

**BACKGROUND**

1. The City of Ocala requires the services of an experienced Vendor to provide all labor, equipment, and tools necessary to provide long-distance telephone services. Vendor will provide the City with intra-state and inter-LATA full 10-digit calling to be routed over Session Initiation Protocol (SIP) trunking for long-distance communication. This project aims to enhance the City's telecommunication infrastructure, ensuring efficient and cost-effective long-distance calling.

**EXPERIENCE REQUIREMENTS**

1. **Experience Requirement:** Vendor must possess at least ten (10) years of experience providing commercial long-distance telephone services and support.
2. Vendor must provide at least **three (3)** references of other municipalities that they have provided with long-distance telephone services. Upload this information in the section listed "Sample Projects" in the solicitation upload section.

**PROJECT SUMMARY****1. The Vendor will be required to perform the following services for the City of Ocala:**

- a. Assessment:
  - i. Conduct an assessment of the City's current telecommunication infrastructure to determine the technical requirements for SIP trunking implementation.
  - ii. Develop a detailed project plan, including timelines, resource allocation, and management strategies.
- b. Integration / Implementation:
  - i. Integrate SIP trunking with the City's existing telecommunication systems to support intra-state/inter-LATA full 10-digit calling.
  - ii. Ensure compatibility with current hardware and software, including PBXs, IP phones, and network equipment.
  - iii. Must provide an average of 25k minutes per month to include U.S. Territories, overseas, and international calls.
  - iv. Perform rigorous testing to ensure functionality, including call routing, quality, and connectivity.
  - v. Ensure compliance with regulatory requirements.
  - vi. Enhance call quality and reduce communication costs.
  - vii. Coordinate with the Project Manager and incumbent vendor during implementation to minimize service disruption.
- c. Maintenance & Support:
  - i. Provide review of calling history and allow adjustments on an annual basis.
  - ii. Provide technical support, maintenance, and monitoring of the long-distance calling services on a 24 x 7 basis during the contract period.

- iii. Must provide immediate, and/or emergency response to telephone related interruptions.

### **Submittal Requirements**

Bidders must provide a detailed explanation of the intended process of integrating / implementing SIP trunking with the City's existing telecommunication systems. This information must be submitted in the section labeled "**Submittal Requirements/Integration Process**".

## **VENDOR REQUIREMENTS**

1. Vendor to supply and provide their own hand tools, ladders, lifts, or other needed installation equipment.
3. Vendor is responsible to provide all safety-related personal protection equipment.
4. Vendor must utilize competent employees in performing the work. Employees performing the work must be properly licensed or qualified as required by the scope/project.
5. The Vendor shall provide an assigned Project Manager, who will be the primary point of contact. Vendor must provide a valid telephone number and address to the City Project Manager. The telephone must be answered during normal working hours or voicemail must be available to take a message.
6. At the request of the City, the Vendor must replace any incompetent, unfaithful, abusive, or disorderly person in their employment. The City and the Vendor must each be promptly notified by the other of any complaints received.
7. The employees of the Vendor must wear suitable work clothes and personal protective equipment as defined by OSHA. Employees shall be clean and in as good appearance as the job conditions permit.
8. No smoking is allowed on City property or projects.
9. Vendor must possess/obtain all required equipment to perform the work. A list of equipment shall be provided to the City upon request.
10. All company trucks must have a visible company name/logo on the outside of the vehicle.
11. **Deliverables:** The Vendor shall provide configured SIP trunks ready for use; documentation of all testing activities and results; user guides and instructional content; and all equipment manuals and warranty paperwork to City staff. Deliverables must be provided to the City of Ocala Project Manager before payment for such work.
12. **Working Hours:** The normal/standard working hours for this project are 8:00 AM – 5:00 PM Monday through Friday, excluding holidays. Vendor shall provide 48-hour advance notice to City Project Manager for work outside normal shift hours. The City may decline the request.
13. **Emergency Hours:** Vendor shall be available for emergency repair work after hours, 5:00 PM – 7:00 AM Monday through Friday, and at all times on weekends and/or holidays.
14. **Required Response Times:**
  - o **Non-Emergencies:** Twenty-four (24) hours or less, or as mutually agreed upon in writing with City Project Manager.

- **Emergencies:** Two (2) hours or less, or as mutually agreed upon in writing with the City Project Manager. Emergency repair service call will be identified as such by the City representative requesting the service.

### INSURANCE REQUIREMENTS

1. **Commercial General Liability:** with limits of \$1,000,000 per occurrence/\$2,000,000 aggregate.
2. **Commercial Automotive Liability:** a combined limit of not less than \$1,000,000.
3. **Workers' Compensation and Employer's Liability:** per Florida statutory requirements.

### CONTRACT TERM

1. **Construction Time:** The required start time after the City-issued Notice to Proceed (NTP) shall be a maximum of **10 calendar days** to begin work. Successful Integration and Implementation of SIP trunking with the City's existing telecommunication systems will be completed within **45 calendar days** of the issued NTP.
2. **Lead Time:** The maximum acceptable lead time on materials is two (2) weeks. The City shall issue a Notice to Proceed (NTP) upon notification of receipt materials by Contractor.
3. **Term:** The resulting Integration and Services Contract will be for an initial term of five (5) years.
4. **Renewals:** Two (2) optional, one-year renewal terms.

### CITY OF OCALA RESPONSIBILITIES

1. The City of Ocala will furnish the following services/data to the Vendor for the performance of services:
  - A. Access to City buildings and facilities to perform the work.
  - B. Provide access to drawings, specifications, and other information prepared by/for the City of Ocala pertinent to the Vendor's responsibilities.
2. The City reserves the right to purchase any materials for the Vendor to use. The Vendor shall not charge a mark-up fee for material furnished by the City.

### VENDOR RESPONSIBILITIES

1. The Vendor shall complete all work performed under this solicitation in accordance with policies and procedures of the City of Ocala and all applicable State and Federal laws, policies, procedures, and guidelines.
2. The Vendor shall obtain and pay for any and licenses, additional equipment, dumping and/or disposal fees, etc., required to fulfill this contract.
3. Installation shall be in compliance with all requirements and instructions of applicable manufacturers.
4. Vendor is responsible for any and all damages including but not limited to buildings, curbing, pavement, landscaping, or irrigation systems caused by their activity. Should any public or private property be damaged or destroyed, the Vendor at their expense, shall repair or make restoration as acceptable to the City of destroyed or damaged property no later than one (1) month from the date damage occurred.
5. If the Vendor is advised to leave a property by the property owner or their representative, the Vendor shall leave at once without altercation. Vendor shall then contact the City Project Manager within 24 hours and advise of the reason for not completing the assigned project.

6. Data collected by the Vendor shall be in a format compatible with, or easily converted to City's databases. A sequential naming convention should be applied to the files and documentation provided to the City.
7. The Vendor shall ensure that all documents prepared under this contract are compatible with a Windows-based operating system computer using the most current version of Microsoft Office, which includes: Word, Excel, Power Point, Access, or any other software as specified and approved by City staff.

### SITE HOUSEKEEPING AND CLEANUP

1. **Cleanup:** The Vendor shall keep the premises free at all times from accumulation of waste materials and rubbish caused by operations and employees. Such responsibilities shall include but not limited to:
  - A. Periodic cleanup to avoid hazards or interference with operations at the site, and to leave the site in a reasonable neat condition.
  - B. Work site will be completely cleaned after each day of work.
  - C. Vendor shall dispose of debris in a legal manner.
2. **Final Cleaning:** Upon completion of work, clean entire work area as applicable.
  - A. All furnishings and equipment shall be placed back in the original locations.
  - B. All work areas must be returned to their original condition.
  - C. The Vendor shall clean and remove from the premises, all surplus and discarded materials, rubbish, and temporary structures, and shall restore in an acceptable manner all property, both public and private, which has been damaged during the prosecution of the work and shall have the work in a neat and presentable condition. Note: All debris shall be removed from the premises

### SAFETY

1. The Vendor shall be fully responsible for the provision of adequate and proper safety precautions meeting all OSHA, local, state, and national codes concerning safety provisions for their employees, sub-contractors, all building and site occupants, staff, public, and all persons in or around the work area.
2. In no event shall the City be responsible for any damages to any of the Vendor's equipment, materials, property, or clothing lost, damaged, destroyed or stolen.
3. Prior to completion, storage and adequate protection of all material and equipment will be the Vendor's responsibility.

### WARRANTY

1. Vendor will provide a 5-year material and labor warranty from the effective date of the resulting contract, against operational failure caused by defective material or workmanship which occurs during normal use.
2. All manufacturer warranty documentation and owner/operator manuals must be provided before final payment request.

**INVOICING**

1. All original invoices shall be emailed to: William Hughes, Ocala Fiber Network, 3001 NE 21 St., Ocala, FL 34470 Email: [whughes@ocalafl.gov](mailto:whughes@ocalafl.gov)
2. Vendor will invoice at least once a month.

**PRICING AND AWARD**

1. Bidder must upload a completed Price Proposal with their response.
2. Pricing must include all associated taxes and fees.
3. Bidder must bid on all line items.
4. Bids will be received on a unit price basis. Award will be made to the lowest bidder meeting all requirements outlined herein.