

County of Sullivan
Department of Purchasing & Central Services
Allyson Lewis, Director

RFP: Broadband Network Service Management
Date of Issue: January 15, 2021
RFP No. : R-21-03

NOTICE

COUNTY OF SULLIVAN

Proposals for the following will be received by the Director of the Department of Purchasing and Central Services at the Sullivan County Government Center, 100 North Street, Monticello, New York 12701, (845) 807-0515, until 1:00 P.M. on Wednesday, February 17, 2021:

- 1. Broadband Network Service Management, Marketing, and Monitoring (R-21-03)**

Specifications may be obtained from the Director at the above address.

Dated: January 15, 2021

REQUEST FOR PROPOSALS

FOR

BROADBAND NETWORK SERVICE MANAGEMENT, MARKETING, AND

MONITORING FOR

THE SULLIVAN COUNTY WIRELESS BROADBAND NETWORK PROJECT

100 North Street, Monticello, NY 12701

Prepared by: Sullivan Broadband Local Development Corporation

Issued by: Sullivan County Purchasing and Central Services

100 North Street

PO Box 5012

Monticello, NY 12701

(845) 807-0515

Purchasing@co.sullivan.ny.us

RFP#: R-21-03

Issue Date: January 15, 2021

Due Date: February 17, 2021

Intent

The Sullivan Broadband Local Development Corporation (“SBLDC”) is interested in receiving proposals from firms qualified to provide all inclusive management services for a countywide wireless broadband network. Management services must include, at a minimum:

- NOC and Network management;
- Marketing and Sales Opportunity Development;
- 24/7/365 Call Center Services Support Model;
- Account Management, Installation and Support Management; and
- New Customer Installations.

The goal of this RFP is to secure the most appropriate expert resource to provide the above listed resources in the most professional and cost efficient manner possible.

SBLDC’s objective is to operate the network in a sustainable manner by extending a reliable wireless broadband signal to all Sullivan County communities, providing excellent customer care, and establishing a cost competitive model that ensures the long term financial viability of the network.

Project Description

SBLDC is partnering with the County of Sullivan (“County”) to address unmet and increasingly vital communications needs through the development of a countywide, county-owned wireless broadband network. Our project area encompasses all of Sullivan County, a rural county of 968 square miles with a total population under 80,000 (77,547). The County has undertaken an ambitious and aggressive build out of LTE wireless broadband infrastructure. Phase 1 of the project includes mounting equipment on thirteen (13) towers strategically located throughout the County. Ten (10) of these towers are already constructed and are currently used for the County’s Public Safety Communications network. Three (3) additional towers are in various stages of development and will increase coverage to nearly 65% of the County’s population. Once completed, Phase 1 will make up the backbone of the countywide network. Phase 2 will be funded by revenue generated via user subscriptions, and will invest in the expansion of coverage to additional underserved areas through deployment of secondary communication equipment. Ultimately, the SBLDC anticipates extending coverage to nearly 100% of Sullivan County communities, but has set an intermediate goal of extending coverage to 80% of the population by 2023.

Technical Services and Areas of Expertise Requested

NOC and Network management

1. Network Node Monitoring for critical network components
 - a. SNMP Monitoring for:
 - i. LTE Base Station Network Ports
 - ii. Microwave Radio Network Ports
 - iii. DC Power Units
 - iv. Core Switch Ports

 - v. Critical Backbone Switch Ports
 - vi. AC/UPS Power ON AC / Switch to DC Ports
 - vii. Flex Ports
 - b. Monitored Sensors, where applicable
 - i. Latency
 - ii. Bandwidth/Traffic Used
 - c. Alarms / Thresholds set for each
2. Status MAPS of Network and Critical Components created and deployed
3. 24/7 Monitoring & 24/7 Problem Intervention
4. Quarterly Firmware Updates for LTE and Microwave Radios
5. Quarterly Analysis of Network Traffic and SNMP data to gauge performance metrics
6. Annual Onsite Tower Cable and Equipment Inspection
7. Remote Intervention for Problem or Underperforming Equipment
8. Onsite Intervention for Problem or Underperforming Equipment

Marketing and Sales Opportunity Development

Marketing Efforts to Support the following for Year 1:

1. Build, Acquire and Implement Marketing Resources, to support the promotion of the LDC WISP Internet Service with the following agenda; using local vendors:
 - a. (4) Direct Mail Campaigns
 - i. 26,000 Post Cards
 - ii. Postage Included
 - b. Newspaper Advertising (Standard Publication)
 - i. Quarter Page Ad
 - ii. Runs 26 weeks
 - c. Newspaper Advertising
 - i. Color ½ Page Ad
 - ii. Runs (4) times
 - d. Electronic Billboard on 17/I86 and 17B
 - i. Cite each display instance costs separately.
 - ii. Options to include proposed displays per hour
 - iii. Requested timeframe of 1 year

2. Social Media

- a. Create Landing page and link to County Page for:
 - i. Service Offerings / SLA
 - ii. Pricing
 - iii. How to sign up for service
 - iv. Billing Options
 - v. Support Services
 - vi. FAQ page for common problem fixes
- b. Periodic short clip articles to be published on SBLDC website
- c. Twitter and Facebook Postings
 - i. 48 per year / 2 posts per month per platform

Marketing Efforts to Support the following for Year 2:

1. Build, Acquire and Implement Marketing Resources, to continue to promote the Internet Service with the following agenda; using local vendors:
 - a. (4) Direct Mail Campaigns
 - i. 26,000 Post Cards
 - ii. Postage Included
 - b. Newspaper Advertising
 - i. Quarter Page Ad
 - ii. Runs 26 weeks
2. Social Media
 - a. Manage Landing page and link to County Page for:
 - i. Service Offerings / SLA
 - ii. Pricing
 - iii. How to sign up for service
 - iv. Billing Options
 - v. Support Services
 - vi. FAQ page for common problem fixes
 - b. Periodic short clip articles to be published on County Site
 - c. Twitter and Facebook Postings
 - i. 48 per year / 2 posts per month per platform

24/7/365 Support with Level II Engagement for Onsite Service

Sample Outline of Service - Tier 1:

1. Provide 800 Telephone Service for subscriber to call in
2. Provide Tier 1 Technical Support – Outline of Troubleshooting:
 - a. Connectivity
 - i. Verify physical setup and light status
 - ii. Reset/reconfigure client-provided equipment

- b. PC Support
 - i. Operating systems supported — Windows 7, Vista, 10 & Mac 10.x
 - ii. Verify connection setup properly
 - iii. Verify NIC enabled
 - iv. Verify wireless PC can connect to wireless equipment
 - v. Use ping commands to troubleshoot issues / verify
- c. Browser Support
 - i. Support IE7 and newer, Chrome, Firefox and Safari
 - ii. Reset browser
 - iii. Delete cookies, clear cache, disable extensions, clear SSL content
 - iv. Disable Proxies
 - v. Educate on alternate browsers, recommend download site and brief instructions
- d. Slow speeds
 - i. Continuous pings to verify packet loss thresholds
 - ii. Run speed test
 - iii. Verify AV/AS is up to date, if issues look to be PC related
 - iv. Verify Statistics
- e. Installer Support
 - i. Provision New Equipment with Installer Online
 - ii. Work with Installer to configure CPE
- f. Smart Phones and Tablets
 - i. Support for Android, iOS, Kindle & Nook
 - ii. Connection from device to modem/router using default security format
 - iii. Setup Email accounts on device for IMAP
- g. Account Services
 - i. PCI/CPNI compliance trained to handle:
 - 1. Account Setup and Activation
 - 2. Billing Issues and Credit Card Payments – Re-Enable Service for Flagged nonpayment accounts
 - 3. Sales Calls for new activations and Upgrades

Sample Outline of Service - Tier 2:

1. Receive signal level (RSL) not strong enough to support connection
2. CPE Reconfiguration
3. Decision to roll truck

Account Management, Scheduling and Sales Order Processing

Customer Relationship Management (CRM) based management tools that provide:

1. Accurate and Effective Scheduling / Forecasting
2. Analysis and reporting
3. Call workload and employees
4. Identification of call volume impacts
5. QA Call Monitoring
6. Real time activity and schedule adherence monitoring
7. One Management Interface Supporting
 - a. Client Status and Performance Statistics
 - b. Account Financial Billing Status
 - c. Network Monitoring Statistics
8. Sales Order Processing & Billing
 - a. Handle New Account Activations
9. Accounts Receivable Management, Follow up & Tracking

New Customer Presence Equipment (CPE) installation

1. Provide CPE 8001
2. Provide 3 to 18” Standard Side Mount or Penetrating Roof Mount (Satellite Style Mount)
3. Installation of CPE
4. Cable run to wall mounted indoor power unit and patch cable a. Neatly fastened / tacked no track unless upgrade charge
5. Test and verified for network addressing, internet access and bandwidth – document a. No customer computer integration or testing – would need to be scheduled as billable at an extra charge
6. Goal – support a maximum of 2 week turn around in new installs from order to service turn up

Additional Services

If it should become necessary for the SBLDC to request the consultant to render any additional services to either supplement the services requested in this request for proposals or to perform additional work as a result of the specific recommendations included in any report issued on this engagement, then such additional scope of work shall be agreed to between the LDC and the firm at a rate to be negotiated between the two parties.

Proposed Project Timeline

Issue RFP – January 15, 2021

Date of Receipt of Questions – January 29, 2021

Responses to Questions Provided – February 5, 2021

Due Date – February 17, 2021

Award – March 2021

Questions

All questions concerning this solicitation shall be submitted to Allyson Lewis, Director of Purchasing and Central Services via e-mail to Purchasing@co.sullivan.ny.us by 5:00PM on Friday, January 29, 2021. Questions will be answered by Addendum, if required, which will be sent by Friday, February 5, 2021, 5:00PM. Please reference the solicitation number 21-03 in the subject line of all e-mails to allow for ease of identification.

Submission

An original proposal, three (3) copies and one (1) thumb drive, must be submitted to Allyson Lewis, Director, Sullivan County Purchasing and Central Services, 100 North Street, PO Box 5012; Monticello, NY 12701, 845-807-0515.

PROPOSAL DUE DATE: All proposals are due by 1:00PM, Wednesday, February 17, 2021.

Proposals shall include the following (but not limited to):

1. Introductory Profile;
2. Project Team – A project team flowchart showing team organization, hierarchy, communication paths, the name of each discipline leader and key support staff members and a copy of each of their resumes;
3. Ability to Work in New York State;
4. Past Experience with References: No less than five (5) references;

5. **Project Understanding:** Submit a brief narrative describing the manner in which the firm proposes to approach the requirements of the project;
6. **Supplemental Information:** Supplemental information pertinent to this RFP may be attached;
7. **Fee schedule** for any and all services that may be required;
8. **Signed Acknowledgement of Submission:** Submissions shall be accompanied by a cover letter, bearing the original signature of a principal of the firm, so empowered acknowledging responsibility for the completeness and accuracy of the material submitted.

All questions regarding this RFP may be directed to Allyson Lewis Director, Sullivan County Purchasing and Central Services (845) 807-0515.

The Sullivan Broadband Local Development Corporation reserves the right to reject any and all proposals and to select the proposal that best meets the needs of the SBLDC.

Sample Insurance Requirements

Attached insurance requirements are the limits that are requested per this Request for Proposal. The LDC reserves the right to request additional insurance coverage and/or increase coverage limits if there is a change in services, duties, or authority. Any contract executed as a result of this Request for Proposal will detail the responsibilities and required insurance limits, which must name the LDC as an additional insured.

INSURANCE REQUIREMENTS

Coverage

The Contractor shall, at its own expense, maintain in full force and effect during the term of this Agreement insurance policies providing at least the following insurance coverage:

<u>Type of Coverage</u>	<u>Limits of Coverage</u>	
Worker's Compensation and Disability Benefits.	Statutory	
Employer's Liability or similar insurance.	\$1,000,000	each occurrence
Automobile Liability (owned and non-owner), Bodily Injury, and Property Damage.	\$1,000,000	aggregate
	\$1,000,000	each occurrence
Commercial General Liability including broad form contractual liability products / completed operations, bodily injury and property damage.	\$3,000,000	aggregate
	\$1,000,000	each occurrence
Professional Liability (if commercially available for your profession).	\$1,000,000	aggregate
	\$1,000,000	each claim

Form of Insurance

Such policies shall be in the broadest form available on usual commercial terms and shall be written by insurers of recognized financial standing, satisfactory to the LDC, who have been fully informed as to the nature of the services to be performed.

With the exception of Worker's Compensation and Professional Liability, the LDC shall be an additional insured, including, without limitation, the liability to pay premiums, which shall be the sole obligation of the Contractor and not that of the LDC. The Contractor irrevocably waives all claims against the LDC for any and all losses, damages, claims or expenses resulting from risks, commercially insurable, under the insurance required herein. The provision of such insurance by the Contractor shall not, in any way, limit the Contractor's liability under this Agreement.

The Contractor shall attach to this Agreement certification of insurance evidencing, to the satisfaction of the LDC, the Contractor's full compliance with these requirements. Provision of a Certificate of Insurance alone, without an endorsement and a copy of the declarations page, is not considered sufficient. The Contractor shall provide an endorsement to the policy clearly demonstrating that the LDC is specifically insured, together with a copy of the policy declaration page.

Primary Coverage Without Right of Contribution

Each policy of insurance shall contain clauses to the effect that such insurance shall be primary without right of contribution of any other insurance carried by or on behalf of the LDC with respect to its interests.

Notice of Cancellation

Each policy of insurance shall not be canceled, including, without limitation, for non-payment of premium; nor shall it be materially amended, without 30 days prior written notice to the LDC. The LDC shall have the right to pay any necessary premium(s) to keep such insurance in effect and charge the cost of such back to the Contractor.

Basis of Claims

To the extent that it is commercially available, each policy of insurance shall be provided on an “occurrence” basis.

Should any insurance not be commercially available on an “occurrence” basis, such insurance shall be provided on a “claims made” basis. All such “claims made” basis policies shall provide that:

- A. Policy retroactive dates shall coincide with or precede the Contractor’s starting date of services to the LDC under this Agreement, as shall all subsequent policies purchased as renewals or replacements.
- B. The Contractor shall maintain, in a form acceptable to the LDC, similar insurance for at least six (6) years following final acceptance of its services performed by the Contractor under this Agreement.
- C. Where such insurance may be terminated for any reason, the Contractor agrees to provide an unlimited extended reporting provision for filing claims that may arise from services to the LDC performed by the Contractor under this Agreement.
- D. Immediate notice shall be given to the LDC, clearly advising the LDC of any and all circumstances or incidents that may give rise to future claims with respect to services performed by the Contractor under this Agreement.

Breach

The Contractor shall obtain replacement insurance within thirty (30) days of the notice of loss of coverage, in the absence of which the Contractor shall be in breach.