurring Charges</b> (Specify what each includes)	<b>Ineligible Monthly &amp; One-Time (O/T) Prices</b> (this is an additional that is not included in the previous pricing) (Specify what is ineligible)
<b>Wide Area Network (WAN)</b>					
<b>WAN O1</b>	<b>Wide Area Network - 1 Gbps at Main Sites</b> (Section 2.4.1.2 & 2.4.1.3) - <i>Provide per site pricing</i>	\$	\$	\$	\$ Mo.  \$ O/T – specify if different than actual site Basic Requirement O/T. Otherwise, indicate “See Individual Site O/T”
<b>WAN O2</b>	<b>Wide Area Network – 100 Mbps at Auxiliary Sites</b> (assumes same one-time fee site Basic Requirement fee) (Section 2.4.1.2 & 2.4.1.3) - <i>Provide per site pricing</i>	\$	\$	\$	\$ Mo.  \$ O/T – specify if different than actual site Basic Requirement O/T. Otherwise, indicate “See Individual Site O/T”
<b>WAN O3</b>	<b>Wide Area Network – Incremental 10 Mbps Increase at Individual Auxiliary Site</b> (added to basic service) (Section 2.4.1.2 & 2.4.1.3) - <i>Provide per site pricing</i>	\$	\$	\$	\$ Mo.  \$ O/T

**BID RESPONSE FORM - BID NBR: SWF01-09**

**SERVICES REQUIREMENTS**

**Vendors must separate pricing for RHC Pilot Program eligible and ineligible products/services. Note: Any fees for services to SCAMHB, 205 Academy Dr., Andalusia, AL, must be identified as ineligible because this site is not eligible for Pilot Program funding.**

<b>Optional Service Requirements Section</b>					
<b>Option Item Nbr</b>		<b>Eligible Monthly Price</b> (include all taxes & fees)	<b>Eligible Yearly Price</b> (include all taxes & fees)	<b>Eligible One-time Installation Fee or Other Non-recurring Charges</b> (Specify what each includes)	<b>Ineligible Monthly &amp; One-Time (O/T) Prices</b> (this is an additional that is not included in the previous pricing) (Specify what is ineligible)
<b>WAN O4</b>	<b>Wide Area Network – 10 Mbps Connectivity to Children’s Hospital, Birmingham, AL</b> (Section 2.4.1.2 & 2.4.1.3) - <i>Provide per site pricing</i>	\$	\$	\$	\$ Mo. \$ O/T
<b>WAN O5</b>	<b>Wide Area Network – 10 Mbps – 100Mbps to a New Site (this is an estimate only – actual pricing will be obtained at the time each site is added)</b> (Section 2.4.1.2 & 2.4.1.3) - <i>Provide per site pricing</i>	\$	\$	\$	\$ Mo. \$ O/T
<b>Internet</b>					
<b>Internet O1</b>	<b>Internet – Incremental Bandwidth Increases of 5 Mbps</b> (Section 2.4.2.1 & 2.4.2.2)	\$	\$	\$	\$ Mo. \$ O/T
<b>Internet2</b>					
<b>Inet2 O1</b>	<b>Internet2 Interconnect – Incremental Bandwidth Increases of 3 Mbps</b> (Section 2.4.3)	\$	\$	\$	\$ Mo. \$ O/T
<b>Voice Over Internet Protocol (VoIP) - Ineligible</b>					

**BID RESPONSE FORM - BID NBR: SWF01-09**

**SERVICES REQUIREMENTS**

**Vendors must separate pricing for RHC Pilot Program eligible and ineligible products/services. Note: Any fees for services to SCAMHB, 205 Academy Dr., Andalusia, AL, must be identified as ineligible because this site is not eligible for Pilot Program funding.**

<b>Optional Service Requirements Section</b>						
<b>Option Item Nbr</b>		<b>Eligible Monthly Price</b> (include all taxes & fees)	<b>Eligible Yearly Price</b> (include all taxes & fees)	<b>Eligible One-time Installation Fee or Other Non-recurring Charges</b> (Specify what each includes)	<b>Ineligible Monthly &amp; One-Time (O/T) Prices</b> (this is an additional that is not included in the previous pricing) (Specify what is ineligible)	
<b>VoIP O1</b>	<b>VoIP Managed Leased Services</b> (Section 2.4.5) - <i>Provide per site pricing since sites will be activated in phases</i>	\$	\$	\$	\$	Mo.
					\$	O/T
<b>VoIP O2</b>	<b>Additional Voicemail Boxes</b> (Section 2.4.5) – <i>Provide bundled pricing</i>  Number in Bundle _____	\$	\$	\$	\$	Mo.
					\$	O/T
<b>VoIP O3</b>	<b>Other Charges:</b>  (Specify the charge and which service charges apply to)	\$	\$	\$	\$	Mo.
					\$	O/T

**BID RESPONSE FORM - BID NBR: SWF01-09**

**SERVICES REQUIREMENTS**

**Vendors must separate pricing for RHC Pilot Program eligible and ineligible products/services. Note: Any fees for services to SCAMHB, 205 Academy Dr., Andalusia, AL, must be identified as ineligible because this site is not eligible for Pilot Program funding.**

<b>Voice Over Internet Protocol (VoIP) Handsets - Ineligible</b>					
<b>Option Item Nbr</b>	<b>VoIP Handsets</b>	<b>Manufacturer &amp; Model</b>	<b>Purchase of Handset with Installation, Configuration &amp; First Year Maintenance (includes manufacturer maintenance &amp; vendor support)</b>	<b>Yearly Leased Manufacturer Maintenance &amp; Vendor Support for Purchased Handsets (after 1<sup>st</sup> year)</b>	<b>Monthly Lease of Handset (includes installation, configuration, &amp; support)</b>
<b>VoIP HS1</b>	<b>2-Line IP Phone</b>		\$	\$	\$
<b>VoIP HS2</b>	<b>4-Line IP Phone</b>		\$	\$	\$
<b>VoIP HS3</b>	<b>6-Line IP Phone</b>		\$	\$	\$
<b>VoIP HS4</b>	<b>IP Conference Phone</b>		\$	\$	\$
<b>VoIP HS5</b>	<b>Wireless IP Phone</b>		\$	\$	\$
<b>VoIP HS6</b>	<b>IP Video Phone</b>		\$	\$	\$
<b>VoIP HS7</b>	<b>IP Phone Sidecar / Expansion Module</b>		\$	\$	\$

**BID RESPONSE FORM - BID NBR: SWF01-09**

**SERVICES REQUIREMENTS**

**Vendors must separate pricing for RHC Pilot Program eligible and ineligible products/services. Note: Any fees for services to SCAMHB, 205 Academy Dr., Andalusia, AL, must be identified as ineligible because this site is not eligible for Pilot Program funding.**

**Please include spec sheets identifying the features and capabilities of each phone model quoted.**



**Invitation to Bid Sheet**  
**Bid No. SWF01-09**

Having carefully examined the invitation to bid documents prepared by Southwest Foundation for Mental Health and Mental Retardation and its members WIDE AREA NETWORK, INTERNET, INTERNET2 INTERCONNECT & ASSOCIATED SERVICES and together with such addenda, if any, as listed hereafter, the undersigned hereby proposes and agrees to provide all components as specified in the attached Bid Proposal, these sheets being a part of the Proposal, for the price shown and under the terms of the attached. It is agreed that the undersigned has complied with all requirements concerning Vendor Qualifications, licensing, and with all other local, state, federal laws, and that no legal requirement has been violated in making or accepting this proposal in awarding a contract to him or in the delivery of products. In submitting this proposal, it is understood that the right is reserved by the Customer to reject any or all proposals and waive all technicalities/informalities in connection therewith.

The undersigned declares that the person or persons signing the Proposal is/are fully authorized to sign on behalf of the firm listed and to fully bind the firm listed to all of the conditions and provisions thereof. In view of the terms of this Invitation to Bid, the undersigned proposes to furnish all items for a total sum of:

(The Vendor must insert the total amount of the proposal).

\_\_\_\_\_

Submitted By:

*Name of Firm:* \_\_\_\_\_

*Mailing Address:* \_\_\_\_\_

*City, State, Zip Code:* \_\_\_\_\_

Telephone Number \_\_\_\_\_

Authorized Official and Title: \_\_\_\_\_

Signature of Official & Date:

\_\_\_\_\_ *Date* \_\_\_\_\_