



REQUEST FOR PROPOSALS
GATEWAY HARBOR PUBLIC WIFI NETWORK
CITY OF NORTH TONAWANDA, NEW YORK

MARCH 2023

Summary: The City of North Tonawanda is requesting proposals from qualified firms to create a no-fee public wireless (Wi-Fi) network within Gateway Harbor Park, located on the historic Erie Canal. The scope of services include the following: 1) System design, 2) Equipment and licensing , 3) Internet Service identification, 4) Installation, 5) the warranty necessary to create a public wifi system within Gateway Harbor, and 6) 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 wifi is the focus of this Request for Proposals. The coverage area is identified as follows:

- Gateway Harbor Park along Sweeney Street
- Sweeney & Webster Streets
- Sweeney & Marion Streets

Proposals Due: By 4:00 PM on Friday, April 7th 2023

Format: Send one hardcopy to :

Laura Wilson
Director of Community Development
500 Wheatfield Street
North Tonawanda, NY 14120

and email one electronic PDF to:

LWilson@lumbercitydc.com

Contact: Laura Wilson, Director of Community Development
716-695-8580
LWilson@lumbercitydc.com

GATEWAY HARBOR WIFI SERVICES
PROFESSIONAL SERVICES
REQUEST FOR PROPOSALS

I. Introduction

The City of North Tonawanda (“City”) is seeking proposals from qualified respondents interesting in providing the services described in the Request for Proposals (“RFP”). The primary purpose of this project is to promote economic development and tourism in the area by providing dependable and free internet access to the general public.

II. Project Purpose

The system will provide a no-fee public access to the internet within the coverage area and will be able to accommodate the needs of visitors, citizens, boaters, and numerous festival and recreation event attendees. The City expects access to the wireless network to have a portal page for potential local advertising. The proceeds from which will be used to assist in the long-term maintenance and monthly internet provider fees for the City. 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. The system should also provide user analytics to help gather user data on their activities within North Tonawanda. This data will assist the City of North Tonawanda in determining where users are going, the duration of their stay, and where they reside.

III. Project Description

The objective of the Gateway Harbor Wireless Project is to provide standard 802.11b/g Wi-Fi access to business and consumer class wi-fi devices found in notebook computers, PDAs, tablets, and Smart phones.

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 band with for system use. 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/track 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 users, 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 track system performance and provide metrics for system improvements.

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 properties.

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 the 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.

Backhaul 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 services 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, not to exceed 50-70ms. The system must have “self healing” capabilities in the event of device failure or connectivity 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 project plan and implementation schedule. In general, the City anticipates a “turn-key” 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, power supplies, bridges, 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 Department of Public Works for the use of city infrastructure for the mounting of equipment. If equipment needs to be mounted on private property, property owner permission must be obtained and documented.
- Provide installation services for all equipment
- Conduct necessary testing to ensure 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, 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/vendors comprising of the project team for this project and what specific role each will take in completing work;
3. A summary of the proposing firm's experience in completing similar projects. Please provide examples of design, equipment, and results of the project. Also list any names, addresses and phone numbers of clients involved in these projects;
4. Detailed workplan describing your approach to 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 analysis of back haul internet service options available to the Wi-Fi network.
7. Proposed total cost of services

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 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 implementation.

D. Scope of Work

Describe the workflow and processes 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 3 projects of similar size and 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 clients at any time.

VII. Submittal of the Proposal

- A. Proposals must be submitted in an electronic PDF document via email to Laura Wilson, Director of Community Development- LWilson@lumbercitydc.com
- B. All proposal as well as any modifications received at the City after the hour and date specified above will not be accepted.
- 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 firm, and the firms 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:

- A. The consultant must have adequate technical resources for performance, as well as adequate equipment, or have the ability to manage such resources and equipment as required during the performance period of the contract.
- B. The consultant must have the necessary experience, organization, technical qualifications, skills and facilities, or have the ability to obtain and manage them (including any sub-consultant requirements).

- C. The consultant must be able to comply with the proposed 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.
- F. The consultant must provide proof of liability insurance., listing the City of North Tonawanda as additional insured.
- G. The consultant must work with a local internet provider to obtain pricing for the ongoing monthly cost to the City.

City Criteria for Selecting a Consultant:

The City’s criteria in selecting the consultant will include but is not limited to:

- The firm’s ability to provide a “turn-key” wi-fi system
- The firm’s background and capabilities, including the firm’s history and areas of expertise or specialization
- The background of individuals who will do the actual work and who will work with the City of North Tonawanda 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 ability to maintain the system
- The firm’s design of scalability, or the seamless ability to increase capacity and coverage areas in the future.
- The total project cost of the project

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 for the interview.

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

XI. Limitations

- A. All reports, pertinent data, or materials shall be the sole property of the City of North Tonawanda and may not be used or reproduced in any form without 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 interest to do so.
- C. This request for proposals does not commit the City to award a contract or 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.

ATTACHMENT 1: PROJECT AREA

