



JEFFERSON COUNTY DEPARTMENT OF HEALTH

1400 6th Avenue South, Birmingham, AL 35233
(205) 930-1961/Fax (205) 930-1060

Serving Jefferson County Since 1917

Hazel L. Collins

Purchasing Agent

March 31, 2026

RFP # 26-03-07

REQUEST FOR PROPOSAL (RFP)

The Jefferson County Board of Health (the "Board") and the Jefferson County Department of Health (the "Department") (collectively, "JCDH") will be accepting sealed RFPs for **Internet Access, SIP and Next Generation Firewall with SD-WAN** which will be received by:

Purchasing Agent, Jefferson County Department of Health, General Services Annex,
401 14th Street South, Birmingham, AL 35233,

until 10:00 am CST., Friday, April 17, 2026, (the "RFP Period") at which time and place they will be publicly opened and read. The Project will involve an expenditure in excess of thirty thousand dollars (\$30,000) and is subject to competitive procurement provisions of the Alabama RFP Law, Ala. Code 41-16-50 et seq.

A. SCOPE OF WORK AND MATERIALS

Prospective Offerors may download the complete solicitation including the specifications and RFP forms via the internet at <https://jcdh.org/SitePages/About/RFPs.aspx> , or by visiting the Purchasing Office at the address shown above, or by calling (205) 930-1961, fax (205) 930-1060 and requesting a copy be mailed to you. Any addenda will be available on the JCDH website.

Offeror is responsible for checking for addenda until RFP opening date. Addenda will be mailed only to those vendors who were provided a copy in person or by mail. **Offerors are strongly encouraged to read the entire solicitation.**

B. RFPS

All RFPs must be submitted on RFP Form in a sealed envelope indicating "**SEALED RFP – RFP # 26-03-07, Internet Access, SIP and Next Generation Firewall with SD-WAN**" with opening date and RFP number printed on outside of envelope.

All Offerors must complete and provide the following:

- The notarized State of Alabama disclosure form included in the RFP package;
- The Addendum to RFP Agreement Contract;
- A copy of their E-Verify certificate with the assigned number from the U.S. Department of Homeland Security;
- A W-9 Form;
- Business License (City of Birmingham/Jefferson County)
- The Beason-Hammon Alabama Taxpayer and Citizen Protection Act Supplemental Form; and
- All other documents listed in the enclosure

C. BONDING

It is **required** for any contract/purchase exceeding \$10,000.00 that the Offeror submits with their RFP a certified check, a cashier's check or a RFP bond payable to the Jefferson County Department of Health in the amount of \$500.00. For any RFP award to be considered that exceeds \$10,000, it must be accompanied by an acceptable RFP bond or check. RFP bonds will be returned to all unsuccessful Offerors after the formal award is made and to the successful Offeror after acceptance of the award. Should the successful Offeror fail to accept the award, the RFP bond or check shall be forfeited.

D. OTHER RFP REGULATIONS AND REQUIREMENTS

- No RFP may be withdrawn for a period of sixty (60) days after the date of the RFP opening.
- JCDH reserves the right to reject RFPs if such action is determined to be in the best interest of JCDH.
- JCDH reserves the right to reject any or all RFPs or parts of RFPs and to make the award either “all or none” or per line item on the merit and/or feature of method and quality, delivery, and service availability as the best interest of JCDH appears.
- JCDH is exempt from all tax. This statement in no way is to be construed as relieving a seller or contractor from paying any tax assessed to him as a seller or contractor.
- JCDH reserves the right to require documentation that each Offeror is an established business and is abiding by the ordinances, regulations, and laws of their community and the State of Alabama.
- If you are required by any regulatory agency to maintain professional license or certification to provide any product and/or service solicited under this RFP, JCDH reserves the right to require documentation of current license and/or certification before considering and awarding the RFP.

E. COMMUNICATION DURING RFP EVALUATION

There shall be no communication during the evaluation period between any vendor and JCDH agency requisitioning the good or service to be procured. Any communications, written, oral, or electronic between the vendor and the requisition agency must come through the Division of Purchasing Buyer administering the RFP.

F. QUESTION/INQUIRY

Telephone inquiries with questions regarding clarification of all specifications of the RFP will not be accepted. All questions concerning the RFP, product, and/or service specifications must be e-mailed to Hazel Collins at hazel.collins@jcdh.org and Glenda Smith at glenda.smith@jcdh.org. Please reference the RFP number and Question/Inquiry in the e-mail subject.

G. LETTER OF NOTIFICATION

All Offerors for this RFP are requested to reply via email to notification of Intent indicating that they intend to submit a RFP. Only those Offerors submitting the Notification of Intent will be advised of any clarifications, addendum, and answers to inquiries and/or questions pertaining to this RFP. The email of Notification of Intent can be emailed to hazel.collins@jcdh.org and glenda.smith@jcdh.org. Please reference the RFP number and Notification of Intent in the e-mail subject.

H. PROJECTED SCHEDULE OF EVENTS

Jefferson County Department of Health reserves the right to adjust the following schedule of events where needed to benefit the County.

Announcement of RFP	March 31, 2026
Deadline for Offeror’s Questions	April 6, 2026 at 4:00 pm CST
Deadline for Notification of Intent	April 6, 2026 at 4:00 pm CST
Deadline for Offeror’s Answers	April 8, 2026 at 4:00 pm CST
RFP due Date & Public Opening	April 17, 2026 at 10:00 am CST

Hazel L. Collins

Hazel L. Collins, CPP, CPPM
Purchasing Agent

HC/gs
AM: 04-04-26
Enclosures

SPECIFICATIONS

A. STATEMENT OF PURPOSE/OBJECTIVE

The Jefferson County Department of Health (JCDH) is seeking qualified firms to provide and implement a robust Internet Access Service, SIP and Next Generation Firewall with SD-WAN that includes but not limited to redundant fiber connections per site for internet access, HA design for Next Generation Firewall with SD-WAN and SIP services delivered to two different sites working in conjunction.

Offerors eligible to submit an RFP must not be on the U.S. General Services Administration lists of Parties Excluded from Federal Procurement or Non-Procurement Programs. RFPs will be submitted for furnishing all labor and materials, software licenses, services, and integration, and performing all work. The successful Offerors will be notified of RFP award via the Jefferson County Department of Health's Notice of Award letter and the approved Standard Addendum to RFP Agreement Contract.

No RFP will be considered unless the Offeror, whether resident or non-resident of Alabama, is qualified to submit an RFP. The Jefferson County Department of Health reserves the right to reject any and all RFPs and to waive any formalities in the solicitation process, and to be the final authority in any conflict.

OBJECTIVES

JCDH's functional objectives and conditions for Internet Access, SIP and Next Generation Firewall with SD-WAN, but not limited to:

- a) The selected solution must be a commercial, off-the-shelf solution that has been successfully implemented within the last two years.
- b) JCDH intends to select a single contractor for all proposed services.
- c) JCDH intends to use a single-pane with single sign on for Internet Access, SIP and Next Generation Firewall with SD-WAN monitoring and support.
- d) The selected solution must provide two different internet service providers per location requested utilizing different fiber optic feeds for service.
- e) The selected solution must provide Next Generation Firewall capabilities with SD-WAN in a HA design per site.
- f) The selected solution must provide SIP trunking at two separate locations working as one trunk group.
- g) JCDH reserves the right to accept or reject any proposed integration partners, while retaining the provider's solution.

COUNTY'S EXPECTATIONS

It is the intent of the Jefferson County Department of Health (JCDH) to award a contract or contracts, wherein the responsible firm(s) will have the solution up and running and meet the department's expectations for the duration of the contractual agreement, after which the remaining contract will be for support and maintenance. **The firm(s) must provide documentation that they have the experience and personnel to handle all aspects of this contract as deemed necessary by JCDH.**

B. BACKGROUND

The Jefferson County Department of Health (JCDH, located in Birmingham, Alabama, serves a population of about 660,000 residents. Jefferson County Department of Health serves the most populous county in the state by providing primary and limited specialty care and core public health services to county residents. The mission of JCDH is to prevent disease, assure access to quality health care, promote a healthy lifestyle and environment, and protect against public health threats.

C. QUALIFICATIONS/CONSULTANT SELECTION CRITERIA

All proposals submitted will be evaluated in the following:

- Cover letter is required (Statement of Project Understanding) which explains the ability to meet the goals and objectives and describe the project team, including roles and responsibilities.
- Requirements and qualifications
- References from clients with similar scope of work
- Pricing

D. OFFEROR CONTRACTS

Successful firm will be the only contract. RFPs will not be accepted from vendors that sub-contract their work.

E. TERMINATION

The contractual agreement or addendum associated with any RFP may be terminated by JCDH with a thirty (30) day written notice of cancelation to the other party regardless of reason.

Any violation of the agreement or addendum associated with any RFP shall constitute a breach and default of this agreement. Such termination shall not relieve the contractor of any liability to JCDH for damages sustained by virtue of a breach by the contractor.

F. CONTRACT PERIOD

May 2, 2026 until May 1, 2029.

G. AWARD

The Award will be made in whole to the highest scoring responsible Offeror's proposal evaluation criteria provided the Offeror meets all requirements and specifications required by JCDH and the Offeror meets all requirements under the Alabama Competitive RFP Law.

H. PRICE

The total RFP price, including all line-item prices, will remain firm for the entire duration of the RFP Period. Price is to include all related fees. Invoice(s) must be itemized and billed after delivery/completion.

I. FREIGHT

Prices are to include transportation, fuel, handling, service, freight charges and deliveries/pick-up as specified. JCDH will pay no additional fees unless previously agreed to in writing.

J. TAX

JCDH is exempt from all tax. Offeror shall be responsible for any tax that may be levied or assessed by reason of this transaction.

K. PRE-PAY

No pre-payments will be made.

L. ADDITIONS TO CONTRACT

JCDH has attempted to list all aspects of the Project that will be required during the term of the Agreement. However, JCDH reserves the right to purchase additional quantities and/or related items from the successful Offeror.

M. PROPOSAL EVALUATION CRITERIA

The scoring methodology will consist of factors weighted in accordance with its importance to JCDH. However, the following factors will include but not limited to these items when making a final recommendation.

Criteria	Description	Maximum Score
Approach	This criterion considers the Offeror’s understanding of the scope of work and the quality and clarity of the Offeror’s written methodology and description of the proposed approach to accomplish the work. Description of the project team, including roles and responsibilities.	25
Functional	This criterion considers the ability of the proposed solution to meet JCDH’s service request as specified. Overall meets requirements/qualifications.	35
Experience	This criterion considers the Offeror’s experience in providing the services solicited by this RFP as set forth in the Offeror’s response and as learned from references.	20
Cost	This criterion considers the price of the solution solicited by this RFP. Offerors will be evaluated on their pricing scheme as well as on their price in comparison to the other Offerors that meets all requirements and specifications requirements as listed.	20
TOTAL	Maximum Score	100

N. INTERPRETATIONS

No modification, deviation, substitution, or other such changes will be made without the prior written approval of JCDH. JCDH reserves the right to reject any or all RFPs submitted and to make the award in the best interest of the Health Department.

O. INSURANCE

Offeror shall furnish to the Board upon execution of this Agreement, a certificate of insurance as evidence of adequate professional and public liability insurance insuring vendor, the Board and Board’s agents, servants, and employees as additional insured.

P. OTHER RFP TERMS AND CONDITIONS

- RFPs will be rejected if there is reason to believe that collusion exists among the Offerors. No participants in such collusion will be considered in future RFPs for the same work.
- Offeror must have all necessary business licenses as required by the State of Alabama, Jefferson County and the City of Birmingham.
- All items must conform strictly to the specifications and shall be subjected to evaluation upon acceptance. If any item is deemed unacceptable or not in conformity with the specifications, such items will be rejected, and items of proper quality as set forth in the specifications shall be furnished in place thereof at the expense of the successful Offeror.
- Failure to comply in accordance with the awarded RFP as submitted, including promised delivery, will constitute sufficient grounds for cancelation of the order and the Contract at the option of JCDH.
- Use of specific names and numbers is not intended to restrict the RFP of any Offeror, seller and/or manufacturer but is solely for the purpose of indicating the type, size and quality, material, service, or equipment considered best adapted to the JCDH’s intended use.
- Offeror will furnish a minimum of three (3) references. References will be accepted only from companies that provide similar type of scope of work as requested herein.
- No Offeror shall be allowed to offer more than one RFP for the said project. If said Offeror should submit more than one RFP for the said project described therein those RFPs shall be rejected.
- No Offeror shall be allowed to offer more than one price on each line item. If said Offeror should submit more than one price per line item, then ALL prices for that line item shall be rejected.

Q. INCURRING COSTS

The Jefferson County Department of Health will not be liable for any costs incurred in preparing RFP responses.

R. TABLE OF CONTENTS

A table of contents should be provided and allow for easy access to all RFP components.

S. NUMBER OF RFPs

One (1) signed original, one (1) copy and electronic copy to be submitted with RFP package. RFP shall be prepared in accordance with the RFP Format in the Scope of Work/Requirements section. RFP not complying with this format may be considered non-responsive and may be removed from consideration on this basis.

T. LAWS

The contractor shall comply with all laws, ordinances, codes, rules and regulations bearing on the conduct of the service.

U. INSPECTION

The Jefferson County Department of Health reserves the right, under the contract, to determine whether service is satisfactory. Failure to satisfactorily perform any or all services outlined in the contract will be grounds for cancellation of the contract.

Successful Offeror will furnish all service and material required for Internet Access, SIP and Next Generation Firewall with SD-WAN in accordance with the specifications.

V. APPLICABLE LAW

A contract entered as a result of this RFP shall be governed and interpreted under the laws of the State of Alabama. The contract shall be on a standard JCDH form as modified for this particular transaction. As JCDH is a public agency, its standard contract contains provisions required by Alabama law and regulations. Those provisions include, but are not limited to, the following topics.

Ala. Code 41-4-142 provides that every RFP submitted and contract executed shall contain a certification that the vendor, contractor, and all of its affiliates that make sales for delivery into Alabama, or leases for use in Alabama, are registered, collecting, and remitting Alabama state and local sales, use, and/or lease tax on all taxable sales and leases into Alabama. **BY SUBMITTING THIS RFP, THE FIRM IS HEREBY CERTIFYING THAT THEY ARE IN FULL COMPLIANCE WITH ALABAMA LAW, THEY ARE NOT BARRED FROM SUBMITTING RFPS OR ENTERING INTO A CONTRACT PURSUANT TO ALA. CODE 41-4-142 AND ACKNOWLEDGE THAT THE AWARDING AUTHORITY MAY DECLARE THE CONTRACT VOID IF THE CERTIFICATION IS FALSE.**

Ala. Code 31-13-9(k) provides the following language must be included in every public contract RFP in Alabama: "By signing the Agreement and this Addendum, the Board and the Contractor affirm, for the duration of this Agreement, that they will not violate federal immigration law or knowingly employ, hire for employment, or continue to employ an unauthorized alien within the State of Alabama. Furthermore, any Contracting Party found to be in violation of this provision shall be deemed in breach of this Agreement and shall be responsible for all damages resulting therefrom."

In addition, any Contractor that employs one or more employees in the State of Alabama must provide evidence of their participation in the federal E-Verify program.

Acceptance of standard JCDH contract terms and execution of the contract are essential elements of the award. Failure to enter into the contract will result in forfeiture of the award. A copy of the form "Addendum to RFP" may be obtained upon request from the Purchasing Agent.

W. GUARANTEE

Offeror certifies by submitting an RFP that Offeror is fully aware of the conditions of service and purpose for which item(s) included in this RFP are to be purchased, and that their RFP will meet these requirements of service and purpose to the satisfaction of the Jefferson County Department of Health and its Agent.

SCOPE OF WORK/REQUIREMENTS

The scope of work and requirements of the Jefferson County Department of Health (JCDH) are listed within this section. Please respond, in a narrative format, to all applicable requirements. The Vendor may reference or attach additional materials or documentation with the submission. A cover letter is required (Statement of Project Understanding).

- 1. General Requirements** – The Internet Access with SIP and Next Generation Firewall with SD-WAN will allow for the following general requirements:

1.1 Internet Access Circuits

- 1.1.1 Two 10G symmetrical enterprise-level internet access circuits delivered to the Central location located at 1400 6th Avenue South Birmingham, AL. 35233.
- 1.1.2 Two 1G symmetrical enterprise level internet access circuits delivered to the Eastern location located at 601 West Blvd Birmingham, AL. 35206.
- 1.1.3 Two 1G symmetrical enterprise level internet access circuits delivered to the Western location located at 631 Bessemer Super Hwy Midfield, AL. 35228.
- 1.1.4 Primary and secondary connectivity must be from two different internet service providers using different fiber connections to the location in question.
- 1.1.5 All services including Internet Access must be presented on one invoice.

1.2 Next Generation Firewall with SD-WAN

- 1.2.1 HA design at each location. This would include two separate SD-WAN devices per location.
- 1.2.2 Solution must be sized to handle the throughput of the internet access circuits listed above.
- 1.2.3 Include remote access VPN for 250 users.
- 1.2.4 Includes hardware, licensing, maintenance, support and warranty replacement.
- 1.2.5 Next Generation Firewall enabled on all SD-WAN appliances.
- 1.2.6 Active/Active deployment methodology.
- 1.2.7 Full read/write access to the Next Generation Firewall/SD-WAN solution.
- 1.2.8 All services, including Next Generation Firewall with SD-WAN must be provided on one invoice.

1.3 SIP Service

- 1.3.1 100 SIP trunks terminating at the Central location located at 1400 6th Avenue South Birmingham, AL. 35233.
- 1.3.2 100 SIP trunks terminating at the Western location located at 631 Bessemer Super Hwy Midfield, AL. 35228.
- 1.3.3 Both sets of trunks work together as one trunk group.
- 1.3.4 Bidder must be able to port/provide all 1,394 existing direct inward dial numbers.
- 1.3.5 Bidder must be able to port/provide 3 existing toll-free numbers.

- 1.3.6 Bidder must provide unlimited local service.
- 1.3.7 All services including SIP must be presented on one invoice.
- 1.3.8 Bidder must provide long-distance service.
- 1.3.9 Bidder must provide e911 service per direct inward dial number.

2. Maintenance and Support – Vendor’s proposal should provide the following information:

- 2.1 Dedicated tier 3 engineering support group assigned to Jefferson County Department of Health for all proposed services.
- 2.2 SLA on response time to all service incidents.
- 2.3 One-hour completion of all standard configuration changes.
- 2.4 Support employees to be W-2 employees of the Bidder.
- 2.5 All support employees located in the US.
- 2.6 Customer software portal interface that includes:
 - 2.6.1 Single-pane with single sign-on for Internet Connectivity, SIP and Next Generation Firewall with SD-WAN solution.
 - 2.6.2 Track, monitor and report all Internet Circuits, SIP and Next Generation Firewall with SD-WAN.
 - 2.6.3 Custom ticketing workflows/process by: location/service/sub-customer.
 - 2.6.4 Ability to write outside parties into and out of a support communication chain.
 - 2.6.5 Live collaboration with tier-3 engineering support from within customer portal.
 - 2.6.6 Document sharing within customer portal.
 - 2.6.7 24x7x365 monitoring and auto ticket creation within portal.

3. Implementation and Project Management - The Vendor must provide a full description of the services and processes that will be undertaken to implement the complete solution in the most efficient, timely and comprehensive manner and include the following information:

- 3.1 Vendor adherence to best practice project management methodologies.
- 3.2 Facilitation of a proven implementation process that can be Completed with a simple implementation methodology.
- 3.3 Description of the process for collaborating with JCDH on the project plan and the mechanisms allowing JCDH to make final changes to that plan.
- 3.4 Provision of training and reference materials (documentation).
- 3.5 Provision of flexible implementation options to accommodate JCDH’s timeline and desired support.
- 3.6 Application Set-up and Configuration Plan to address any custom code and third party integrations included in the Vendor’s overall solution.
- 3.7 Assigned Project Manager for the initial deployment and for the life of contract.
- 3.8 Assigned Project Manager for all services proposed.

4. Compensation Amount and Schedule – The timing of payment or payments will be determined by a contract based on the project scope of work and budget. Please provide separate pricing for the following, regardless of whether the items will be bundled:

4.1 Price for each Internet Access Circuit.

4.2 Price for Next Generation Firewall with SD-WAN device, hardware or virtual.

4.3 Price for Remote VPN user access.

4.4 Price for SIP service.

4.5 Initial configuration and set-up

4.6 Training costs

4.7 Ongoing technical support/maintenance costs, by year

4.8 Additional requirements for services.

4.9 Optional items - The Provider will indicate which items are optional.

5. Timeline

This response to the Request for Proposal is dated _____. (Completed by Vendor)

Estimated time to complete implementation _____. (Completed by Vendor)

6. References:

Successful Offeror will furnish a minimum of three (3) references whose work was performed within the last two years. Include name, address, contact person, telephone number. References will be accepted only from companies that provide similar services with same type and scope as requested herein. The reference sheet is listed on page 10.

FORM FOR RFP #26-03-07
DUE: Friday, April 17, 2026
TIME: 10:00 a.m.

Hazel Collins
Purchasing Agent
Jefferson County Department of Health
General Services Annex Building
401 14th Street South
Birmingham, AL 35233

Submitted below is my firm RFP for specified **Internet Access, SIP and Next Generation Firewall with SD-WAN** in accordance with your RFP #26-03-07.

SECTION I: PRICING CATEGORY

DESCRIPTION	PRICE
Primary and Secondary Internet Access Solution	
Next Generation Firewall with SD-WAN	
SIP	

SECTION II: OPTIONS: Price each item separately other options may be added as needed.

<u>DESCRIPTION:</u>	<u>PRICE</u>
a. _____	\$ _____
b. _____	\$ _____
c. _____	\$ _____
d. _____	\$ _____
e. _____	\$ _____
f. _____	\$ _____
g. _____	\$ _____
h. _____	\$ _____
i. _____	\$ _____
j. _____	\$ _____

Name of Company _____

REFERENCES

Offeror will list a minimum of three (3) references. References will be accepted only from companies that provide a similar type of scope of work as requested herein.

Contact Person _____

Company _____

Address _____

Telephone _____

Contact Person _____

Company _____

Address _____

Telephone _____

Contact Person _____

Company _____

Address _____

Telephone _____

Name of Company _____

Please enclose your business card with your RFP.

Offeror acknowledges receipt of _____ addenda. This page must be returned with RFP.
(addenda numbers)

Date of RFP

Name (print legibly or type)

Company

Title

Street Address

Signature

City State Zip

Tax ID Number

Post Office Box (Zip if different from street address)

E-mail Address

Telephone Number

Fax Number

Terms of Payment

Delivery Date

Alabama Law (Section 41-4-142, Code of Alabama 1975) provides that every RFP submitted and contract executed shall contain a certification that the vendor, contractor, and all of its affiliates that make sales for delivery into Alabama, or leases for use in Alabama, are registered, collecting, and remitting Alabama state and local sales, use, and/or lease tax on all taxable sales and leases into Alabama.

BY SUBMITTING THIS RFP, THE OFFEROR IS HEREBY CERTIFYING THAT THEY ARE IN FULL COMPLIANCE WITH ALABAMA LAW, THEY ARE NOT BARRED FROM RFPDING OR ENTERING INTO A CONTRACT PURSUANT TO 41-4-142, AND ACKNOWLEDGE THAT THE AWARDING AUTHORITY MAY DECLARE THE CONTRACT VOID IF THE CERTIFICATION IS FALSE.