



REQUEST FOR PROPOSAL

Community Center Public WiFi Network

Buncombe County and Transylvania County, North Carolina

Due- June 25th

June, 2020



REQUEST FOR PROPOSALS COMMUNITY CENTER Wi-Fi SERVICES

Summary:

Land of Sky Regional Council is requesting proposals from qualified firms to create a public wireless (Wi-Fi) network within selected community centers. The scope of services includes the following: (1) system design, (2) equipment and licensing provision, (3) Internet Service identification and/or provision, (4) installation, (5) the warranty necessary to create a public Wi-Fi network in the 4 Community Center areas and Recreation areas, and (6) system monitoring, maintenance and upkeep. As identified in the Coverage Area Map (Attachment 1), Land of Sky (LOS) has identified a priority project area where the provision of Wi-Fi is the focus of this Request for Proposals. The system is expected to provide a strong signal to the outdoor areas of the entire coverage area with ability to connect inside building infrastructure.

Key Dates:

- Proposals Due: Thursday, June 25th, 2020, by 5:00P.M.
Sara Nichols, Regional Planner
Land of Sky Regional Council
339 New Leicester Hwy, Unit 140
Asheville, NC 28806
- Pre-Submittal Meetings, Question Period: Meetings by appointment only – contact to schedule at sara@landofsky.org
- Award of Contract: At or around Wednesday, July 10th, 2020

Screening Committee: County Employees from Various Departments

Contact: Sara Nichols, Regional Planner
(828) 206-0884
sara@landofsky.org
Inquiries regarding the RFP must be made prior to submission

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COMMUNITY CENTER WIRELESS SERVICES

PROFESSIONAL SERVICES REQUEST FOR PROPOSALS

I. INTRODUCTION

The Land of Sky Regional Council is seeking proposals from qualified respondents interested in providing the services as described in this request for proposals (“RFP”). The primary purpose of the community center Wi-Fi is to promote economic development in the rural areas by providing dependable and free Internet access to the General Public.

II. PROJECT PURPOSE

The system will provide no-fee public access to the Internet within the coverage area and will be able to accommodate needs of citizens and patrons community centers around these areas. The system is intended to support “casual” usage and businesses. The system design should be able to provide quality service to parking lots of designated space during social distancing requirements, but flexible to provide interior building WIFI as desired.

III. PROJECT DESCRIPTION

The objective of the community center project is to provide standard 802.11b/g Wi-Fi access to business and consumer class Wi-Fi devices found in notebook computers, PDA’s, tablets, and Smartphone’s. The primary use will be to provide a free “Wi-Fi Hot Zone.”

The coverage areas are defined in Attachment A. Although no estimate can be provided as to the expected service loads, it will be incumbent upon the vendor to provide user and packet prioritization to ensure guaranteed adequate bandwidth for system use. A symmetrical 100MB Internet connection with expandable sizes acceptable for urgent issues is desirable with roaming capabilities, service of at least 200/50 is a must. Proposals should include estimates for the number of client connections per zone, maintaining a preferred connection speed of 20Mbps. Proposed plans exceeding the required minimum coverage speeds will rate highly. Please include in your proposal estimates on capacity for numbers of users inside and outside of structure.

The proposing firm shall include plans to assume maintenance, support, administration, and management of the Wi-Fi network, and to comply with a potential, to-be-negotiated Service Level Agreement. The proposal should include 2 years of service fees for community centers.

Management capabilities of the Wi-Fi network must include software utilities to administrate and manage user sessions, as well as the ability to create, and manage a portal page. The management utilities should also include the ability to set connection time limits for clients, 20 minutes for example, to help maintain network use integrity. Network management capabilities should also include the ability to track and report anonymous use statistics. These statistics will support the ability to analyze and track system performance and provide metrics for system improvements.

While the scope of this project is specific to community center locations, this project may be used as a measure for future wireless initiatives, which may involve further additional hot zones. It is imperative that the proposed system is scalable and that the proposal includes that expansion path.

The four sites included in this project are:

Leicester Community Center
2979 New Leicester Hwy
Leicester, NC 28748

Ox Creek Community Center
360 Ox Creek Rd.
Weaverville, NC 28787

Broad River Community Center
44 Broad River VFD
Black Mountain, NC 28711

Balsam Grove Community Center
8732 Parkway Rd.
Balsam Grove, NC 28708

The qualified firm will propose a solution and equipment that would best meet Land of Sky's stated goals.

IV. PERFORMANCE EXPECTATIONS

Aesthetics

All equipment (access points, antennas, cpe's, power supplies, etc.) should not negatively impact the appearance of publicly visible areas, and community center owner property.

Frequency Coordination and RF Analysis

Assumptions will be made that any design planning would incorporate analysis of existing RF frequencies and signal strengths that will assist with designing and implementing equipment proactively to include frequency coordination with existing Wi-Fi networks. The owner may arrange vendor access to Town-owned facilities to assist in any site surveys.

Security

Proposed equipment must offer the latest security methods utilizing industry-standard technologies. The system must be upgradeable by way of firmware, software, or ROM upgrades as new security technologies are standardized.

Back Haul ISP

Identification of Internet Service Provider options for Internet Service to the Wi-Fi network. The expectation is that the proposal will include options for acquiring or for the provision of Internet service for the Wi-Fi network.

Performance and Reliability

Any implemented network should maintain a minimum of 95% uptime of any managed device, and connectivity. The proposed coverage area should have less than 20% geographic gap coverage of little to no signal strength, while maintaining average latency levels, to not exceed 50-70ms. If unable to meet gap coverage please explain in proposal. The system must have "self-healing" capabilities in the event of device failure, "hangs", or connectivity problems. Contact and support numbers and information will be provided to report and escalate outages and/or other unanticipated network issues.

Physical Requirements

All outdoor equipment must operate in an ambient temperature range of -40 degrees to +140 degrees Fahrenheit, have enclosure and cable connections that are weatherproof, withstand shock and vibration and high wind speeds.

Orientation

Provide orientation that will properly prepare Land of Sky, Buncombe County Government, Transylvania County Government, and community center staff in the use, management services and any planned and unplanned maintenance.

Warranty and Post Implementation Support

Provide manufacturer and vendor warranties on equipment and installation services covering firmware, hardware and software.

V. SCOPE OF SERVICES

Vendors must submit a detailed scope of work outlining the project plan, tasks, scheduling, and milestone events. In general, the owner anticipates a “turnkey” full service process. To that end, services are expected to include, at a minimum, the following:

- Provide system design
- Provide all necessary equipment including access points, antennas, cpe’s, power supplies, etc.
- Identify suitable locations for mounting equipment. Please note: the selected bidder will be required to work with, and receive approval from, the Land of Sky, the community center staff, and other Departments for the use of county infrastructure for the mounting of equipment. Further, Land of Sky, Buncombe County, and Transylvania County will provide as much assistance as possible in negotiating potential infrastructure locations areas of interest around sites.
- Provide all installation services for all equipment (The vendor will be responsible for securing any required permits, if applicable – these may be no fee permits.)
- Provide all necessary software and latest firmware updates
- Conduct necessary testing to assure acceptable service in the coverage area
- Provide and administer the manufacturer’s warranty
- Provide any necessary training to Land of Sky, community centers, and county government staff
- Provide options for back haul Internet service for the Wi-Fi network
- Provide post installation support of the system, as needed
- Provide complimentary service for community centers for 2 years

VI. ORGANIZATION OF THE PROPOSAL

The organization of the proposed scope of work is described in this section of the Proposal guidelines. The proposal shall be limited to 10 pages, exclusive of pre-printed resumes, and similar material that the proposing firm believes will aid in determining its qualifications for the project. The following guidelines must be followed by all potential consultants. If you cannot meet specifications please respond with what you are able to provide to these sites. Priority will be given to companies that can most closely meet specifications.

A. General Provisions

Responses to this RFP must include the following information:

1. The name, address and telephone number of the proposing firm.
2. Identification of the individuals and/or vendors comprising the project team for this project and what specific role each will take in completing the work.
3. A summary of your experience completing similar projects. Please provide examples of the design, equipment and results of these projects. Also include any names, addresses and phone numbers of clients involved with these projects.

4. detailed work plan describing your approach to design, installation, testing and training. The description should, at a minimum, include a listing of manufacturers, including model numbers, for proposed equipment, subcontractors, and a project schedule.
5. Provide detailed warranty and support information.
6. An analysis of back haul Internet services options available to the Wi-Fi network.
7. A detailed listing of fees and costs to complete the project with separate costs for equipment and labor.

B. Supplemental Materials

Vendors may provide any material not specifically required as supplemental information. Additional material may include the following:

1. Additional reports, photos and/or descriptions of similar projects you have completed.
2. Promotional material describing your firm and its services.
3. Additional references.
4. Manufacturer literature.

C. Introduction

A general introduction and description of the proposed approach and methodology shall be provided. The introduction should include a statement of the firm’s approach to design problem solving as applicable to the Community Center Wi-Fi and WIFI enabled parking lot system for identified locations. The format of the introduction and description of the approach is at the discretion of the firm.

D. Scope of Work

Describe the work program to accomplish the scope of work described above. The work program should address issues identified in the Project Description and Performance Expectations and shall provide a detailed description of the work to be accomplished. The organization of the specific work activities in the scope of work should be broken down into tasks, and the anticipated result or output as follows:

TASK: An overview of a related group of subtasks or activities. Normally one or two sentences.

OUTPUT: A description of what the result of this particular activity, task, subtask is. Generally, one sentence.

E. Project Schedule

Describe the time schedule for each proposed task and output described above. Proposed work periods and completion dates, as well as anticipated meeting dates should also be identified.

F. Sub-consultants

List all sub-consultants proposed for this project. Include their resumes, qualifications and specific responsibilities.

G. Relevant Experience

Provide the name and background information of each member of the firm who will perform the actual work described in the RFP and who will work with Land of Sky, Buncombe County Government, or Transylvania County staff a regular basis. Additionally, provide the names and background of all other professional staff that will be working as part of your project team. An organizational chart should be included as well as resumes for each participating staff person.

Provide the relevant previous experience of the lead person for the project. Do not include work done by the firm that the lead person did not have a primary role in managing.

List at least three projects of a similar scope and nature to this proposal that the lead person from your firm had primary responsibilities including:

1. Project Address
2. Reference (with telephone number)
3. Year of Completion
4. Brief written description of the project

Land of Sky reserves the right to contact a proposing firm's previous clients at any time.

H. Cost

Provide the total cost to complete the services described in Section III. The cost proposal should provide a breakdown of the costs based on the sections listed in the Scope of Services, including the cost to deploy the system within the area as defined within the Coverage Maps. Land of Sky reserves the right to exclude certain geographic locations from the final Scope of Work, based on the cost/benefit of system deployment, aesthetics, etc.

VII. SUBMITTAL OF THE PROPOSAL

- A. Proposals may be submitted in an electronic Portable Document Format (PDF) or one original (reproducible and submitted in loose-leaf, letter sized 8.5" x 11" format, with numbered pages) of the completed proposal must be received by Land of Sky Regional Council, C/O Sara Nichols 339 New Leicester Hwy Unit 140, 28806, by 5:00 p.m. on Thursday, June 25th, 2020. Faxes will not be accepted. Electronic submissions (preferred) can be sent via e-mail to sara@landofsky.org
- B. All proposals, as well as any modifications, received to Land of Sky after the hour and date specified above, will not be accepted. Postmarks are not accepted. All proposals will become the property of Land of Sky and will not be returned.
- C. The proposal shall be signed by an officer or officers authorized to execute legal documents on behalf of the Proposer and shall contain a statement to the effect that the proposal is a firm offer for a 60-day period.

VIII. PROPOSAL ACCEPTANCE

Primary consideration will be given to the general appropriateness of the proposal for the project, the technical competence and creative ability of the consultants (as described in the proposal) and the firm's willingness to work closely with Land of Sky, Buncombe County, and Transylvania County staff. Land of Sky reserves the right to reject all proposals that are inappropriate or inadequate.

Timeline for acceptance:

Pre-Submittal Meetings, Question Period	By appointment through June 19th, 2020
Written Proposals Due at 5:00 p.m.	Thursday, June 25th, 2020
Announcement of Short List Proposers and Interviews (if required)	TBD
Selection Committee Recommendation	July 7th, 2020
Contract Negotiation with Successful Proposer	June 29th-July 2nd, 2020
Council Approval / Notice to Proceed	July 7th, 2020
Equipment Installed	Aug. 31st, 2020
Service Available to Community Centers	Aug. 31st, 2020
Project Closeout	September 30th, 2020

IX. Land of Sky Requirements

The contract will be awarded only to a responsible consultant. In order to qualify as responsible, a prospective consultant must meet the following standards, as they pertain to this Request for Proposals.

- A. The Consultant must have adequate technical and financial resources for performance, as well as adequate equipment, or have the ability to obtain and to manage such resources and equipment as required during the performance period of the proposed contract.
- B. The Consultant must have the necessary experience, organization, technical qualifications, skills and facilities or have the ability to obtain and to manage them (including any sub-consultant requirements).
- C. The Consultant must be able to comply with the proposed or required performance schedule.
- D. The Consultant must have a satisfactory record of contractual performance.
- E. The Consultant must maintain the auditable records, documents and papers for inspection by authorized Land of Sky's representatives.

- F. Each consultant firm must be able to provide insurance coverage as follows in conformance with Land of Skys’s requirements:
- | | |
|--|-------------|
| 1) General Liability Insurance | \$1,000,000 |
| 2) Automobile Insurance | \$1,000,000 |
| 3) Workers Compensation Insurance | \$1,000,000 |
| 4) Professional Errors and Omissions Insurance | \$2,000,000 |
- G. The Consultant must be otherwise qualified and eligible to receive an award under all applicable laws and regulations.

X. LOS CRITERIA FOR SELECTING A CONSULTANT

Land of Sky’s criteria in selecting a consultant will include but is not limited to:

- The firm’s background and capabilities, including each firm’s history and areas of specialization, or particular expertise.
- The background of the individuals who will do the actual design work and who will work with Land of Sky on a regular basis.
- The background of all consultants on the project team who are proposed to assist in the development of this project.
- The relevant experience of the lead person for each firm on the project.
- The firm’s expertise with similar projects.
- The firm’s expertise in providing accurate and timely cost estimates.
- The firm’s ability to provide a system design that meets Land of Sky’s defined needs.
- The firm’s ability to meet the Land of Sky’s schedule.
- The firm’s ability to meet minimum guaranteed performance requirements and reliability.
- The firm’s design of scalability or the seamless ability to easily increase capacity and coverage areas.
- The firm’s ability to maintain the system
- Cost of the system.

XI. SELECTION PROCESS

Vendors are invited to schedule a voluntary pre-submittal meeting with Land of Sky Staff between the dates prior to submission. The meetings will provide an opportunity for vendors to ask questions and view Land of Sky conditions. All proposals are due on Thursday June 25th, 2020.

The review team will review the Proposals and select firms to be interviewed. It is anticipated that the review team will be present at any required interviews post review of proposals.

The Consultant will begin work following the signing of the Contract and filing of appropriate paperwork.

XII. LIMITATIONS

- A. All reports and pertinent data or materials shall be the sole property of Land of Sky, and may not be used or reproduced in any form with the explicit written permission of Land of Sky.
- B. Land of Sky reserves the right to extend the time allotted for the proposal to examine verbally the bidder in person, and to request a best and final offer, should Land of Sky deem that it is in its best interests to do so.
- C. This Request for Proposals does not commit Land of Sky to award a contract, or to pay any costs incurred in the preparation of the proposal. Land of Sky reserves the right to accept or reject any or all proposals received as a result of this Request for Proposals, to negotiate with any qualified consultant, or to cancel this request in part or in its entirety. Land of Sky may require the selected Consultant to participate in negotiations and to submit such technical, price, or other revisions to their proposal as may result from negotiations.

ATTACHMENT XIII

1. Community Centers Coverage Area Maps

Attachment XIII

Community Center Coverage Maps

