

Telecommunications Service – IT Services

1.0) Bid Purpose

Shelby County is issuing this bid in order to select connectivity services for a Session Initiation Protocol (SIP) Trunk Service needs for the County network.

2.0) Scope/Statement of Work

The County is pursuing SIP Trunk Service connectivity options to enhance the telecommunications connectivity between its physical sites.

All services and hardware must meet or exceed specifications provided here in. Vendors are required to clearly identify any deviations from the following bid specifications. All equipment must meet or exceed current state of the art industry standards. Quality, reliability and performance of equipment are essential to our applications. Qualified repair service, parts and technical support must be available locally.

3.0) Performance Requirements:

- The SIP Trunk Services shall be able to provide tradition voice services such as:
 - o 911 Calling
 - o Local Calling
 - o Long distance Calling within the lower USA
 - o Incoming toll free
 - o PS/ALI services
 - o Carrier must allow for multiple customer IPs for calls to be sent to for INBOUND failover.
 - o Ray Baum's compliance must NOT require a unique DID for each extension.
 - o "Burstable/Elastic SIP", the carrier will allow for more call paths if the contracted call paths are full.
 - o Carrier must provide at least four (4) signaling servers for OUTBOUND failover.
- The SIP Trunk Services shall also be capable of the following:
 - o T.38 protocol
 - o G.711 and G.729 protocol
- The solution is to be configured installed, tested and made operational within 30 days of official contract execution.
- Maximum term of agreement is 36 months.
- Awarded company must provide system and services support (technical support desk, remote diagnostics, on-site technical visits) and online based portal for real time circuit monitoring including but not limited to bandwidth usage, activity reports, etc.
- Awarded company must have a local support representative (within 50-mile radius) that is available to deal with any issues or emergencies 24 hours a day, 7 days a week.
- Awarded company will execute a service agreement with County detailing any hardware supplied, installation, maintenance and support services. Agreement will contain project timeline and service level expectations.
- Fax Service

4.0) Bid Submission:

The Bidder should submit bids with unit monthly prices reflected for the service location(s) . Professional services, equipment, and any other one time or reoccurring expenses should be listed separately. County reserves the right to purchase none, one, several or all of any service locations quoted based upon the bid prices for that location. County may elect to award bid to multiple carriers by location groupings as connectivity availability varies significantly across the region.

All questions regarding bid technical elements should be directed to Bret Tucker at btucker@shelbyal.com.

The Bidder must submit no less than (3) three references from current clients. The County reserves the right to use itself as a reference and to solicit references from clients other than those listed.

5.0) Evaluation Criteria:

Evaluation will be based on the County's sole judgment of the reliability, quality and features of the services offered, support capabilities of the supplier and price.

6.0) Security Requirements:

(a) *Cybersecurity*. CONTRACTOR and any of its subsidiaries have taken all technical and organizational measures necessary to protect the information technology systems and data used in connection with the operation of CONTRACTOR and its subsidiaries' businesses. Without limiting the foregoing, CONTRACTOR and its subsidiaries have used reasonable efforts to establish and maintain, and have established, maintained, implemented, and complied with, reasonable information technology, information security, cyber security, and data protection controls, policies, and procedures, including oversight, access controls, encryption, technological and physical safeguards, and business continuity/disaster recovery and security plans that are designed to protect against and prevent breach, destruction, loss, unauthorized distribution, use, access, disablement, misappropriation or modification, or other compromise or misuse of or relating to any information technology system or data used in connection with the operation of the CONTRACTOR and its subsidiaries' businesses ("Breach"). There has been no such Breach, and the CONTRACTOR and its subsidiaries have not been notified of and have no knowledge of any event or condition that would reasonably be expected to result in, any such Breach.

(b) *Data Security*. COUNTY data shall be stored in databases and/or other repositories controlled by CONTRACTOR in a safe and secure manner. All CONTRACTOR administrator and user county network access (internal & remote) shall require specific multi-factor authentication controls.

(c) *Backup and Data Recovery*. In accordance with industry standards and practices, CONTRACTOR shall provide backup and data recovery. At a minimum, backup and data recovery efforts shall include the following:

- (i) *Regular Backup of Data:* COMPANY shall ensure that all data stored on its platform is backed up on a regular basis. Backups will be performed at least one time per week, and such backups shall be retained for a period of 12 months. The frequency of backup may be adjusted based on mutual agreement between the parties, subject to the COUNTY'S requirements.
- (ii) *Backup Storage:* All backups shall be stored securely in a geographically redundant environment, ensuring that the backup data is protected against loss, corruption, and unauthorized access. The backup system shall employ encryption both at rest and in transit to maintain the confidentiality and integrity of the COUNTY data.
- (iii) *Testing and Verification:* CONTRACTOR shall regularly test and verify the integrity and recoverability of the backup data at least quarterly. The testing process should confirm that the data can be successfully restored within a reasonable timeframe (e.g., within 4 hours). CONTRACTOR shall notify the COUNTY in writing when such tests are performed, and any issues identified during testing shall be promptly addressed.
- (iv) *Backup Restoration:* In the event of data loss, corruption, or system failure, CONTRACTOR shall restore the COUNTY'S data from the most recent available backup within 1 day of a request from the COUNTY. The restoration process should ensure that the data is fully recoverable without significant loss of service.
- (v) *Notification of Backup Failures:* CONTRACTOR shall notify the COUNTY immediately if a backup failure occurs, providing details regarding the failure, the potential impact on data integrity, and the corrective actions that are being undertaken to resolve the issue.
- (vi) *County Rights:* COUNTY shall have the right to request copies of the most recent backup data, upon reasonable request and at no additional charge, subject to any applicable legal or regulatory constraints.