

Whatley Health Services, Inc.  
2731 Martin Luther King, Jr. Blvd.  
Tuscaloosa, AL 35401  
Phone: (205) 758-6647 | Fax: (205) 523-8304

# REQUEST FOR PROPOSAL

BID # 01-2025- NETWORK OPERATING  
SUPPORT SERVICES MANAGEMENT,  
MAINTENANCE AND MONITORING

*Sebastian Shamery, Director of Information Technology*

**Whatley Health Services, Inc.**  
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**BID NOTICE**

**BID # 01-2025- Network Operating Support  
Services Management, Maintenance and Monitoring**

On the **1st day of April 2025**, this notice is hereby given that **Whatley Health Services, Inc. (WHSI)**, located at **2731 Martin Luther King, Jr. Blvd., Tuscaloosa, AL 35401**, will receive competitive sealed Bids in accordance with the State of Alabama Bidding Process.

Bids must be sealed with the words "**BID # 01-2025- Network Operating Support Services Management and Maintenance**" plainly marked on the envelope. Failure to correctly mark Bids may disqualify a Vendor from consideration. All Bids must be in the hands of the **Whatley Health Services' Director of Information Technology, Sebastian Shamery**, at **2731 Martin Luther King, Jr. Blvd., Tuscaloosa, AL 35401**, on or before **April 23rd, 2025 at 10:00am.**

This bid document and any addendums will be available at [www.whatleyhealth.org](http://www.whatleyhealth.org) until bidding is closed.

Proposals should be submitted according to specifications attached. Questions should be addressed at the pre-bid conference or submitted via email to **Sebastian Shamery, Director of Information Technology** at [sshamery@whatleyhealth.org](mailto:sshamery@whatleyhealth.org)

Mandatory on-site bidders meeting will be held on **April 9th, 2025 at 10:00am.** The meeting will be held at **Whatley Health Services, Inc., 2731 Martin Luther King, Jr. Blvd. Tuscaloosa, AL 35401.**

All question-and-answer sessions will be held before and after the walk- through. Vendors not attending this pre-bid conference will not be considered.

The bid is contingent on WHSI, and availability of funds. WHSI reserves the right to implement the proposal in its entirety or in part based on funding and the best interests of WHSI. Bids may be rejected at any time prior to the expiration of this period. WHSI reserves the right to reject any/or all bids as may be deemed best for his interest and reserves the right to award the contract or contracts to other than the low bidder if in the interest of the ultimate economy and standardization to do so.

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Alabama laws require that, as a condition for the award of a contract to a business entity or employer with one or more employees working in Alabama, the business entity or employer must provide documentation of enrollment in the E-Verify program. During the performance of the contract, the business entity or employer shall participate in the E-Verify program and shall verify every employee that is required to be verified according to the applicable federal rules and regulations. The contractor's E-Verify Memorandum of Understanding must be included with the bid. If you do not believe these requirements are applicable to your entity, include an explanation justifying such an exemption. An entity can obtain the E-Verify Memorandum of Understanding upon completion in the E-Verify enrollment process located at the federal web site [www.uscis.gov/everify](http://www.uscis.gov/everify). The Alabama Department of Homeland Security (<http://immigration.alabama.gov>) has also established an E-Verify employer agent account for any business entity or employer with 25 or fewer employees that will provide a participating business entity or employer with the required documentation of enrollment in the E-Verify program. An Employer Identification Number (EIN), also known as a Federal Tax Identification Number, is required to enroll in E-Verify or to establish an E-Verify employer agent account.

Whatley Health Services., Inc. is seeking bids for Managed Service Support and Basic Maintenance for the duration of One Year- beginning August 3, 2025. The Contract will include an additional 2 Year Optional Contract Extension.

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### **LOCATIONS AND ADDRESSES**

Whatley Health Services, Inc. has a total of ten (10) Locations to be included within the Managed Service Support and Basic Maintenance Services.

#### **Maude L. Whatley Health Center/ Theodore R. Hendrix Dental Center**

2731 Martin Luther King Jr. Blvd.  
Tuscaloosa, AL 35401

#### **Whatley Health Services at Eutaw**

200 Morrow Avenue  
Eutaw, AL 35462

#### **LaBridgette R. Ellis Medical and Dental Center**

800 Hall Street  
Greensboro, AL 36744

#### **Vernon Health Center**

141 - 2<sup>nd</sup> Avenue Northwest  
Vernon, AL 35592

#### **Whatley Health Services at Carrollton**

376 Commerce Avenue  
Carrollton, AL 35447

#### **Pickens County Family Practice Center**

27340 Highway 86  
Gordo, AL 35466

#### **Sumter County Health Center**

107 Hospital Drive  
Livingston, AL 35470

#### **Whatley Health Services at Sipsey**

3805 Sipsey Road  
Sipsey, AL 35584

#### **Whatley Health Services at Aliceville**

432 – 5th Street Northwest  
Aliceville, AL 35442

#### **Whatley Health Services- Annex**

429 Skyland Blvd. Suite B-8  
Tuscaloosa, AL 35405

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**Whatley Health Services, Inc. is seeking bids for the following:**  
(See the below Specifications and Services Requested)

Provide Network help desk support, Network Phone Maintenance and Monitoring, Server Network Maintenance, Switch Network Maintenance, Network Infrastructure Support: both onsite and remote support for all 10 Locations.

**Scope of Services Requested:**

**1. Network Help Desk Support:**

- 24/7 Help Desk Availability: Help desk will be available to provide immediate support via phone, email, and remote assistance tools for your staff to all locations.
  - Ticketing System: Include implementation and a managed ticketing system to ensure that all issues are logged, tracked, and resolved in a timely manner.
  - Tiered Support: The help desk will offer tiered support, with Tier 1 handling basic troubleshooting and user queries, while Tier 2 and Tier 3 will focus on more complex technical issues.

**2. Network VOIP IP Phone Maintenance:**

- Phone Maintenance and Configuration: Maintain the existing installation, setup, and configuration of all VoIP phones across all locations, ensuring seamless communication between offices.
- Maintenance and Monitoring: Continuous monitoring of the VoIP system to identify and resolve issues such as call drops, latency, and voice quality problems.
- User Support: Provide end-user training and support to ensure employees can efficiently use the VoIP system.
- System Upgrades: Regular updates and patches to ensure that the system is secure and using the latest technology.

**3. Server Network Maintenance**

- Server Monitoring: Continuous monitoring of all servers to track performance, security, and uptime.

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- Server Maintenance: Regular maintenance, including software updates, patch management, and backups, to ensure server stability and security.
- Disaster Recovery and Backup: Implementation and management of a robust backup solution and disaster recovery plan to minimize downtime in case of an outage.
- Security Management: Regular audits and security patches to protect against vulnerabilities and malware threats.
- Off Site Back-up Monitor and Maintenance- Bi-Weekly Reports

#### **4. Switch Network Maintenance**

- Switch Installation and Configuration: Configuration of switches across all locations, ensuring optimal network performance and security.
- Network Monitoring: 24/7 monitoring of switches to ensure network availability, performance, and fault management.
  - Performance Optimization: Analysis of network traffic to optimize performance and reduce bottlenecks across locations.
  - Firmware Updates: Regular updates and security patches for all switches to ensure stability and protect against vulnerabilities. 5. Onsite and Remote Support
  - Remote Support: Our team will provide remote IT support to all locations using secure remote access tools.
  - This includes help desk support, troubleshooting, and remote maintenance of servers and network devices.
  - Onsite Support: Onsite support will be available for all locations. This includes scheduled visits for maintenance, equipment upgrades, or any issues that cannot be resolved remotely.

#### **5. Firewall and Wireless Network Maintenance**

- Network Monitoring: 24/7 monitoring of Wireless Access Points to ensure network availability and performance.
  - Maintain and Manage Firewall Service and Access Points, Controllers. Support Cloud Management and on-premises equipment. Manage Wireless guest Wi-Fi Authentication.
  - Support VLAN segmentation and Multiple SSIDs for corporate and guest services.

(See Attached Equipment List in Section B)

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## **6. Service Level Agreements (SLA)**

- Response Times: Provide guaranteed response times based on the severity of issues, with critical issues addressed immediately and standard support requests within predefined service levels (SLAs).
- Service Level Agreements (SLA):  
Levels of service:
  - Critical Issues: Response within 30 minutes, resolution within 4 hours.
  - High-Priority Issues: Response within 1 hour, resolution within 4 hours.
  - Standard Issues: Response within 2 hours, resolution within 12 hours.
  - Low-Priority Issues: Response within 4 hours, resolution within 24 hours.

### **Include in Proposal:**

- Company information
- A minimum of three (3) References
- Company Certifications
- Network Management and Reporting Capabilities
- Security Measures and Compliance
- E-Verification
- SLA Information
- Include the IT Management and Monitoring Software Suite used to Monitor the Network
- \$10,000 Bid Bond Check

You must submit three (3) copies of your proposal in hard copy format to **Sebastian Shamery, Director of Information Technology**.

**Vendor must be HIPAA Compliant**

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**PROPOSAL EVALUATION**

Any and all costs incurred by Vendor(s) in preparing and submitting a proposal are the Vendor(s) responsibility and **shall not** be charged to the WHSI or reflected as an expense of the resulting contracts. Proposed vendor responses will be based on but not limited to the following:

<b>Criteria</b>	<b>Weight</b>
Technical Solution	30%
Experience & References	20%
Security & Compliance	20%
Completeness of Proposal	10%
Support & SLA	10%
Prior Experience with Vendor	10%
Total	100%

The selection will be based on all factors indicated in this section and may not go to the lowest bidder if cost is outweighed by a combination of other features in the winning vendor’s bid. The point scale listed will determine the most cost-effective solution

**Whatley Health Services, Inc.** reserves the right to select bid proposals, which in the sole judgment of Whatley most nearly conforms to the specifications set forth herein. WHSI reserves the right to waive any and all issues of form or presentation in considering bid presentations for acceptance or rejection, if, in the sole opinion of Whatley, such waiver is in the best interests of the project.

WHSI is not responsible for any costs incurred by a vendor related to the preparation or delivery of the bid proposal, or any other activities carried out by the vendor as it relates to this RFP.

Changes in applicable laws and rules may affect the award process or any resulting contracts. Vendors are responsible for ascertaining pertinent legal requirements and restrictions. Vendors are encouraged to visit the official FCC website pertaining to the



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The selection decisions made by WHSI under this RFP are final and appeals or re-submissions will not be considered.

The Director of Technology representing WHSI facilities reserves the right to issue any resulting order with the vendor(s) whose proposal, in the judgment of the group, most nearly conforms to the specifications and will best serve the needs of the [Consortium] participant members included in this request. [The Consortium Leader] on behalf the [Consortium] are not obligated to accept any proposal received. It may accept proposals in whole or in part or may reject all proposals.

**Proposal Schedule:**

RFP Release	April 1st, 2025
Pre-Bid Meeting	April 9th, 2025 at 10:00am
Questions Due by e-mail to <a href="mailto:sshamery@whatleyhealth.org">sshamery@whatleyhealth.org</a>	April 10th, 2025
Proposal Response Due	April 23rd, 2025 at 10:00AM
Bid Opening	April 24 <sup>th</sup> , 2025 at 10:00AM

Submit Bid Proposals to:

**ATTENTION: Sebastian Shamery**  
**Director of Information Technology of**  
**Whatley Health Services, Inc.**  
**2731 Martin Luther King Junior Blvd.**  
**Tuscaloosa, AL 35401**

Label Bid Package:

**Network Operating Support Services Management & Maintenance ” BID # 01-2025**

Emailed Questions Subject Line Should be labeled:

**“Question: BID # 01-2025”**

Please Submit Pricing on the Attached Pricing Sheet.

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**Section B- Equipment List**

320 End User Machines-  
Lenovo, Dell, HP, ViewSonic

19 Servers –  
Dell, VMware

Cisco Duo – Multifactor Authentication 18

Access Points  
Ruckus

14 Switches –  
Extreme Network

Back-up – Disaster Recovery  
Datto Appliance and additional Back-up off-site

Firewall-  
Fortinet

UPS - APC

\*During the Pre-Bid Meeting, additional equipment may be identified to be included in the final Vendor bid pricing.

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Pricing Submittal Sheet to Whatley Health Services, Inc.

Company Name \_\_\_\_\_

<u>One Time Setup Cost</u>	<u>Monthly Cost</u>	<u>Any additional Cost</u>	<u>Total Annual Cost</u>

**Optional Cost to Extend Contract for Two additional Years**

<u>One Time Setup Cost</u>	<u>Monthly Cost</u>	<u>Any additional Cost</u>	<u>Total Annual Cost</u>

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_