

Request for Proposals

The Town of Chincoteague is soliciting proposals from interested and qualified service providers to establish, own and operate an affordable broadband network throughout the Town.

The intent of this solicitation is to establish a local network that will complement and/or enhance the coverage of the current Eastern Shore of Virginia Broadband Authority (ESVBA). In order to facilitate the creation of this network, the Town will provide the selected service provider with twenty five (25) Mb/s of dedicated internet access free of charge for six (6) months and a discounted rate for the next six (6) months. In month thirteen (13), the service provider will be required to pay the full amount for the required internet services.

Sealed Proposals, in writing, will be received by Town Manager, Town of Chincoteague, 6150 Community Drive, Chincoteague Island, VA 23336 until December 21, 2012 at 4 P.M. local time. Facsimile or electronically transmitted proposals will not be accepted. For more information and to obtain a full copy of the Request for Proposals, contact the Town Manager at 757.336.6519.

MD-0000649239

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PLEASE READ CAREFULLY • SUBMIT CORRECTIONS ONLINE

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REQUEST FOR PROPOSALS

FOR

BROADBAND NETWORK

1. OBJECTIVES

The Town of Chincoteague (Town) is soliciting proposals from interested and qualified service providers to establish, own and operate a broadband network (network) that will offer affordable broadband network service throughout the town.

2. BACKGROUND

The intent of this solicitation is to acquire a network that will complement and/or enhance the coverage of the current Eastern Shore of Virginia Broadband Authority (ESVBA) network. In order to facilitate the creation of this network, the Town will provide the selected service provider with twenty five (25) Mb/s of dedicated internet access free of charge for six (6) months and a discounted rate for the next six (6) months. In month thirteen (13), the service provider will be required to pay the full amount for the required internet services (Appendix A).

3. GENERAL REQUIREMENTS

3.1 STATEMENT OF WORK

The purpose of this statement of work is to express the nature and scope of the project, rather than to be precise in all its details. The Town expects the selected service provider will work with the Town's project manager to develop a detailed work plan before beginning the implementation.

- 3.1.1 Design, furnish, install and operate a network including all hardware and software necessary to complete the project. The network shall have the capacity to provide internet services to residents, businesses, and visitors in the Town.
- 3.1.2 The service provider shall be responsible for installation schedule adherence and installation of all equipment. The service provider shall provide all labor, materials, appliances, tools, equipment, documentation, transportation and services necessary for performing all operations of the work complete as specified herein.
- 3.1.3 Inadvertent omission of any necessary items of work, material or equipment shall not negate the service provider's responsibility to provide those items.

- 3.1.4 The service provider will be responsible for optimizing the performance of the system throughout the life of the contract.
- 3.1.5 The network shall be installed at a physically secure location, wherever possible. The network shall be provided with UPS back-up (adequate for at least one hour of full operation) with conditioned power capabilities and shall be located in an environmentally controlled area, wherever possible.
- 3.1.6 The service provider shall be responsible for surveying the existing facilities and installation conditions in sufficient detail to provide for a complete installation.
- 3.1.7 The service provider shall include a detailed description of the service provider's customer service offerings. This, at minimum, should explain customer / help desk support options and contact information, escalation procedures, access to network status information and sales and equipment ordering services.
- 3.1.8 The service provider shall submit security protocols and design that is anticipated to protect users from identity theft, hackers, fraud artists and viruses.
- 3.1.9 The Town requires that consumer privacy be protected for all users of the network.
- 3.1.10 The service provider shall comply with all applicable local, state and federal laws and regulations

3.2 TECHNICAL SPECIFICATIONS

Service providers are requested to treat this as a proof-of-concept configuration around which a complete broadband solution is to be built. Any contract resulting from this RFP will include the design, installation, maintenance and operation of the network for a period of five (5) years.

As part of the proposal, please include a project description and a detailed design plan. The description / design plan should include information on:

- a. Design architecture including an overall diagram, technology(s), equipment lists, types of connections (point-to-point, point-to-multipoint, protocols, adaptors, etc.) and the Network's scalability.
- b. Coverage – Town wide within three (3) years of approval
- c. Security
 - a. Which Industry Standard Wireless/Wired security protocols will be supported (i.e., WEP, WPA, TKIP, Raduis, ESSID, IPSEC)?
 - b. Does the proposed system support VPNs, VLANs, MAC address filtering?
- d. Monitoring and Management Systems
 - a. Identify what solution(s) are being proposed to manage the Network
 - i. Is the Network centrally managed?

- ii. Are Access Points automatically configured?
 - iii. Is there automatic adjustment of signal strength in overlapping or underserved coverage areas?
 - b. Identify what monitoring tools are available
 - i. Does the system monitor for rogue devices?
 - ii. Does the system provide a graphical display of all Access Points and types?
 - iii. Does the system provide notification of outages, alarms, other?
 - c. Identify what reporting capabilities are available
 - i. What reports (i.e., Usage, up/down time) will be provided / available
 - ii. Are systems / trace logs available?
 - iii. Any performance / benchmarking reporting capabilities?
 - d. Disaster Preparedness / Contingencies

3.3 TRADE SECRETS

Trade secrets or proprietary information submitted by the Provider in connection with a procurement transaction submitted pursuant to subsection B of the Code of Virginia Title 2.2-4317 shall not be subject to the Virginia Freedom of Information Act (Title 2.2-3700 et seq.); however, the Provider shall

- a. Invoke the protections of this section prior to or upon submission of the data or other materials,
- b. Identify the data or other materials to be protected, and
- c. State the reasons why protection is necessary.

3.4 INSURANCE REQUIREMENTS

Minimum Scope of Insurance Coverage shall be:

- a. General Liability: \$1,000,000 per occurrence for bodily injury, personal injury and property damage. If Commercial General Liability Insurance or other form with a general aggregate limit is used, either the general aggregate limit shall apply separately or the general aggregate limit shall be twice the required occurrence limit.
- b. Workers' Compensation and Employer's Liability: Workers' Compensation limits as required by the Labor Code of the Commonwealth of Virginia and Employer's Liability limits of \$1,000,000 per accident for bodily injury and disease.

4 INSTRUCTIONS FOR PREPARING WRITTEN PROPOSAL

4.1 Proposers must submit three (3) copies of their proposal and any other pertinent information concerning their services by **4:00 p.m. on December 21, 2012**, to The Town of Chincoteague, Inc. 6150 Community Drive, Chincoteague, VA 23336. Late proposals will be rejected

4.2 All proposals, whether selected or rejected, shall become the property of the Town.

4.3 At a minimum, complete proposals will include the following:

a. Cover Letter

The cover letter will provide an introduction from the proposing firm that contains the name, title, address and telephone number of the individual(s) with authority to bind the proposal. The cover letter shall also identify the legal form of the firm, i.e., sole proprietor, partnership, corporation, etc. If the firm is a corporation, the cover letter shall identify the state in which the firm was incorporated. The cover letter will also acknowledge that the proposing firm(s) selected as finalists for consideration may be asked to appear, at their own expense, before an evaluation panel to discuss their proposal. The cover letter shall be signed by a principal of the firm or other person fully authorized to act on behalf of the firm.

b. Proposed Pricing for Services

In this section, please provide information on the subscription fees and include any other rates and charges that may apply. The service provider shall be responsible for providing a business plan which should include information regarding the model being proposed, financial considerations and any other information that demonstrates that the proposal is a sound investment strategy and creates a sustainable network.

c. Technical Approach

Provide a narrative that details the offeror's approach to delivering a network compliant with the technical specifications as described in Section 3.1 Technical Specifications above.

d. Terms and Conditions

The proposal must indicate that the service provider agrees to be bound by the proposal and shall enter into a contract to provide services in a form as approved by the Town. The proposal must be valid for at least ninety (90) calendar days from the final submission date of proposals. Your response should include a copy of a sample agreement for the services quoted. In this section also describe any services not previously covered which you believe may be of particular value to the Town.

5. SELECTION CRITERIA

The selection criteria to be used to select the successful proposer will include, but is not limited to, the following:

5.1 Technical approach;

5.2 References from public entities, particularly full-service municipalities;

5.3 Staffing and experience levels;

5.4 Availability/accessibility of proposer to service the needs of the Town.

The Town may, in its discretion, determine not to award a contract solely on the basis of this Request for Proposals and will not pay for the information solicited or obtained.

APPENDIX 'A'

| Monthly Recurring Charges (MRC) for 25Mb/s Internet Access | | | |
|---|-----------------------|-------------------------|-----------------------|
| MRC for Months 1-6 | MRC for Months 7-9 | MRC for Months 10-12 | MRC for Months 13+ |
| \$0.00 | \$625.00 | \$1,250 | \$2,500 |