



REQUEST FOR PROPOSAL

DOWNTOWN PUBLIC WI-FI NETWORK

CITY OF KINGMAN, ARIZONA

September 2019

Summary:

The City of Kingman is requesting proposals from qualified firms to create a no-fee public wireless (Wi-Fi) network within its downtown business area. Installation and maintenance of the wireless network will be funded by the firm from the firm's sale of advertising to be displayed on the portal page of the proposed wireless network, along with other acceptable business options. The facilities owned by the City of Kingman are valuable assets for the deployment of the wireless network and will be made available for use as the City's contribution to the network installation. This includes City owned buildings and City owned street light poles. The scope of services includes the following: (1) business plan for financing the installation and maintenance costs, (2) system design, (3) equipment and licensing provision, (4) Internet Service identification and/or provision, (5) installation, (6) the warranty necessary to create a public Wi-Fi network in the Downtown Business area, and (7) system monitoring, maintenance and upkeep. As identified in the Coverage Area Map (Attachment 1), the City has identified a priority project area (outlined in yellow) where the provision of Wi-Fi is the focus of this Request for Proposals. The coverage area is defined as follows:

- From Andy Devine Avenue (Route66) to Spring Street
- From First Street to Sixth Street
- Metcalf Park
- Locomotive Park
- The Powerhouse Visitor's Center grounds.

The system is expected to provide a strong signal to the outdoor areas of the entire coverage area.

Proposals Due:

October 30th, 2019 (Wednesday) by 3:00 P.M. Arizona Time

Annie Meredith, City Clerk
City of Kingman
310 North 4th St.
Kingman, AZ 86401

Contact:

Joe Clos, Information Technology Director
(928) 753-8116
jclos@cityofkingman.gov

DOWNTOWN WIRELESS SERVICES

PROFESSIONAL SERVICES REQUEST FOR PROPOSALS

I. INTRODUCTION

The City of Kingman ("City") is seeking proposals from qualified respondents interested in providing the services as described in this request for proposals ("RFP"). The primary purpose of the downtown Wi-Fi is to promote economic development in the downtown area 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 the needs of visitors, citizens, and numerous festival and recreation event attendees. The City expects access to the wireless network to have a portal page for local advertising, the proceeds from which will be used by the proposing firm to finance the installation and maintenance of the wireless network. The system is intended to support "casual" usage and businesses should not view the system as providing coverage inside private buildings for the purpose of creating an alternative to commercially available Internet access for ongoing business or residential needs.

III. PROJECT DESCRIPTION

The objective of the downtown wireless 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 outdoor coverage area is 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. The system must support roaming capabilities within the coverage area on a symmetrical 100MB internet connection with expandable service acceptable for a special event. Proposals should include estimates for the number of client connections within the Wi-Fi coverage area while maintaining a preferred connection speed of 10Mbps.

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.

Management capabilities of the Wi-Fi network must include software utilities to administer 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, filter inappropriate websites, and the ability to enforce network availability hours. 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 downtown locations, this project may be used as a measure for future wireless initiatives. Therefore, it is imperative that the proposed system is scalable and that the proposal includes an explanation of that expansion path.

IV. PERFORMANCE EXPECTATIONS

Aesthetics

All equipment (access points, antennas, power supplies, etc.) should not negatively impact the appearance of publicly visible areas, and City owned 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.

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

The City does not currently have City-provided Internet service in the coverage area. 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 99% uptime of any managed device, and connectivity. The proposed coverage area should have less than 10% geographic gap coverage of little to no signal strength, while maintaining average latency levels, to not exceed 50-70ms. The system must have “self-healing” capabilities in the event of device failure or connectivity issues. Contact and support numbers and information will be provided on the landing page 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 and able to withstand shock, vibration, and high wind speeds.

V. SCOPE OF WORK

Vendors must submit a detailed scope of work outlining the business plan for project funding, project plan, and implementation schedule. In general, the City anticipates a “turnkey” full service process. To that end, services are expected to include, at a minimum, the following:

- Provide business model for project funding
- Provide system design
- Provide all necessary equipment including access points, antennas, power supplies, etc.
- Identify suitable locations for mounting equipment. Please note: the selected bidder will be required to work with, and receive written approval from, the City’s Public Works and other Departments for the use of City infrastructure for the mounting of equipment. The City owns buildings as well as power poles throughout the City which will be available for the mounting of infrastructure.
- Provide all installation services for all equipment (The vendor will be responsible for securing any required permits, if applicable.)
- 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 options for back haul Internet service for the Wi-Fi network
- Provide post installation support of the system, as needed

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.

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 the proposing firm’s experience completing similar projects. Please provide examples of the business model, 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 marketing, design, installation, and testing. 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. Detailed analyses of back haul Internet service options available to the Wi-Fi network.

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 marketing as it relates to funding the downtown Wi-Fi system. The format of the introduction and description of the approach is at the discretion of the firm.

D. Scope of Work

Describe the workflow and process that will be followed to accomplish the Scope of Work described above.

E. Project Schedule

Describe the time schedule to complete the project as described in the Scope of Work described above.

F. Relevant Experience

Provide the name and background information of each member of your firm who will perform the actual work described in the RFP and who will work with the City on a regular basis.

List at least three projects of a similar scope and nature to this proposal that your firm has had primary responsibility for completing, to include:

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

The City reserves the right to contact a proposing firm's previous clients at any time.

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).
- B. All proposals, as well as any modifications, received at the City after the hour and date specified above, will not be accepted. Postmarks are not accepted. All proposals will become the property of the City of Kingman 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 viability of the business plan, the technical competence and creative ability of the firm (as described in the proposal) and the firm's willingness to work closely with City Staff. The City reserves the right to reject all proposals that are inappropriate or inadequate.

IX. CITY 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 be otherwise qualified and eligible to receive an award under all applicable laws and regulations.

CITY CRITERIA FOR SELECTING A CONSULTANT

The City's criteria in selecting a consultant will include but is not limited to:

- The firm's ability to provide a sustainable business plan for the system.
- 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 the City of Kingman on a regular basis.
- The firm's expertise with similar projects.
- The firm's ability to provide a system design that meets the City's defined needs.
- 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

X. SELECTION PROCESS

A Committee of City Staff will review the Proposals and select firms to be interviewed. It is anticipated the same Committee will be present at the interview.

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

XI. LIMITATIONS

- A. All reports and pertinent data or materials shall be the sole property of the City of Kingman, and may not be used or reproduced in any form with the explicit written permission of the City.
- B. The City 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 the City deem that it is in its best interests to do so.
- C. This Request for Proposals does not commit the City to award a contract, or to pay any costs incurred in the preparation of the proposal. The City 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. The City 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

XII. ATTACHMENTS

1. Downtown Coverage Area Map

