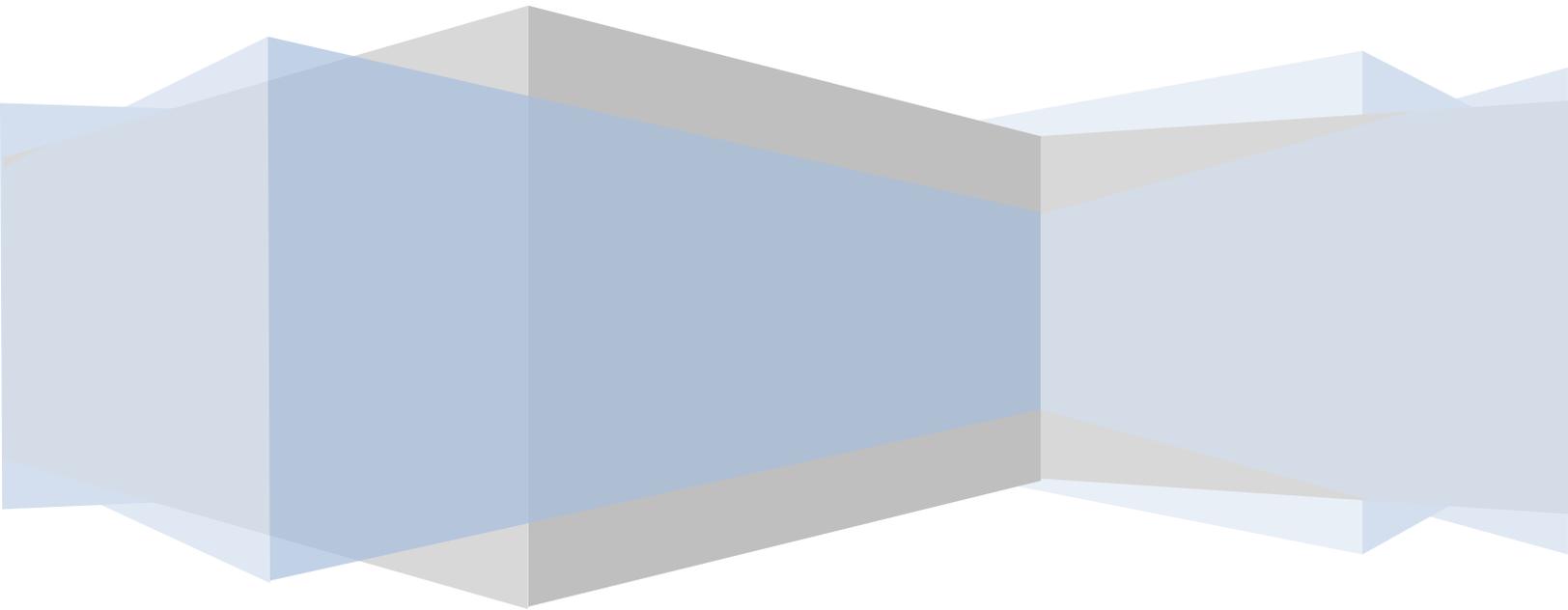




# **Request for Proposals**

## **For Public WI-FI Service in the North East Hamilton Economic Empowerment Zone (NEH EEZ)**

**Addendum to RFP Document**





# Bermuda Economic Development Corporation

[www.bedc.bm](http://www.bedc.bm)

Sofia House, 48 Church Street,  
Hamilton HM11, Bermuda

Telephone: (441) 292-5570  
Fax: (441) 295-1600

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BEDC – RFP 2019/01

December 16<sup>th</sup>, 2019

## WI-FI Service for NEH EEZ

### Questions Received

Q. There is no reference to ISP in the tender spec. please clarify who is the ISP as we need to discuss the required spec in terms SLA and support as well as hosting the core elements.

A. The ISP has not been identified. BEDC was anticipating that through the RFP process the bidders would recommend suitable ISP providers with pros/cons evaluation and the selected bidder would assist BEDC in ISP selection. The current ISPs on the Island are as follows:

- Bermuda Telephone Company Ltd. (BTC)
- Digicel Internet
- LinkBermuda
- LiveNet Bermuda
- One Communications
- TeleBermuda International (TBI)
- World on Wireless (WOW)
- Blue Wave

Q. The ISP or fibre provider needs to provide reachable locations for fibre in the area of interest and the radio design will be based on the available fibre locations. Could you

please provide fibre details in the area or share the fibre provider details so we can discuss their capability and costs accordingly.

A. Fibre wire is accessible to the NE Hamilton area of the City and the above identified ISP providers can provide the bidders with specs.

Q. We intend to use existing streetlighting company in Hamilton who is maintaining the current lamp columns. The streetlighting will be used for traffic management and physical deployment of the proposed Wi-Fi units. Could you please clarify if we can contact the streetlighting? if yes please share their details.

A. Use of streetlighting will require a lease agreement with the owners of the streetlights. That will be a combination of the Corporation of Hamilton, the municipality for the City. Contact information can be found at [www.cityofhamilton.bm](http://www.cityofhamilton.bm). As well as the Bermuda Electric Light Company (BELCO). Contact information can be found at [www.belco.bm](http://www.belco.bm). Other options can also be explored with regards to deploying equipment on buildings within the zone.

Q. Please confirm that you would like each device to have access to 20meg Internet as a minimum or a maximum.

A. 20 Mbps is the preferred connection speed per user for the free public Wi-Fi. This would be the maximum with 10 Mbps the minimum. For fee for service commercial/business connections the system should be able to provide up to 100 Mbps maximum connection speed per user/connection with various tiers up to that speed at various price points.

Q. Please confirm that the entire EEZ is expected to be supported by a single symmetrical 100meg Internet feed.

A. BEDC would like to provide fee for service Wi-Fi connection speeds of up to 100 Mbps for commercial entities/businesses and so proposals will have to recommend and advise us on the type and capacity of internet feed we would need to service multiple businesses within the EEZ simultaneously.

Q. Does the BEDC have an IT closet to house all of the backbone equipment? Where?

A. BEDC does have an IT closet for its own Corporate use at its Sofia House, Church Street Headquarters and so depending on how much space will be required, that location could be an option. BEDC will also be launching a physical incubator hub in the NE Hamilton EEZ in the 2<sup>nd</sup> quarter of 2020 and so that space may be another option to consider. Bidders should be recommending the site of IT closet need along with the backbone equipment in their submissions.

Q. (Section 4.6, page 8) How far would the BEDC expansion path be? City-wide? Country-wide?

A. BEDC initially wishes to only supply Wi-Fi within it's NE Hamilton Economic Empowerment Zone to differentiate it from other parts of the City and as an attraction for locals and visitors to the area. BEDC will be issuing future RFPs for similar Wi-Fi projects within its 2 remaining Economic Empowerment Zones – St. George's and Somerset later in 2020 for deployment in mid-2021.

Q. Has the BEDC spoken to the Regulatory Authority about reselling access to the Internet on such a large scale? If so, what was the feedback?

A. No. BEDC has not spoken to the Regulatory Authority. Bidders should factor this service and support costs to BEDC within their submissions and the selected bidder would facilitate these discussions for and with BEDC.

Q. Does the BEDC require an ICOL for this solution? If so, have you received one from the Regulatory Authority?

A. BEDC is not the experts in the area. We know we want free public and fee-based private/business Wi-Fi within the NE Hamilton Economic Empowerment Zone, but we also acknowledge we don't have the experience nor no-how on how to achieve this. Hence the RFP. It is anticipated that the Bidders would factor these areas into their submissions and the selected bidder would facilitate receiving this for and with BEDC if required.

Q. Does the BEDC have a reserved frequency for any wireless components of this solution?

A. No. Bidders should factor this service and support costs to BEDC within their submissions and the selected bidder would facilitate achieving this for and with BEDC.

Q. Does the BEDC have an agreement in place with the City of Hamilton to supply power to the solution?

A. No. Bidders should factor this service and support costs to BEDC within their submissions and the selected bidder would facilitate achieving this for and with BEDC.

Q. (Section 5.6, page 9) What is the size of the BEDC team that would need to be trained in this solution and what are their IT qualifications?

A. It is not anticipated that BEDC Staff will maintain the software and/or infrastructure for the Wi-Fi network. It is anticipated that the bidders will include orientation in their proposal and that the successful bidder will provide an orientation to 3 BEDC staff as well as BEDC's consultant IT Project Manager, so that there is a familiarisation with and basic understanding of the system for discussion and decision-making purposes only. It is also anticipated that bidders will include ongoing maintenance costs in their proposals.

Q. There are other Government Entities considering a similar project. Would you consider them a complementary or a competitive solution? Why not synergize?

A. Since BEDC is a QUANGO, we are always open to partnering with both our Government colleagues and the private sector on projects, however in this case, we have not informed of other similar Government projects that are at the RFP/RFQ stage. Please also note that with the designation of the North East Hamilton area of the City as an Economic Empowerment Zone, there is a desire for regeneration and economic growth in that part of the City given the socio-economic disparities between it and other areas of the City. In order to achieve this, this part of the City must have focused economic development attractions, projects, and incentives to drive people and investment to the area. As such, a similar provision of Wi-Fi across the rest of the City would dilute the attraction and incentives to this area.

Q. Who will provide the pole spaces and the power for the equipment? Is it Corporation of Hamilton?

A. Bidders should submit recommendations with costs within their proposals on the best options which could be leasing space on existing poles/streetlights, leasing space on buildings, new poles, etc. As such, this could be a combination of Corporation of Hamilton and BELCO. Power would come from BELCO as a fee for service just like any other connection.

Q. On page 7, point 4.2: “Maintaining a preferred connection speed of 20Mbps”: Is the 20Mbps per device or for the zone?

A. 20 Mbps is per device.

Access to the fee public Wi-Fi would be limited to 1 hour per connection. Although not mentioned in the RFP documents, please also provide options within the submitted proposals for free Public Wi-Fi with a maximum speed of 10 Mbps per device.

Q. On page 7, point 4.4: “Monthly service charges to merchants for access to the secure network”: What bandwidth would you like to offer to the merchants/businesses?

A. We would like a range or tiers of bandwidths with various price points consistent with the strategy of the Island’s ISP, so please recommend. As the wi-fi will be provided within our Economic Empowerment Zones, we would like the speed to be the fastest but also the cost to businesses to be less than competitors – this is the only way to incentive businesses to the area.

Q. How many public users are you expecting that will use the free Internet in the NEH zone?

A. Our initial target to incentive people in the area would be 250 people daily. As we increase marketing and people become familiar with the product our goal would be to increase to at least 500 people Mondays to Thursdays increasing to 750 to 1000 on Fridays and Saturdays.

Q. How many businesses are there in the NEH zone?

A. There are at least 200 business in the North East Hamilton Economic Empowerment Zone.

Q. How many special events are organized per year in the NEH zone? Can get we a list of the different events with dates (approximately)?

A. A calendar of events has not been set as yet, but we would like to get to a place where there is at least 1 minor event per month with major events occurring during key public holiday dates and key shopping seasons/events such as Valentines, Good Friday, Bermuda Day, Bermuda Heroes Weekend, Cup Match, Back to School, Halloween, Christmas and New Year's Eve annually.

Q. Project Description - 4.2) "...The system must support roaming capabilities within the coverage area on a symmetrical 100 MB internet connection with the expandable sizes acceptable for a special event. Proposals should include estimates for the number of client connections per zone, maintaining a preferred connection speed of 20 Mbps." Can you clarify the expectation of 20 Mbps per connection? If 20 Mbps per connection is the minimum requirement for each user/connection, then 100 Mbps will only facilitate 5 user/connections at 20 Mbps per connection.

A. 20 Mbps is the preferred connection speed per user for the free public Wi-Fi. For fee for service commercial/business connections the system should be able to provide up to 100 Mbps maximum connection speed per user/connection with various tiers at various price points.

Q. Traditionally, the network can support hundreds (if not thousands) at the same time; however, the speed per connection is reliant on the number of concurrent users on the network, the more users the slower the speed per connection.

A. Yes, this is correct, however our goal is to create a network that can support hundreds at the same time with minimal diminishing speeds per connection the more people connect.

Q. 4.4) "The proposing firm shall include plans to recover monthly costs of internet service and maintenance / technical support..." My understanding of this point is that BEDC is paying for the installation and monthly internet costs for the NE Wi Fi Zone.

A. Yes, that is correct. But we will be charging for private business/commercial connection to the network at high connection speeds. The free public Wi-Fi will only have free access at lower connection speeds (20 Mbps max – 10 Mbps min) and will only be able to connect for hour each time.

Q. The Wi-Fi Zone will have two tiers of service "Free" & "Paid". To recover the cost that BEDC is paying for the service, they are asking the successful vendor to provide a business case to assist the recovery of the investment. However, BEDC is not asking the vendor to donate the internet bandwidth and equipment and recoup the investment themselves.

A. BEDC is open to considering all options within the proposals. Some proposals may propose the option laid out above. Bidders should make recommendations to BEDC they believe are best and BEDC will assess the pros and cons of each option and proposal.

### RFP Summary of Key Dates (amendments in red)

Request for Proposals Published	<b>Thursday November 28<sup>th</sup>, 2019</b>
Deadline for Inquiries/Questions (amendment in red)	<del>Monday December 9<sup>th</sup>, 2019 5:00 pm (AST)</del> Thursday December 12 <sup>th</sup> , 2019 5:00 pm (AST)
Inquiries Answered (addition in red)	Monday December 16 <sup>th</sup> , 2019 (AST)
Submission Deadline (amendment in red)	<del>Friday December 20<sup>th</sup>, 2019 5:00 pm (AST)</del> Friday January 3 <sup>rd</sup> , 2020 5:00 pm (AST)
Vendor Selection (this date subject to change and respondents will be notified accordingly) (amendment in red)	<del>Friday January 24<sup>th</sup>, 2020 5:00 pm (AST)</del> Friday January 31 <sup>st</sup> , 2020 5:00 pm (AST)

## **BEDC's Procedures for Contracting**

Prior to engaging contractors and or suppliers to deliver goods or services BEDC adheres to the following:

<b>Type of Quote</b>	<b>No. of Quotes Required</b>	<b>Amount</b>
Telephone/ Verbal	1	\$0 - \$1,499
Verbal/ Written	2	\$1,500 - \$4,999
Written	3	\$5,000 - \$24,999
Tender	3	\$25,000 - \$99,999
Sealed Open Tender	3	\$100,000 and above

Please note that for all contracts, the Office of the Tax Commissioner, the Department of Social Insurance, and the Accountant General's Department will be contacted for clearance and/or information regarding Government indebtedness before the contract is awarded. If debt exists, arrangements for repayment must be agreed and included in the contract before the contract is awarded.

Contracts below \$35,000 can be approved by the Executive Director. Contracts totaling over \$35,000 (including those with multiple payments) must be submitted to BEDC's Board of Directors for approval before acceptance. Hence the timeline for vendor selection could be affected based on the above.