

# **Alabama State Port Authority**

*Voice over Internet Protocol (VoIP)*

Request for Proposal

**November 29, 2011**



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## Introduction

### Statement of Purpose

The Alabama State Port Authority (ASPA) in Mobile, Alabama is issuing this Request for Proposal (RFP) to solicit proposals to replace its current AT&T Centrex telecommunications system with a premise Voice over Internet (VOIP) system or hosted VOIP service.

### Company Background & Overview

The Alabama State Port Authority (ASPA), headquartered in Mobile, Alabama, owns and operates the State of Alabama's deepwater port facilities in Mobile and ten inland docks facilities. The authority directly employs approximately 600 workers and supports thousands more logistic and maritime jobs creating a \$10 billion impact on Alabama's economy. The Port of Mobile is the nation's 9<sup>th</sup> largest in terms of tonnage with 67 million tons moving through the port in 2008.

The Authority's container, general cargo, bulk, and heavy lift facilities have immediate access to two interstate systems, five Class 1 railroads, and nearly 15,000 miles of inland waterway connections.

### ASPA Current Telecommunications Environment Overview

ASPA currently is using AT&T's Centrex telecommunications system. There are 268 phone lines at ASPA. The breakdown of these lines follows:

Description	Counts
Fax Lines	31
Elevator Lines	6
Lines with fiber connections in office	182 (173 phones)
Lines without fiber connections in office	49
<b>Total Lines</b>	<b>268</b>

The locations of these phones are detailed in Section 2 "ASPA Telecommunication Environment".

### High Level Requirements

The purpose of this RFP is to accept proposals for premise VOIP systems and/or hosted VOIP Services for the ASPA. ASPA will evaluate proposals submitted and select a provider for a system or service that best meets its needs.

If a premise based VOIP system is selected, the provider will be responsible for:

- Providing the hardware, software, and firmware required by the system.
- Installing and implementing the system.
- Providing appropriate telephone equipment for each user's needs or specifying phones on state contracts that can meet users' needs.
- Training users on the use of the system.
- Training administrators on the administration of the system.
- Providing 24/7/365 technical support on the hardware, software, and firmware. Please provide pricing for 1, 2, and 3 year support terms.
- Providing 24/7/365 on-site hardware support with technicians certified on the system. Please provide pricing for 1, 2, and 3 year support terms.
- Assisting ASPA personnel in establishing access to Public Telephone Networks This includes providing local and long distance calling capabilities at no or minimal cost.
- Providing typical telephone PBX features outlined in Section 3 "Minimum Telephone System Features".

- Provide reasonable failover capabilities in the system should the system fail for any reason. This includes redundant equipment that is not located in the same building as the primary equipment.
- Providing a system with SNMP alert notifications of system failures.
- Providing complete documentation on the system and phones.
- Providing system setup and configuration diagrams and information.
- Providing a system that integrates with Microsoft Outlook 2010 and Microsoft Exchange 2010.
- Providing a system that is upgradable to new software versions and features.

If a hosted VOIP service is selected, the provider will be responsible for:

- Providing VOIP services to ASPA using the provider's equipment and servers located at a provider location.
- Providing appropriate telephone equipment for each user's needs or specifying phones on state contracts that can meet users' needs.
- Include local and long distance calling capabilities in the agreement at no or minimal cost.
- Training ASPA users on the use of the service.
- Training ASPA administrators on the administration of the service.
- Provide 24 hour/7 day a week/365 days a year customer and technical support for the service
- Providing typical telephone PBX features outlined in Section 3 "Minimum Telephone System Features".
- Provide failover capabilities in other vendor equipment/sites that will sustain ASPA telecommunications service should the primary equipment fail.
- Providing system setup and configuration diagrams and information.
- Providing a system that integrates with Microsoft Outlook 2010 and Microsoft Exchange 2010.

ASPA wishes to retain the telephone numbers it currently is using and retain the four digit calling capabilities it currently has.

The selected provider must provide 911 services at a level comparable to AT&T's current service to ASPA.

The selected provider must provide voicemail via our Microsoft Exchange server. The provider must provide common telecommunications features available in most PBX systems.

Optionally, ASPA would like to know what Telepresence/Videoconferencing capabilities your offering has.

Please direct all questions regarding this RFP to Stan Hurston, IT Manager at (251) 441-7017 or [shurston@asdd.com](mailto:shurston@asdd.com)

**Schedule**

ASPA expects the RFP process, including award and delivery, to follow the schedule below. Except for deadlines, the dates identified are tentative and subject to change. All respondents will be emailed responses to questions within 48 business hours of receipt.

	Step	Date(s)
1	RFP Issued	Nov 29, 2011

2	Deadline to submit questions	Dec 9, 2011
3	Submission Deadline	Dec 16, 2011
4	Respondent Short List Notification	Dec 29, 2011
5	On-site presentation at ASPA	Jan 9 – Jan 13, 2012
6	Contract Negotiation and Award	Jan 16 – Jan 27, 2012

### Instructions to Proposers

**Sealed proposals to this RFP must be received by Friday, December 16, 2011 10 AM CST at the Alabama State Port Authority, 250 North Water Street, Suite 240, Mobile, Alabama 36602.** Six copies of your proposal are required. Proposals must be submitted via mail, hand, or courier delivered to the above address. Emails or faxes will not be accepted.

Vendors may submit proposals for premise based VoIP systems or hosted VoIP service or a separate proposal for each.

**No work shall commence nor shall any invoices be paid** until the vendor provides the requested proof of insurance as outlined in the 'Insurance Requirement for Proposers' document attached and until such proof is accepted by the ASPA. If you have questions concerning the insurance requirements, please contact Kevin Malpas, ASPA Risk Manager, at (251) 441-7118 or [kmalpas@asdd.com](mailto:kmalpas@asdd.com). No delivery shall become due or be accepted unless a purchase order shall first have been issued by ASPA.

Proposers must adhere to ASPA Access Policies outlined in the section below. This includes access to ASPA restricted facilities and employment practices covered by the Beason-Hammon Taxpayer and Citizen Protection Act. All proposers must certify compliance of the Beason-Hammon Taxpayer and Citizen Protection Act by executing the attached Affidavit and returning it with your RFP response.

Proposal must be clearly identified on the front of the envelope as 'ASPA VOIP Proposal'. Responsibility for timely submittal and routing of proposals lies solely with the proposer. Proposals received after the deadline specified will not be considered.

ASPA reserves the right to reject any or all proposals, to further negotiate with the successful proposer and to waive informalities and minor irregularities in proposals received, and to accept any portion of the proposal if deemed in the best interest of ASPA.

### Vendor Evaluation Criteria

Vendor evaluation factors include but are not limited to total cost of ownership, recommended approach, professional qualifications, experience on similar projects, and reference responses.

### Alabama State Port Authority (ASPA) Access Policy

Proposers must adhere to ASPA access policy as outlined below:

### IMPORTANT NOTICE TO PROPOSERS REGARDING ACCESS TO ASPA RESTRICTED FACILITIES:

Successful proposers requiring access to the Alabama State Port Authority's Restricted Facilities to fulfill any obligations set forth in this proposal must comply fully with the Authority's Access Policy found in its entirety at [http://www.asdd.com/portaccess\\_policy.html](http://www.asdd.com/portaccess_policy.html). The Port Authority's Access Policy requires all persons permanently employed at the port, including ASPA staff, tenants and their employees, surveyors, agents, stevedores, longshoremen, chaplains, contract labor and persons

requesting temporary access to the port, including delivery persons, vendors, contractors, and temporary workers must obtain and display an ASPA issued photo ID badge or visitor badge at all times when accessing or working on port property. In order to obtain an ASPA credential, applicants must also obtain a Transportation Worker Identification Credential (TWIC) and undergo mandatory Security Awareness Training. Information on the TWIC can be found at [http://www.asdd.com/portaccess\\_twicregs.html](http://www.asdd.com/portaccess_twicregs.html)

Information on Security Awareness Training classes and scheduling can be found at [http://www.asdd.com/portaccess\\_securitytraining.html](http://www.asdd.com/portaccess_securitytraining.html)

ALL PROSPECTIVE PROPOSERS ARE ENCOURAGED TO REVIEW THESE POLICIES AND CONSIDER THESE REQUIREMENTS IN PREPARING PROPOSAL SUBMISSIONS

**IMPORTANT NOTICE TO PROPOSERS REGARDING EMPLOYMENT PRACTICES:**

Effective October 1, 2011, the Beason-Hammon Alabama Taxpayer and Citizen Protection Act (“the Act”) requires that any business entity contracting with or approving any grant or incentives to the state, including the Alabama State Port Authority, certify compliance with the Act. Alabama’s new law requires that business entities conducting business with the State register with E-Verify on or before January 1, 2012. E-Verify is an Internet-based system that allows an employer to determine the eligibility of that employee to work in the United States. The E-Verify system is operated by the Department of Homeland Security in partnership with the Social Security Administration. E-Verify is also available in Spanish. For more information about this system, please log onto <http://www.dhs.gov/files/programs/gc-1185221678150.shtm>. All Proposers must certify such compliance by executing the enclosed Affidavit and returning it to the Alabama State Port Authority with your proposal. The Affidavit must be notarized.

## ASPA Telecommunications Environment

### Locations of ASPA Phones – FOR MAP/LOCATIONS SEE EXHIBIT A-1 AND A-2

ASPA is currently using AT&T's Centrex telecommunications service with phones and lines at the following locations:

Building	Department	# Phones	# not on fiber	# of Lines
Main Docks – Administration Bldg	General Cargo	19	1	19
	Intermodal			
	Harbormaster	2		2
	Safety	2		2
	Engineering Services	9		9
	Environmental	6		6
Pinto Island	Pinto	3		3
Main Docks - Garage	Garage	5	1	4
Main Docks – Maintenance	Maintenance	10	4	10
Truck Control	General Cargo	4		4
	Intermodal			
Main Docks – Bulk Plant	Bulk Plant	2	1	2
McDuffie	McDuffie	41	15	41
International Trade Center	Terminal Railway	5		5
	Miscellaneous Lands	2		3
	General Office	18	4	19
	Human Resources	9	3	9
	Public Affairs	3		4
	Finance and Accounting	19		19
	Information Technology	17		23
	Trade/Marketing	8	1	9
Terminal Railway	Terminal Railway	15	5	15
Mobile Middle Bay Port	Mobile Middle Bay Port	9	9	9
Marine Liquid Bulk Terminal	Marine Liquid Bulk	1	1	1
Main Docks – Port Police Badge Office	Port Police	2		2
Main Docks – Port Police	Port Police	8	1	8
Port Police – Other (Main Gate, Blakely)	Port Police	3	3	3
	<b>Total</b>	<b>222</b>	<b>49</b>	<b>231</b>
	<b>Phones on fiber lines</b>	<b>173</b>		

## Minimum Telephone Systems Features

### General Requirements

1. The proposed system/service must include but not be limited to the following "End User" features:

Features	Description
976/900 Block	The ability to block calls to area codes 900 and 976.
Abbreviated 2-digit dialing	Allows creation of up to 100 personal 2 digit speed dial codes
Anonymous Call Rejection	Incoming callers with caller ID blocking will hear a message stating this line does not accept calls from callers who block their number.
Billing Codes	Allows administrators to assign an account, billing, project, or client code to a specific call for tracking the amount of time spent on a particular client or project.
Call Forward All Calls	The ability to redirect all calls to another number.
Call Forward Busy	The ability to redirect calls if the line is busy to another number
Call Forward No Answer	The ability to redirect calls if the line does not answer to another number
Call Return	The ability to place a call to the calling party
Call Trace	Call Trace enables you to initiate an automatic trace of the last call you received
Call Waiting	If a calling party places a call to a called party, which is otherwise engaged, and the called party has the call waiting feature enabled, the called party is able to suspend the current telephone call and switch to the new incoming call
Call Waiting/ID Manager	Call Waiting with ID Manager allows a call waiting call to be handled without interrupting an existing call.
Caller ID	Transmits a caller's number to the called party's telephone equipment during the ringing signal, or when the call is being set up but before the call is answered
Caller ID Block	Block your call from being displayed by Caller ID
Classes of Service	A 3 bit field within an Ethernet frame header that can be used to differentiate traffic
Direct Inward Dial (DID)	Allows direct inward call routing to each extension while maintaining only a limited number of subscriber lines
Do Not Disturb (DND)	prevents calls from ringing on an extension for which DND is activated
Flexible Auto Attendant	The part of an interactive voice response (IVR) system that replaces the human operator and directs callers to the appropriate extensions or voice mailboxes
Flexible Numbering Plan	Allows the digits users dial to reach the attendant, other co-worker's, outside lines, UCD Groups, and Ring Groups to be changed.
Forward to Voice Mail	Redirect call to voice mail
Group Pickup	Allow a user to answer an incoming call that rings on a telephone other than their own

Hold	Enables a caller to be put on hold while a second call is answered or made
Custom Hold Music	The business practice of playing recorded music to fill the silence that would be heard by telephone callers who have been placed on hold.
Hunt Groups	The methodology of distributing phone calls from a single telephone number to a group of several phone lines
Multi-call Park	Allow the parking of one or more calls and then pickup of these calls from any phone
N-way Conference	Allows up to N numbers to be dialed and participate in a conference call.
Off Premises Stations	Provides employees access to the company system while out of the office.
Park and Park Pickup	Pickup any call parked at any extension while your phone is idle
Permanent Per Call Block	Prevents your name and number from being displayed on caller display
Priority Call	A call that has been assigned some enhanced level of priority for processing by a telecommunication network such that it may be expected to achieve precedence over other traffic.
Queues	Customer requests are queued until free resources become available
Redial	The ability to automatically redial the last number you dialed.
Remote Call Forward to DID	Redirect remote call to company system
Selective Call Forward	Forward callers from a select group of numbers to another number.
Selective Call Rejection	Screens every call against a "do not accept" list of numbers you create and rejects those calls on the list.
Speed Dial	Allow the user to place a call by depressing a reduced number of keys.
TAPI Dial Support	Allows programs written using the TAPI API to initiate common telephony functions such as dialing, answering, and hanging up.
Transfer, Blind and Guided	A blind transfer is defined as a transfer made without notifying the destination party before transferring the call. A guided transfer is defined as dialing the number to be transferred to, notifying the person of the call to be transferred, and then transferring the call.
Transfer to Voicemail	Transferring a caller to voicemail.
Urgent Call	Users can specify urgent telephone numbers in the web portal. When receiving a call from those telephone numbers, the word 'Urgent' will show in the Caller ID message.
Virtual Ring	This feature allows routing nuisance or harassing callers to an indefinite ring which will never receive voicemail or ring the user's telephone number.
Voice Mail	a computer based system that allows users and subscribers to exchange personal voice messages
System Default Star Codes	Basic telephony features that are initiated by keying *XX where XX are certain keys.
4-digit dialing capabilities	Self-Explanatory

2. The proposed system/service must include but not be limited to the following “Voice Mail/Unified Messaging” features:
  - a. Force Password Change Upon Initial Login
  - b. Personal/Corporate Distribution Groups
  - c. Custom Operator
  - d. Remote Notification
  - e. Personal Greetings
    - i. No Answer
    - ii. Do Not Disturb
    - iii. Busy
    - iv. Default
  - f. Message Playback
  - g. Compose Message
  - h. Message Retrieval
    - i. Via Telephone
    - ii. Via Web Portal
    - iii. Via Email Client (Microsoft Outlook)
  
3. The proposed system/service must have but not be limited to the following “Web Portal” features:
  - a. Directory
    - i. Company
    - ii. Personal
  - b. Access to Voice Mail
    - i. Inbox
    - ii. Saved
    - iii. Remote Notification
    - iv. Distribution Groups
    - v. Voice Mail Password
  - c. Meet Me Conferencing
    - i. Reserving Conferences
    - ii. Finding Conferences
    - iii. Moderator Functions
  - d. Call Management
    - i. Call Logs
    - ii. Call Control
  - e. Call Treatments
    - i. Default Forwarding
    - ii. Disabled
    - iii. Call Block
    - iv. Forward to Number
    - v. Forward to Voice Mail
    - vi. Priority Call
    - vii. Urgent Call Virtual Ring
    - viii. Find Me
    - ix. Forward When Busy
    - x. Forward When No Answer
    - xi. Selective Call Forwarding
  - f. Options
    - i. Remote Phone
    - ii. Reassign Phone
    - iii. Phone Password
    - iv. Profile
    - v. PC Integration with Outlook Contacts

4. The proposed system/service must have but not be limited to the following “Front Desk/Receptionist” features:
- a. Answering/Managing Incoming Calls
    - i. Answering via Mouse
    - ii. Answer via Shortcut
    - iii. Park
    - iv. Hold
  - b. Transferring Calls
    - i. Priority Transfer
    - ii. Supervised/Announced Transfer
    - iii. Blind Transfer
    - iv. Transfer to Message Center
    - v. Camp-on
  - c. Productivity Tools
    - i. Voice Mail
    - ii. Call Log
    - iii. Company Directory
  - d. Options
    - i. Enable Application Startup
    - ii. Enable/Disable Confirmation boxes
  - e. Auto Attendant
    - i. Announcements
    - ii. Time of Day Routing
  - f. Hunt Groups
  - g. Call Center Features
    - i. Recorded Announcements
    - ii. Time of Day Routing
    - iii. Music On Hold
    - iv. Overflow Destination
    - v. Night Treatment
  - h. Enterprise Administration
    - i. Creation of Users
    - ii. Updating Company Directory
    - iii. Open/Close Business Hours
    - iv. Moves/Adds/Changes
  - i. Automatic Relocation
    - i. Via Enterprise Web Interface
    - ii. Via Telephone IVR
  - j. Reporting and Billing
  - k. 911/E911
5. System/service must be able to supply ASPA call records monthly in a fixed length text or XML file in the following format:

Field	Size	Data Type	Format	Example
Originating Number	10	Number	Area Code + Number	2514417000
Date/Time of Call	17	Date	MM/DD/YYYY HH24MISS	08/26/2011 134501
Duration of Call	8	Time	HHMISS	000601
Dialed Number	10	Number	Area Code + Number	2514417001

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## Premise System Proposal Submission Requirements

Please include the following specified deliverables in your proposal:

1. Introduction (Corporate Overview)
  - a. Company Name
  - b. Years in Business
  - c. Number of customers
2. Provide a detailed description of your proposed system solution.
3. Provide a list of phones that will work with your system that you recommend and methods of procurement (state contract, etc.) and costs.
4. Costs
  - a. Provide costs for each system component or service.
  - b. Describe contract terms and length.
  - c. Include costs for adding, removing, or changing user's service.
  - d. Provide annual support costs for keeping the system at the latest supported level.
5. Explain how your premise system meets ASPA's telecommunication needs.
6. Indicate if your system is on state and/or GSA contracts. If so, list the state and/or GSA contract.
7. Will your system provide the telephone system features listed in the section "Minimum Telephone System Features"? If some features are not offered, list the features not offered.
8. References
  - a. Provide three (3) references from clients of similar size, requirements, and complexity. For each reference provide:
    - i. Company Name
    - ii. Contact Name
    - iii. Contact Title
    - iv. Phone Number
    - v. Email Address
    - vi. Types of Service
    - vii. Dates of Service
9. Customer Support
  - a. Describe your company's process and mechanisms for handling resolution of problems we experience with the system, phones, or other components.
  - b. Describe customer service responsiveness, hours of staff availability, and available communication mechanisms (e.g., written, verbal, electronic, and face to face)
10. Contract Terms and Legal Issues
  - a. Describe your contract terms.
  - b. Please detail the maximum amount of all rate increases per year.
  - c. What are your customary payment terms?
  - d. What contractual protection will you provide in association with your performance?
    - i. What measurement will be used to determine performance?
    - ii. What remedies are available to us if performance measures are not met?
  - e. How are billing disputes handled?

- f. What contractual protection will we have should you terminate this business or in the event you have a significant change in ownership or financial position?
11. Implementation Plan
- a. Provide your high level implementation plan for installing and training users on your system:
    - i. Include a timeline and estimated duration.
    - ii. Basically, from the day the contract is signed, how long will it take to implement your entire solution and what will be the impact to the port?
  - b. Provide your strategy to transition existing ASPA telephone users into your proposed solution.
12. Points of Contact
- a. Identify the single point of contact that serves as the primary interface between your company and ours.
13. Reporting Requirements
- a. What standard and customized reports are available to monitor system utilization?
  - b. Provide a range of sample reports and a description of each report.
14. Market Position
- a. Describe your company's standing in the VOIP market.
  - b. Describe why we should buy your system instead of one of your competitors.
  - c. Note areas of upcoming improvements in your system and future developments.
15. Security
- a. What features in your system insure that call traffic is secure?
  - b. What protects system components from viruses and other malware threats?
16. Corporate Financial Statement
- a. Provide your most recent Corporate Financial Statement
17. Insurance Requirements
- a. Indicate if your company can comply with ASPA Insurance Requirements.
18. Disaster Recovery
- a. It is extremely important that ASPA maintains business continuity with its voice communications. Describe disaster recovery/business continuity options in your system.
19. System Upgrades
- a. What types of system upgrades can be done with the system operational and what types will require system outages?
20. Miscellaneous
- a. Please note any pertinent facts about your services and offerings that were not covered by any of the above.

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## Hosted Service Proposal Submittal Requirements

Please include the following specified deliverables in your proposal:

1. Introduction (Corporate Overview)
  - a. Company Name
  - b. Years in Business
  - c. Number of customers
2. Provide a detailed description of your proposed system solution.
3. Provide a list of phones that you recommend and methods of procurement (state contract, etc.) with costs.
4. Cost
  - a. Provide costs for each service/component.
  - b. Describe contract terms and length.
  - c. Include costs for adding, removing, or changing user's service.
5. Explain how your service offering meets ASPA's telecommunication needs.
6. Indicate if your service is on state and/or GSA contracts. If so, list the state and/or GSA contract number.
7. Will your service provide the features listed in the section "Minimum Telephone System Features"? If some features are not offered, list the features not offered.
8. References
  - a. Provide three (3) references from clients of similar size, requirements, and complexity. For each reference provide:
    - i. Company Name
    - ii. Contact Name
    - iii. Contact Title
    - iv. Phone Number
    - v. Email Address
    - vi. Types of Service
    - vii. Dates of Service
9. Client Satisfaction
  - a. Describe your process and mechanisms for handling client inquiries and reported problems.
  - b. Describe customer service responsiveness, hours of staff availability, and available communication mechanisms (e.g, written, verbal, electronic, and face to face)
10. Contract Terms and Legal Issues
  - a. Describe your contract terms and renewal policy.
  - b. Please detail the maximum amount of all rate increases per year.
  - c. What are your customary payment terms?
  - d. What contractual protection will you provide in association with your performance?
    - i. What measurement will be used to determine performance?
    - ii. What remedies are available to us if performance measures are not maintained?
  - e. Identify any penalties or timeframes that are associated with early contract termination?
  - f. How are billing disputes handled?
  - g. What contractual protection will we have should you terminate this business or in the event you have a significant change in ownership or financial position?

11. Service Level Agreement (SLA)
  - a. Provide your standard SLA.
  - b. What are the financial implications of SLA non-compliance?
    - i. Include descriptions of how credits are applied to client accounts or other means of assuring clients are properly charged for the service provided versus the service negotiated.
  - c. Provide historical statistics on system availability.
12. Contract Exit Strategy
  - a. Provide your standard contract termination language and provisions.
  - b. Indicate the conditions under which contract termination may occur.
13. Implementation Plan
  - a. Provide your high level implementation plan for installing and operating requested services.
    - i. Include a timeline and estimated duration.
    - ii. Basically, from the day the contract is signed, how long will it take to implement your entire solution and what will be the impact to the port?
  - b. Provide your strategy to transition existing ASPA telephone users into your proposed solution.
14. Points of Contact
  - a. Identify the single point of contact that serves as the primary interface between your company and ours.
15. Reporting Requirements
  - a. What standard and customized reports are available to monitor system utilization?
  - b. Provide a range of sample reports and a description of each report.
16. Market Position
  - a. Describe why we should buy your service instead of one of your competitors.
  - b. Note areas of upcoming improvements in your service and future developments.
17. Security
  - a. Explain measures you will employ to insure our phone services are secure.
  - b. Explain your business continuity and disaster recovery plans for your company and how that will affect our services.
18. Change Control
  - a. How do you handle change requests from clients?
  - b. Does your organization have well established documented configuration management and change control procedures as well as test procedures that are exercised when changes are made?
19. Corporate Financial Statement
  - a. Provide your most recent Corporate Financial Statement
20. Insurance Requirements
  - a. Indicate if your company can comply with ASPA Insurance Requirements.
21. Disaster Recovery
  - a. It is extremely important that ASPA maintains business continuity with its voice communications. Describe your disaster recovery/business continuity plan for ASPA if your service is selected.
22. System Upgrades

- a. What type system upgrades can be done with the system operational and what types will require system outages?

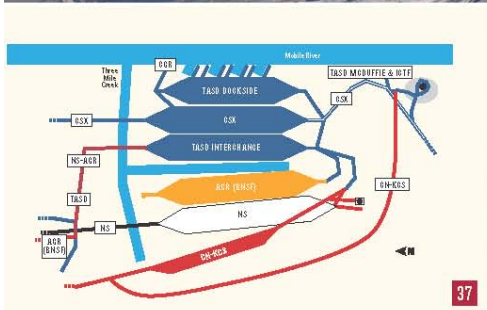
23. Miscellaneous

- a. Please note any pertinent facts about your services and offerings that were not covered by any of the above.

FACILITIES LOCATIONS EXHIBIT A-1



**MAIN DOCKS  
COMPLEX**  
**PORT OF MOBILE  
ALABAMA**



1. 22-acre lighted container/ open berth
2. Pier 2, open berth (900 ft.)
3. Pier 3, 30 x 500-ft.; 200 x 500-ft. transit shed
4. Pier 4, 30 x 500-ft.; 200 x 500-ft. transit shed
5. International Trade Center/Alabama State Port Authority Headquarters
6. Pier 5, 30 x 500-ft.; 100,000-sq.-ft. container & breakbulk operations
7. Pier 6, 30 x 500-ft.; 200 x 500-ft. transit shed
8. Pier 7, 30 x 670-ft.; 200 x 500-ft. transit shed
9. RO/RO berth; 97-ft. traffic area at stern, 580-ft. shipside dock
10. Pier 8, 30 x 580-ft.; 200 x 500-ft. transit shed
11. Unit 19 warehouse, 37,000 sq. ft.
12. Pier 2 Container Interchange Gate
13. Berth 8 warehouse, 68,000 sq. ft.
14. Pier A South, 70 x 570-ft.; 120,000 sq. ft. blast freezer/refrigerated storage terminal
15. A-18 warehouse, 69,000 sq. ft.
16. Center A warehouse, 50,000 sq. ft.
17. Pier A North, 1508-ft.; three berths; 205,500-sq.-ft. warehouse; 85,000-sq.-ft. open storage
18. ASPA Administration Building
19. Pier B South, 102 x 1530-ft.; three berths; 149,600 sq. ft. warehouse; 100-ft.-wide loading apron; dual covered rail
20. Pier B River End, 32 x 650-ft.; 18,000 sq. ft. open storage

21. Pier B North, 76 x 1600-ft., three berths; 274,500-sq.-ft. transit shed, triple-covered rail tracks
22. Pier C South, 80 x 1530-ft., two berths; 410,000-sq.-ft. transit shed; dual-covered rail tracks
23. Pier C River End, 70 x 810-ft.; 62,700 sq. ft. open storage
24. Pier C North, 174 x 1400-ft., three berths; steel & heavy-lift area; 244,840-sq.-ft. open storage.
25. Grain elevator, 800-ft. pier
26. Cement terminal
27. Pig iron dock, 79 x 640-ft.
28. Pier D, 800-ft. wharf, 116 x 410-ft. warehouse on north side of grain elevator
29. Pier D-2, 48 x 500-ft.; 15-acre open storage area
30. Pier E, 1100-ft. berth, twin warehouses, 126,900 sq. ft. each; 47,000-sq.-ft. open storage
31. CG Railway ferry terminal, 130 x 400-ft. cut slip
32. Bulk Material Handling Plant, 1540-ft. pier, two berths; shipside open storage
33. Dry bulk covered warehouses (three warehouses), 193,600 sq. ft.
34. Bulk material west storage yard
35. Truck Control Terminal. Directions: From I-10, exit north onto Water Street. Turn right on Beauregard Street and follow signs. From I-65, exit south onto Water Street. Turn left on Beauregard Street and follow signs.
36. Blakeley Terminal; 153,000-sq.-ft. warehouse; 500-ft. pier
37. Rail system serving Alabama State Port Authority



38. McDuffie Terminal; 3065-ft. of berth (three berths); dredged to 45 feet  
 39. Mobile Container Terminal; 2000-ft. of berth at 45-ft. depth  
 40. Choctaw Point Complex; intermodal rail and Logistics Park; on-terminal road connection to Mobile Container Terminal; access to 5 Class I railroads

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## FACILITIES LOCATIONS EXHIBIT A-2



### **DIRECTIONS**

I-10 East or West / Take Exit 17 to Dauphin Island / Hwy 193

Proceed South on Hwy 193 / Rangeline Road.

Marine Liquid Bulk Terminal will be on Rangeline Road immediately on the left after crossing the Theodore Industrial Ship Channel

Mobile Middle Bay Port: Rangeline Road South to Hwy 163/Hamilton Blvd. Take a Left at Hamilton and proceed east to Dauphin Island Parkway. Take a right onto Dauphin Island Parkway. Take the third left at Middle Road. Follow Middle Road to the first right at Lake Road South.

**IT/S. Hurston**  
**Re: Procure/Setup Premise**  
**Voice over Internet Protocol System (VoIP)**  
**KM/lb 11/2/11**

**ALABAMA STATE PORT AUTHORITY**  
**INSURANCE REQUIREMENTS FOR CONTRACT WORK**

**INDEMNIFICATION**

The Contractor shall assume all liability for and shall indemnify and save harmless the State of Alabama and the Alabama State Port Authority, doing business as Alabama State Docks (ASD), and its officers and employees from all damages and liability for injury to any person or persons, and injury to or destruction of property, including the loss of use thereof, by reason of an accident or occurrence arising from operations under the contract, whether such operations are performed by himself or by any subcontractor or by anyone directly or indirectly employed by either of them occurring on or about the premises, or the ways and means adjacent during the term of the contract, or any extension thereof, and shall also assume the liability for injury and/or damages to adjacent or neighboring property by reason of work done under the contract.

**INSURANCE REQUIREMENTS**

The Contractor shall not commence work under the contract until he has obtained all insurance required under the following paragraphs and until such insurance has been approved by ASD, nor shall the Contractor allow any subcontractor to commence work until all similar applicable insurance has been obtained by the subcontractor or the Contractor has provided coverage for the subcontractor. The Contractor shall provide, at his expense, insurance in accordance with the following:

**General Requirements (applicable to all policies)**

All policies of insurance must be written with companies acceptable to ASD. The Contractor shall furnish to ASD certificates of insurance, signed by the licensed agent evidencing required coverages. ASD reserves the right to require certified copies of any and all policies. Each policy of insurance shall provide, either in body of the policy or by endorsement, that such policy cannot be substantially altered or cancelled without thirty (30) days' written notice to ASD and to the insured. *Except for Workers Compensation, said policies will identify Alabama State Port Authority, its officers, officials, agents, servants and employees as Primary and Non-contributory Additional Insureds in connection with work performed for, on behalf of, or on the property of ASD including a waiver of all rights of subrogation.*

**General Liability**

The Contractor shall take out and maintain during the life of the contract Commercial General Liability insurance, including Blanket Contractual and Completed Operations coverages, in an amount not less than \$2,000,000 for any one occurrence for bodily injury, including death, and property damage liability.

**Automobile Liability**

The Contractor shall take out and maintain during the life of the contract Business Automobile Liability insurance covering any auto in an amount not less than \$1,000,000 for any one occurrence for bodily injury, including death, and property damage liability.

**Workers Compensation**

The Contractor shall take out and maintain during the life of the contract Workers Compensation and Employers Liability insurance providing coverage under the Alabama Workers Compensation Act in an amount not less than that required by Alabama law. Where applicable, Contractor shall take out and maintain during the life of the contract insurance providing coverage as required by Federal statute, including but not limited to U.S. Longshoremen and Harborworkers' Compensation Act (USL&H), Jones Act, and Railroad Federal Employers Liability Act (FELA).

STATE OF \_\_\_\_\_:

COUNTY OF \_\_\_\_\_:

**AFFIDAVIT AND CERTIFICATE OF COMPLIANCE**

Before me, the undersigned authority, a Notary Public in and for said State and County, personally appeared \_\_\_\_\_, who is known to me and who, being by me first duly sworn, deposes and says as follows:

1. My name is \_\_\_\_\_. I am the \_\_\_\_\_ of \_\_\_\_\_ (“Company”), a company that contracts with and/or provides goods or services to the Alabama State Port Authority (ASPA) in Mobile, Alabama.

2. Company certifies that it does not knowingly employ, hire for employment or retain the services of any person who is not authorized to work in the United States as defined in 8 U.S.C. § 1324a(h)(3). Company further certifies that it is in full compliance with all federal and State of Alabama laws and regulations concerning the employment of non-citizens of the United States of America and will continue to remain in full compliance throughout the period Company contracts with or provides its goods or services to the Alabama State Port Authority.

3. Company further certifies that it is currently enrolled or will be enrolled in the EVerify program administered by the United States Citizen and Immigration Services, the Department of Homeland Security and Social Security Administration or that it participates in the program through the Alabama Department of Homeland Security on or before January 1, 2012.

\_\_\_\_\_

STATE OF \_\_\_\_\_ :

COUNTY OF \_\_\_\_\_ :

The foregoing instrument was acknowledged before me this \_\_\_\_\_ day of \_\_\_\_\_, 2011.

\_\_\_\_\_  
NOTARY PUBLIC  
State of \_\_\_\_\_