

CITY OF PEEKSKILL

**REQUEST FOR PROPOSSALS
(RFP)**

City Wide Multi-Service Wireless Platform

RFP Issue Date: December 23, 2010

RFP Submittal Date: January 26, 2011

I. INTRODUCTION AND OVERVIEW

Thank you for participating in the City of Peekskill's Request for Proposal process. The City of Peekskill is soliciting proposals from eligible firms for the installation of a City Wide Multi-Service Wireless Platform (Wi-Fi System). The City has developed this Request for Proposal to outline the minimum system specifications and provide an opportunity for you to highlight your solutions' advantages and benefits.

The City of Peekskill is a Municipal Corporation of the State of New York approximately 47 miles north of New York City by Car. The City is located in the north-western corner of Westchester County, and is bounded by the Hudson River to the west and by the Town of Cortlandt on the north, east and south. Peekskill is 4.3 square miles, with an estimated population of 24,601, making it the only City in the northern half of Westchester County.

The proposed solution should consider best service coverage for the identified service locations in the following priorities:

1. Government and educational facilities;
2. Public safety mobile communications coverage;
3. Business located in the City of Peekskill , NY;
4. Private residences.

A city map is included in Appendix A.

II. SCOPE OF WORK

The proposed network architecture shall allow City of Peekskill to deploy, manage and over time expand a City wide multi-service communication platform.

The network architecture shall allow the utilization and integration of various wireless technology, licensed or unlicensed. All proposals must detail the architecture, systems and manufacturers proposed to meet the functionality described for each application and detail how they will interoperate. Limitations of the proposed architecture must be clearly identified, including issues with scalability, grade-of-service, reliability, MTBF and life expectancy.

The City will be acquiring a complete, fully operational system and not a list of features. All pricing shall be based on a complete end-to-end operational installation, maintenance and coordination.

It is the vendor's responsibility to identify all costs involved with the performance of this contract. Any one-time or non-recurring charges (NRC), ongoing or monthly recurring charges (MRC) or service charges must be identified in total or they will not be the responsibility of the City.

A. General Performance Specifications

- ❑ The network should provide Layer 2 separation to support, multiple simultaneous services and multiple user applications while maintaining security and separation of data.
- ❑ The network shall simultaneously support multiple virtual local area networks (VLANs).
- ❑ Prioritization: The proposed network shall be capable of prioritizing critical traffic over other traffic on the network by user, by application, or a combination of both. The network shall support multiple levels of prioritization to ensure that the most important applications or users have the network access and bandwidth that are required for successful communication.
- ❑ Quality of Service (QOS): The proposed network shall be capable of treating the network content through prioritization and bandwidth management to provide guaranteed QOS. In the event of a disaster, where security and public safety applications must have priority, the proposed network shall automatically adjust QOS for prioritization.
- ❑ Grade of Service (GOS): The proposed network shall use traffic shaping and traffic policing to make sure the network content meets their performance contracts.
- ❑ Latency (packet delay): The proposed latency on the network should include a low latency solution for network traffic from any point to any other point on the network in normal (non-emergency) operation.
- ❑ Jitter: Jitter on any proposed network connection shall be less than 1% in normal (non-emergency) operation.
- ❑ Upgrade-ready: The proposed network shall be capable of integrating new technologies such as the 4.9 GHz Public Safety band, proposed 700 MHz bands, WiMAX and other licensed and license exempt bands onto the network.
- ❑ Clearly identify and provide descriptions (including graphics) of your proposed:
 - Network Connection Points
 - End user backhaul with Network Connection Point interfaces

1. Real time network management and operational support system (NMS/OSS)

- ❑ The NMS / OSS shall be built for wireless infrastructure.
- ❑ All NMS / OSS services shall be available over a secure web based interface,
 - Allow multiple simultaneous users (minimum of 10) without any degradation to the network operations or performance.
 - User visibility and access based on logon and password
- ❑ Real time monitoring and performance including at a minimum:
 - All connections of all services connected or associated devices using SNMP MIB's (Management Information Base) and OID's (Object Information Data).
 - NMS / OSS shall be independent of "built-in" hardware management interfaces
 - The system as proposed shall provide multiple levels of authentication. In addition, the network shall detect any connection that is not encrypted, and can

- detect any node (even if spoofed) that is not authorized on the network and disallow that node from access to the network.
- The system as proposed shall monitor network latency and jitter and provide trend reports and alarms.
- Please identify all the monitoring points provided by the proposed network management system such as signal strength, uptime and status of other critical radio functions, including security, encryption and code revisions. The system allows the network operator to proactively address problems before network failures occur.
- ❑ Historical reports including;
 - Reporting on hourly, daily, weekly, monthly, annually statistics
 - SQL query able commercial grade database
 - Real time and historical signal levels
 - Individual device and component availability including the ability to integrate availability statistics of downstream SNMP devices such as routers and switches
- ❑ Notification Capabilities; please provide all notification capabilities and limitations including:
 - number of individuals that can be addressed
 - Pagers
 - Fax
 - Email
 - IM

2. **Fixed Location Connections**

- ❑ Proposed network will provide service coverage of up to 95% of all identified locations in Core Central business districts, within the City of Peekskill. The City will provide a list of the identified locations.
- ❑ Secure IP services (metropolitan LAN services)
- ❑ IP data communications of up to 30 Mbps data rate (bi-directional) but no less than 3 Mbps in the operational coverage area. Some areas could require additional mounting assets.
- ❑ 100% encryption to a minimum AES 128 standard
- ❑ Ruggedized, carrier-class outdoor solution for equipment.
- ❑ The City will provide locations for additional mounting assets, as needed.

3. Secure wireless AMR (Automated Meter Reading) & SCADA and Telemetry Transport

- ❑ Proposed network will support data transport for SCADA (Supervisory Control and Data Acquisition) and or telemetry applications.
- ❑ On existing SCADA devices, network interface must work with existing serial outputs
- ❑ IP data communications of up to 1 Mbps data
- ❑ 100% encrypted to a minimum AES 128 standard

4. Mobile data communications

- ❑ Proposed network will provide support for Public Safety mobile coverage including, but not limited to: police vehicles, fire apparatus, educational, key personnel and other maintenance vehicles
- ❑ Wireless IP data communications up to 1 Mbps data rate (bi-directional) in the operational coverage area
- ❑ 100% encrypted to a minimum AES 128 standard
- ❑ Equipment to be supplied for minimum 15 vehicles that will allow access to Wireless Network.
- ❑ Operational coverage on up to 75% of the key streets in City boundaries.
- ❑ Ability to operate in vehicles at speeds in excess of 60 MPH w/o dropping network content in the coverage area.
- ❑ Ability to simultaneously receive and transmit:
 - dash mounted 10/100 Base-T Ethernet port
 - GPS broadcast (optional)

B. Maintenance

1. Maintenance & Warranty (Mandatory)

Please provide your standard maintenance agreement. Maintenance costs must be identified and included in the proposed system pricing. Included also is for years 2 and 3 going forward for maintenance and service.

2. Annual Licenses (Mandatory)

Identify and provide all annual or recurring license expenses and a description of how the costs were calculated.

3. Installation Process (Mandatory)

As part of the installation process, and prior to final contract award, the successful vendor shall provide to City of Peekskill, NY the following deliverables and perform the following activities.

- ☐ Pre-assessment
- ☐ Statement of Work (SOW) that should include all aspects of the project
- ☐ Timeline with deliverables

4. Support

Additionally, the successful vendor will provide the City of Peekskill an escalation list, which will include the RFP point of contact name(s) and telephone number(s), including an emergency point of contact and telephone number.

5. Labor Costs

Please identify the labor costs for technical labor including moves, adds and changes, new line installations, etc.

6. Guaranteed Response Times

Please provide the guaranteed response times in hours for a Major Outage and a Minor Outage; include your definition of major and minor maintenance triggers. Please include response times for Weekdays, Non-weekdays, weekends, and holidays.

III. SELECTION PROCESS

A. Evaluation

The City intends to award a contract resulting from this RFP to the responsible firm whose proposal represents the best value. The City holds the right to reject any and all proposals if it is deemed to be in the best interest of the project.

The award of a contract will be made to the consultant whose proposal represents the best value to the City, as reflected by the selection criteria established below. The City will weigh the relative benefits of each proposal and the award will be based on an integrated assessment of the combined merit rating and price. Under this “best value” analysis, the City reserves the right to award to other than the lowest priced proposal or to other than the highest merit rated proposal.

The selection of the successful firm will be made by the Common Council and will include, but not limited to the following criteria:

- ❑ The vendor's technical and industry expertise, length of service, and ability to provide current and future anticipated needs.
- ❑ The vendor's ability to respond to service disruptions, including review of disaster recovery, contingency and business continuity and insurance plans.
- ❑ The vendor's use of additional third parties and/or subcontracted partnerships.
- ❑ The vendor's service/support and communication systems, respective personnel, and ability to deliver appropriate reports and notifications.
- ❑ References and/or user groups to learn about reputation and performance
- ❑ Adequacy of the vendor's standards, policies, procedures, controls, security practices and technology architecture (including firewalls, encryption, and customer identity authentication, etc.).
- ❑ Determination regarding the vendor's compliance with relevant regulations and laws (and possible effects upon the company's privacy statement).
- ❑ Proposed system/application in regards to possible support, infrastructure, integration and security implications.
- ❑ Careful review of the contract including scope of service, implementation and subsequent service timeframes, descriptions of rights and responsibilities, liability limitations, and ability to modify or terminate the contract.
- ❑ Service level requirements and performance standards.
- ❑ Security and confidentiality of the City of Peekskill, its customers and resources.
- ❑ Controls, compliance, applicable records access, notification, service, processing and monitoring parameters.
- ❑ Various other important aspects such as business resumption and contingency plans, insurance, multiple and/or third party relationships, cost, ownership and license, duration, and dispute resolution.

General Information

- ❑ The City of Peekskill reserves the right to reject any or all proposals and to waive any formality or technicality in any response to this RFP in the interest and sole discretion of the City of Peekskill.
- ❑ Any bidder attempting to contact any employee or contract employee of the City of Peekskill other than the individual listed above without specific consent, may be considered as having attempted to exert undue influence on the selection decision and could be subject to automatic disqualification as a responder to this RFP.
- ❑ Only the final selected vendors will make a presentation to the Common Council. Written proposal should be considered as the sole means of presenting your offer. All materials become the property of the City and may be returned only at City of Peekskill's option.
- ❑ Questions may be submitted by telephone or by email. Formal responses will be generated by the City and forwarded as deemed appropriate. All questions will be responded to in a written format as deemed appropriate.

- ❑ If a contractor or vendor has an alternative solution to handling the communication demands distinct from the specifications shown herein, please detail them under Alternative Section. The City of Peekskill reserves the right to select an alternative solution where that alternative solution, in the sole opinion of the City of Peekskill provides essentially similar or superior service within the same scope of services required.
- ❑ Alternative configurations may be submitted, but these should be in addition to your response to what is specifically requested in this RFP.
- ❑ Any modifications to the original questions, contents or formats by the responder must be identified and will subject the responder to disqualification. In case of dispute, the original PDF distributed will be considered the original source.
- ❑ Proposers must include all costs to be incurred by the City of Peekskill in order to successfully install the specified services. All proposals should not only include all equipment costs, but also projected installation costs. Any costs not specifically detailed in the proposal shall not be incurred unless specifically agreed upon, in written form, by City of Peekskill.
- ❑ Any cost incurred by the respondents in preparing or submitting a Request for Proposal or interviewing for this project shall be the respondents' sole responsibility.
- ❑ Any addenda or bulletins issued during the time of this RFP shall become part of the documents loaned to the vendors for the preparation of the RFP, shall be covered in the RFP, and shall be made a part of the contract.

IV. SUBMISSION REQUIREMENTS

Provide four (4) hard copies and one digital copy in a PDF format. Information in each submittal shall be considered public information by the City of Peekskill. Any information considered to be trade secrets, privileged or confidential should not be revealed in the proposals. Contents of the proposals could be made public after the contract has been awarded and executed. The following sections are required in the submittal:

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Budget: Billing or pricing structure for these services needs to be included. Estimated lump sum budget based on the statement of work and the proposed approach detailing the time and budget allotted to each consultant and sub-consultant by task. The budget section should include the cost of public outreach and contacting the potential stakeholders, such as mailings, websites, questionnaires, etc. Also, the consultant(s) should identify what other costs are typically charged in addition to the professional service hours.

Please include the following:

- ❑ In order to compare the true cost of ownership, please provide pricing for the following expansion scenarios: Base Price, Year One included in base installation, Year Two, Year three and total three year cost of ownership.

- ❑ Bidder has identified and included all costs to be incurred by City of Peekskill, NY
- ❑ The bidder must include the cost of any permits or fees in this bid, where law requires such permits and fees.
- ❑ All charges are F.O.B. job site.
- ❑ The City of Peekskill will have final approval and acceptance authority.
- ❑ The successful vendor must assume all risk of loss or damage to equipment or work performed and all liability for death, personal injury, or property damage as a result of the work being performed under this contract.

Project Team: Identify the project team members and their positions within, or relationship to, the firm. Detail any anticipated sub-consultants. Provide member resumes as part of each description. Provide a description of the expertise of each team member(s), roles and experience of key personnel.

Schedule: Provide an anticipated schedule, beginning with the estimated date of contract execution, to perform the work listed under Statement of Work above. This schedule should show a start date, prospective meetings dates, final documentation delivery dates, and any other information the submitting firm feels is appropriate. Please provide the following regarding installation information:

- ❑ Expected Installation completions in 90 days business days after contract award.
- ❑ Guaranteed installation completed in 120 business days after contract award.

Similar Experience/References: The submitting firms should list similar project experience detailing project(s) description, location, budget, etc. Submitting firms should also provide a comprehensive list of references. Examples of comparable projects completed in the past 3 years, with references for each.

Responders shall provide at least three (3) references of projects similar in size, scope and cost. Include a summary of the project and contact name, telephone number and email address. Responder shall grant permission for City of Peekskill, NY to contact and privately interview references.

Level of Support: A description of the type and level of support typically required through each phase of the project, including, but not limited to, staff support, GIS maps/data, and provision of meeting space, meeting materials and meeting logistics, additional supporting background.

Other Information: Provide any information which may be beneficial to the project, or unique qualities/ideas that will improve the project or provide additional value.

If the vendor has alternative solutions to City of Peekskill, NY network service needs, please detail them in this section. Include complete pricing and literature to support vendors bid.

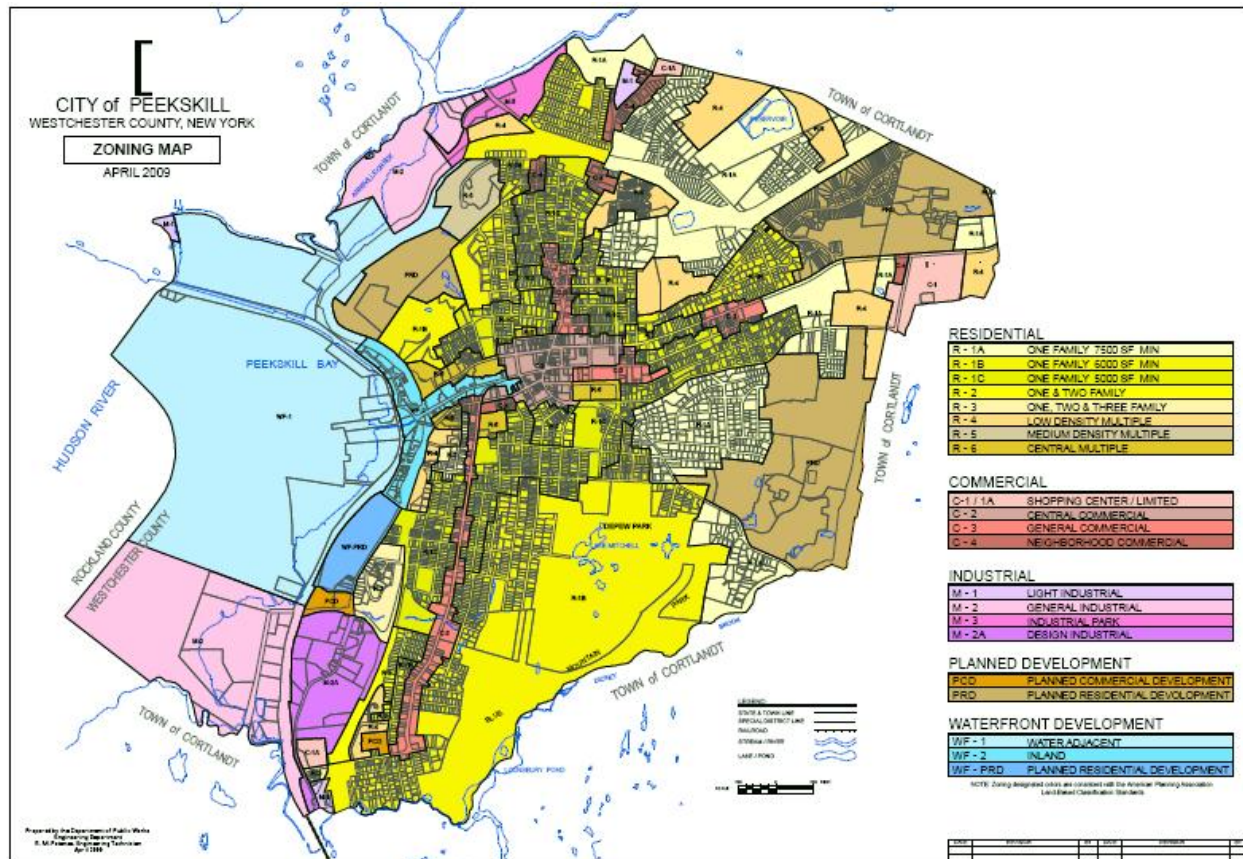
All submitted Proposals should be submitted by 11:00 am on Wednesday, January 26, 2011 to:

Office of the City Clerk
City of Peekskill
840 Main Street
Peekskill, NY 10566

Proposals should be marked: City Wide Multi-Service Wireless Platform

Please address any questions about the RFP to Greg Matera, Director of Information Technology at 914.734.4107 or gmatera@cityofpeekskill.com.

Appendix A



http://www.cityofpeekskill.com/sites/default/files/zoning_map_0.pdf

