



**REQUEST FOR PROPOSALS
TO PROVIDE WIRELESS
NETWORKING SUPPORT
AND PROFESSIONAL SERVICES**

February 28, 2024

**Issued by:
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INTRODUCTION AND INSTRUCTIONS TO RESPONDENTS

Introduction

The Town of Vail is looking for a qualified vendor to provide the technical support services related to its wireless network infrastructure. This support will include all Access Points, as well as the I.O.T. Devices attached to those access points (security cameras, web cameras, variable message signs, HVAC controls, Rainbird irrigation controls, parking system, etc). Also included is all private and point-to-point WiFi networks and SSID's, including custom SSID's for special events. Presumably, this will be a Monthly Managed Services agreement between the Town of Vail and the successful respondent. We would like this agreement to be in place by **May 1, 2024**, but no later than **June 1, 2024**.

Instructions

Intent to Bid

All Respondents who wish to respond to this RFP must register with TJ Johnson at tjohnson@vail.gov. Once that has been confirmed, all information shall be submitted via email with PDF attachments – no hard copies, please.

Questions

Please submit any questions to TJ Johnson via email at tjohnson@vail.gov by **March 15, 2024** at **12:00 PM MT**.

Schedule of Events

Activity	Due Date
RFP Distribution	February 28, 2024
Deadline for Question Submission (via email)	March 15, 2024 12:00 PM MT
Response to Questions (via email)	March 19, 2024 5:00 PM MT
Response Due Date (via email)	March 26, 2024 12:00 PM MT
Contract Award (Anticipated)	April 2, 2024
Anticipated Agreement Start Date	May 1, 2024



In the event it becomes necessary to revise any part of the bid, a notification of addenda will be posted to the Town of Vail’s website. It shall be the Respondent’s responsibility to make inquiry as to changes or addenda issued. All such changes or addenda shall become part of the contract and all Respondents shall be bound by such addenda.

- 1) The Town reserves the right to take other action before a contract is signed or a purchase order is approved; even after Town Council accepts or approves the proposal.
- 2) Please provide all pricing necessary to meet the Specifications (Section 2.0), including price per unit or service (as applicable), total cost, and earliest starting date possible, considering all factors.
- 3) Applicable Laws: the Ordinances and Charter for the Town and the laws of the State of Colorado concerning competitive bids, quotes, contracts, proposals and purchases will be employed.
- 4) Taxes: The Town is generally exempt from Federal Excise and Colorado Sales Tax, so prices shall not include tax. The Town is a governmental agency and typically qualifies for governmental discounts.
- 5) If the Respondent elects to deviate from the Specifications stated, all exceptions or other changes shall be clearly noted, and details provided.
- 6) Proposals may not be withdrawn or changed for a period of ninety (90) days after the official date of opening thereof. This time period may be extended by mutual agreement of the Town and any Respondents.
- 7) All proposals shall stipulate an available starting date, and the Town’s preferred starting date for this relationship is **May 1, 2024**.
- 8) Proposals shall include all charges for delivery, packing, crating, containers, handling, etc., if relevant. No additional charges shall be added to the proposal price. Prices bid will be considered as being based on F.O.B. Delivered, freight included to the Town of Vail, Attn: TJ Johnson, 75 S Frontage Rd W, Vail, CO, United States.

General Information

Limitations and Award

This RFP does not commit the Town of Vail to award or contract, nor to pay any costs incurred, in the preparation and submission of proposals in anticipation of a contract. The Town reserves the right to shortlist or select one firm from qualified submitters to pursue construction services. The Town may reject all or any submittal received as a result of this request, to negotiate with all qualified sources, or to cancel all or part of the RFP. The Town may negotiate a contract with the first priority firm. If negotiations cannot be successfully completed with the first priority firm, negotiations will be formally terminated and may be initiated with the second most qualified firm and, likewise, with the remaining firms.

The project will be awarded to that responsible, responsive Respondent whose proposal, conforming to this solicitation will be most advantageous to the Town, price and other factors



considered. The Town reserves the right to accept a proposal in whole or in part, to award by item or by group, reject any and all proposals, waive informalities or defects in proposals and accept such proposals which is deemed to be in the best interest of the Town. Any Respondent who is in default to the Town at the time of submittal of the proposal shall have his proposal rejected. The Town reserves the right to clarify any contractual terms with the concurrence of the Contractor; however, any substantial non-conformity in the offer, as determined by the Town, shall be deemed non-responsible and the offer rejected.

In evaluating proposals, the Town Vail shall consider the qualifications of the Respondents, and where applicable, operating costs, delivery time, maintenance requirements, performance data, and guarantees of materials and equipment. In addition, the Town may conduct such investigations, as it deems necessary to assist in the evaluation of a proposal and to establish the responsibility, qualifications, and financial ability of the Respondent to fulfill the contract. The Respondent's experience with the other users shall be taken into consideration when evaluating responsibility of the Respondent.

All proposals submitted in response to this invitation shall become the property of the Town and be a matter of public record available for review.

EXISTING ENVIRONMENT

Wireless Networks and Hardware

- 1) The Town of Vail has a variety of different wireless networks that serve our organization and the larger community, including point-to-point networks, point-to-multipoint networks, multiple SSIDs, Town of Vail building wireless, public wireless, and others. There are a wide variety of locations that are part of providing these networks. These include data centers, network closets, and numerous locations shared with third parties.
- 2) 150+ Ruckus wireless AP's using cloud architecture
- 3) 100+ IOT devices including but not limited to: irrigation controllers, HVAC controllers, fountain controllers, surveillance cameras, streaming cameras
- 4) Partnerships – the Town has established numerous partnerships over the years, some with entities that use our networks, and others with entities that help host our networks.
- 5) High bandwidth point-to-point networks and point-to-multipoint networks with hardware provided by the following vendors: Mimoso, Siklu
- 6) Routers and switches supporting the wireless networks are also found in many locations around town. Vendors include: Mikrotik, Netonix, Ubiquity and Commscope



SUBMITTAL REQUIREMENTS

1.0 Required Respondent Information

1.1 Cover Letter

Cover Letter sent via email as attached PDF to tjohnson@vail.gov, IT Director. This letter should serve as both an introduction of the Respondent and an overview of the proposal.

1.2 Company Background

Provide as directed, a description of your company, identifying the number of employees in your local office and any national affiliation you have with other providers or product manufacturers. In addition, provide a history of your company, which will include information about how long you have been in business and how long you have been authorized to install the required manufacturer's products. Respondent must provide type of organization (Corporation, Sole Proprietorship, Limited Liability Corporation, Partnership, etc.) including date of formation. Any supplemental information the Respondent believes may be pertinent to the selection process may be provided.

The Proposal must demonstrate that the Respondent has at least three (3) years of experience, with a legally registered business name, that provides services of a similar type and scope as described in the Specifications (Section 2.0). The Respondent shall not have filed for bankruptcy under any business name over the past five (5) years.

Provide the following information:

- 1) Legal Name and Address
- 2) Organizational Type/Structure and Size
- 3) Federal Identification Number
- 4) Colorado Business License Number and Certificate of Good Standing
- 5) Licensure/accreditation or other relevant information
- 6) Experience:
 - a. Years company in business
 - b. Years firm has supported the equipment and/or software manufacturer

1.3 Respondent Personnel

This section shall contain resumes with names, contact numbers and description of experience, including licenses and/or certifications, of all key personnel who would be assigned to perform the required Services. At a minimum, the Respondent must include information for Account Manager, Sales Director, Project Manager, Solution Design and



Implementation. Include also major subcontractors (if any) and their degree of involvement. If the Respondent is including any subcontractors, the Respondent shall identify how long the Respondent has worked with the subcontractor.

1.4 *Certifications*

Respondent must be certified on the required manufacturers' systems and provide authorizations in their proposal.

1.5 *References*

The Town of Vail reserves the right to request references as part of its evaluation. If requested, the references shall include names, addresses, and telephone numbers of the clients for whom prior work was performed and include an explanation of the services provided.

1.6 *Agreement(s)*

Upon acceptance of any proposal, Respondent shall be required to enter into an agreement with the Town of Vail, on a form approved by the Town's attorney, that will dictate the terms of this business relationship and subsequent projects.

1.7 *Evidence of Insurance*

Respondent shall provide evidence of possession of insurance.

2.0 *Specifications*

2.1 *Wireless Networking Support*

The Town of Vail, Colorado is looking for a qualified vendor and is requesting proposals to provide technical support services related to its wireless network infrastructure. This support will include hardware – Access Points, switches/routers, I.O.T. Device connectivity, software – SSIDs (both permanent and temporary), AP management tools, point-to-point networking, and occasional network consulting tasks. Pricing should be provided as a flat monthly fee.

- 1) Required services
 - a. Device support and management
 - i. Ability to support Ruckus and manage wireless AP's
 - ii. Ability to support high-bandwidth point-to-point and point-to-multipoint networks
 - iii. Ability to support the routers and switches that make up the wired backbone of the wireless networks.



- iv. Ability to support a variety of IOT devices with different connection configurations
 - b. Customer service
 - i. Help Desk functions which include an actively managed ticketing system
 - ii. Monitoring and alerting capabilities for all types of outages and/or connectivity interruptions
 - iii. Ability to provide local response when required – please include an expected response time
 - iv. Reporting capabilities (connectivity, uptime, connected clients, concurrent usage, bandwidth usage, average ticket resolution, etc.)
 - c. Partnerships
 - i. Ability to become certified to work on locations managed by other parties (partners like Crown Castle, CDOT).
 - ii. SSID management (add, modify, remove) for the Town and other partners that may use our wireless networks (Vail Valley Foundation, others).
 - iii. Vendor management and carrier escalation, when needed
- 2) Additional capabilities
- a. Network engineering support, on an as-needed basis (this could include wired network support)
 - b. Ability to take on local projects related to wireless networking (install surveillance cameras, other IOT)
 - c. Please describe any other services or value-added information that you believe would enhance your proposal.

2.2 Proposal Limitations

Unless otherwise stated by the Respondent, the proposal shall be in accordance with the Town's Specifications. References to a particular trade name, manufacturer's catalog, or model number are made for descriptive purposes to guide the Respondent in interpreting the requirements of the Town. Regardless, the Respondent, if awarded a contract, will be required to support and manage the particular item(s) referred to in the Specifications. Any unsolicited alternate proposal, or any changes, insertions, or omissions to the terms and conditions, specification, or any other requirements of this bid, may be considered non-responsive. The Town reserves the right to disregard any conflicting terms and conditions submitted by the Respondent and hold the Respondent to the submitted



proposal price. Respondents are strongly encouraged not to submit anything with their proposal that is not specifically requested in this solicitation.

3.0 Transition

The Town of Vail will require the Respondent, if awarded a contract, to work closely with our current wireless provider to ensure a seamless transition.

3.1 Success Criteria

Successful transition from current Wireless provider to respondent's company.

- 1) Confirm and track inventories.
- 2) Minimal downtime during transition.
- 3) Complete ruckus controller migration and configuration.
- 4) Provide access to Town of Vail IT resources to monitor these environments

3.2 Assumptions

- 1) Transition will be completed using a combination of onsite and remote engagements.
- 2) Town of Vail network team engineers will be included in regular meetings, as needed, to easily track the status of the transition process.

4.0 Cost Proposal

4.1 Proposal

Please provide Respondent's cost proposal as a flat monthly fee. If necessary, the proposal can provide different options on these fees, with certain services included or excluded. The proposal shall include a statement to the effect that the proposal shall remain valid for a period of not less than ninety (90) days from the due date for proposal

SELECTION PROCESS

All proposals will be reviewed by the IT director and staff, and any other reviews as determined to be necessary. The Town of Vail may short-list respondents based upon an evaluation of the written submittals. The Town may arrange for in-person or teleconference interviews with the short-listed respondents for a detailed presentation.

The selected proposal will be the one considered most advantageous regarding price, quality of service, qualifications, and capabilities of Respondent to provide the Specifications required in this RFP and any other factors the Town determines in its sole discretion. The Town may award a contract even if not the lowest priced proposal based upon a review of the identified factors.