

SIP Trunk 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:
 - 911 Calling
 - Local Calling
 - Long distance Calling within the lower USA
 - Incoming toll free
 - PS/ALI services
 - Carrier must allow for multiple customer IPs for calls to be sent to for INBOUND failover.
 - Ray Baum’s compliance must NOT require a unique DID for each extension.
 - “Burstable/Elastic SIP”, the carrier will allow for more call paths if the contracted call paths are full.
 - Carrier must provide at least four (4) signaling servers for OUTBOUND failover.
- The SIP Trunk Services shall also be capable of the following:
 - T.38 protocol
 - 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.

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 Tyrus Kidd at tkidd@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.