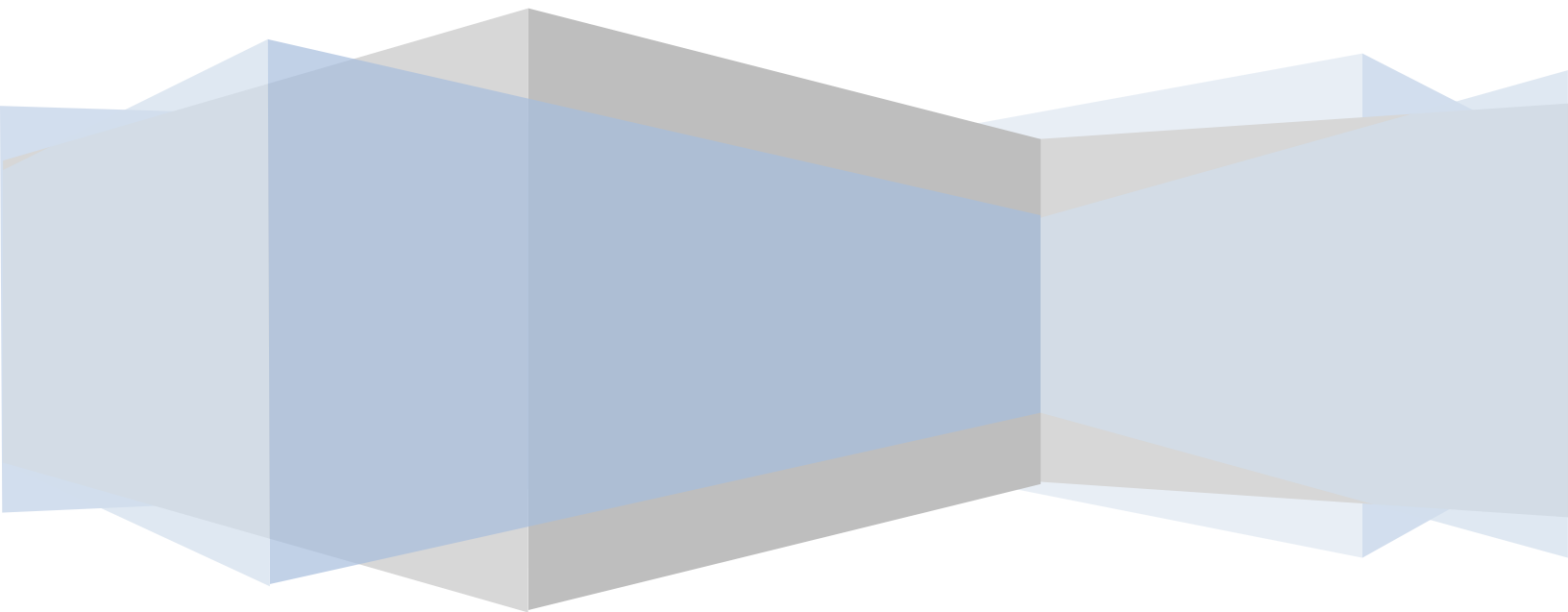




Request for Proposals

North East Hamilton EEZ

Public and Private Wi-Fi Service



Bermuda Economic Development Corporation

www.bedc.bm

Sofia House, 48 Church Street, Hamilton HM11, Bermuda

Telephone: (441) 292-5570

BEDC – RFP 2025/01

March 24th, 2025

Request for Proposals **For Wi-Fi Service for NEH EEZ**

1. Executive Summary

- 1.1 BEDC is requesting proposals from qualified firms to create a public and a private wireless (Wi-Fi) network within the North East Hamilton (NEH) Economic Empowerment Zone (EEZ).
- 1.2 The scope of services includes the following:
 - 1.2.1.1 System design
 - 1.2.1.2 Equipment and licensing provision
 - 1.2.1.3 Internet Service identification and/or provision
 - 1.2.1.4 Installation
 - 1.2.1.5 System monitoring, maintenance and upkeep
 - 1.2.1.6 Propose plans to recover monthly costs of Internet service and maintenance/technical support
- 1.3 As identified in the Coverage Area Map (Appendix A), the BEDC has identified a priority project area (outlined in red) where the provision of Wi-Fi is the focus of this Request for Proposals. The system is expected to provide a strong signal to the outdoor areas of the entire coverage area.

2. Submission Deadline

Vendor proposals must be submitted by **5:00 pm DST Monday, April 14th, 2025**. Proposals received after the deadline will be deemed non-compliant and will not be considered.

3. Proposal Submission

- 3.1 Proposals may be submitted via email to dhunt@bedc.bm with a copy to esmith@bedc.bm. Emails that contain RFP proposal submissions should contain the following information in the subject line: “**NEH EEZ Wi-Fi Service RFP – <Company Name>**”.
- 3.2 Proposals may also be mailed, or hand delivered to the following address:

Bermuda Economic Development Corporation Sofia House, First Floor #48 Church Street Hamilton Bermuda HM 12 Attention: Donte Hunt	Bermuda Economic Development Corporation P.O. Box HM 637 Hamilton Bermuda HMCX Attention: Donte Hunt
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- 3.3 All proposals and accompanying materials shall become the property of the BEDC upon receipt and will not be returned.
- 3.4 All conditions contained within this RFP shall be considered accepted by vendors that participate in this solicitation.
- 3.5 All information submitted with the RFP will be kept confidential. The BEDC is not obligated to award orders or contracts to vendors that participate in the RFP process.
- 3.6 Provisions of this RFP and the contents of the successful proposal may be included in the final contract.

4. Vendor Response Requirements

- 4.1 A description of BEDC's vision of accessible and reliable Wi-Fi service in North East Hamilton is set forth in the below Vendor Response Requirements section as well as in the Project Scope section included in this RFP. Vendors should contemplate and incorporate the details of both in their proposal submissions.

- 4.2 **Submissions must include the following information:**

- 4.2.1 **Project Methodology** – A description of the proposed approach for the system design, installation, internet service provision, and the monitoring, maintenance and upkeep processes and/or phases must be included. The description should set-out the methodology for elicitation, analysis, documentation and validation of project requirements, as well as the processes that will be used to coordinate the design, development, tests and production implementations. A description of the proposed maintenance, monitoring and acceptable SLA performance metrics for devices within the coverage area
 - 4.2.2 **High Level Project Plan** – This will show how the vendor proposes to approach the project and will comply with the cost schedule referred to in paragraph 4.2.5 below.
 - 4.2.3 **Proposed Subcontracting Plan** – The name, address and payroll tax id number of any proposed subcontractor must be included. Additionally, the proposal must identify specific tasks, if any, that will be assigned to the subcontractor(s). The BEDC reserves the right to evaluate and refuse the use of any subcontractor.
 - 4.2.4 **Proposed Responsibilities of the BEDC** – A list of any proposed tasks/expectations of the BEDC must be included in the proposal.
 - 4.2.5 **Cost** – A statement of the total estimated costs for Wi-Fi design and implementation, support and execution of change requests must be provided. The cost statement should include, but not be limited to, a breakdown of hourly and daily rate(s) billable in Bermuda dollars and an estimated number of hours and days through completion of the project.

A cost schedule must be included that contains a breakdown of phases and tasks associated with the time and costs. If the proposal excludes costs related to certain requirements and/or services, a detailed description of said items and an explanation as to why they were omitted must be provided.

4.2.6 **Social, Environmental and Economic Factors** – The proposal must include the following information:

- 4.2.6.1 Percentage of workforce that is Bermudian;
- 4.2.6.2 A statement regarding whether the vendor currently offers or is willing to offer an apprenticeship or other training position;
- 4.2.6.3 A copy of the vendor’s environmental policy if one exists;
- 4.2.6.4 A statement regarding whether the vendor has participated in any specialised training or programs related to business skills.

4.2.7 **Signature** – The proposal must contain the signature of a duly authorized officer or agent of the company submitting the proposal.

4.2.8 **Confirmation of Non-Collusion** – The proposal must contain a Certification of Confirmation of Non-Collusion signed by a duly authorized officer or agent of the company submitting the proposal.

5. Pre-submission Information

All inquiries regarding this RFP must be made by email with “**NEH EEZ Wi-Fi Service RFP Inquiry**” in the subject line, by **5:00 pm AST Monday, March 31st, 2025**. Please send all inquiries to dhunt@bedc.bm with a copy to esmith@bedc.bm. All vendors will be notified of the inquiries, without identifying the source, along with the response provided by the BEDC. Responses to inquiries will be provided by **5:00 pm AST Friday, April 4th, 2025**.

6. Vendor Responsibility

It is the responsibility of the vendor to ensure that it has a thorough understanding of the instructions and requirements set forth in this RFP. If additional information or clarification is needed, questions should be submitted in writing as described in section 5 above.

7. Amendments

Prior to the submission deadline, the BEDC may modify, amend or revise any guidelines and/or requirements within this RFP. The BEDC will notify all vendors in writing of any change(s) to the RFP, including any change to the submission deadline and/or any subsequent date for new submissions.

8. Evaluation Process

- 8.1 All proposals submitted to the BEDC will be evaluated in a two-stage process. The first stage will result in a short list of prospective vendors. The short-listed vendors

may be asked to attend an interview and present their proposals before the BEDC RFP scoring committee.

- 8.2 Proposals will be evaluated based on responsiveness to the requirements of this RFP as well as the quality and effectiveness of the proposal.
- 8.3 It is anticipated that the successful vendor will be selected by **5:00 pm DST Monday April 28th, 2025**. All vendors who submitted proposals will be notified of the identity of the successful vendor.

9. Validity of the Quote

Any quote must remain open for acceptance for a period of not less than sixty (60) calendar days after the closing date of the RFP.

10. Contract

Execution by the successful vendor of a contract that outlines the terms, scope of work and costs will be required. The project will initiate after the contract has been fully executed. The BEDC shall incur no costs or liability to any vendor prior to initiation of the project. All contracts are subject to a final review by the BEDC Executive Director and/or the BEDC Board of Directors.

11. Acceptance and Authority to Cancel the RFP

The BEDC will not be obliged to accept the lowest price or any of the proposals submitted during this process. Each vendor acknowledges and agrees that the BEDC will have no liability or obligation to any vendor, except to the vendor awarded a contract, if any. The BEDC reserves the right to cancel this RFP without any obligation or reimbursement for cost, materials or time allocated to vendor response preparation.

12. References and Qualifications

Before awarding a contract, the BEDC reserves the right to require the vendor to submit evidence of qualifications it deems appropriate. This evidence may include references from prior customers, information regarding business ownership, and financial soundness and relevant technical experience of the vendor.

13. Delivery

- 13.1 A public notice will be posted in the paper and on our website. This RFP can be downloaded from our website. In addition, it will be delivered via email upon request.

14. General

- 14.1 All proposals will be considered final upon receipt. No additions, deletions, corrections or adjustments will be accepted after submission.
- 14.2 Proposals received after the submission deadline will be deemed non-compliant and categorized as a **“NO BID”**. The time stamp for proposals submitted electronically

will be that of the BEDC mail server. It is the vendor's responsibility to allow sufficient time for electronic transmission and/or physical delivery of their proposal.

- 14.3 Following award and acceptance of the final contract, payments will be made in accordance with the terms and conditions set forth in the final contract.

15. Project Authorities

Executive Sponsor	Erica Smith, Executive Director, BEDC
Contract Authority & Project Driver	Donte Hunt, Micro, Small and Medium Enterprises Director

16. Summary of Key Dates

Request for Proposals published	Monday, March 24th, 2025 9:00 am (AST)
Deadline for inquiries	Monday, March 31st, 2025 5:00 pm (AST)
Deadline for responses to inquiries	Friday, April 4th, 2025 5:00 pm (AST)
Submission Deadline	Monday, April 14th, 2025 5:00 pm (DST)
Vendor selection (this date subject to change and respondents will be notified accordingly)	Monday, April 28th, 2025 5:00 pm (DST)

Project Scope

1. Introduction

- 1.1 The BEDC is seeking proposals from qualified respondents interested in providing the services as described in this request for proposals (“RFP”). The primary purpose of the NEH EEZ Wi-Fi is to promote economic development in the area by providing dependable and free Internet access to the General Public.
- 1.2 The successful vendor will develop a response for the proposed project scope outlined below.

2. Project Concept

- 2.1 The system will provide no-fee public access to the Internet within the coverage area and will be able to accommodate needs of patrons to NEH area businesses, citizens, students, and numerous special event attendees in several annual events. The system will also provide a private secure access to the internet within the same coverage area. The BEDC intends to have a portal page for system access, which may be used to facilitate the dissemination of NEH related news and information.

3. Problem/Opportunity

- 3.1 An opportunity exists to promote economic development in the area by providing dependable and free Internet access to the General Public.

4. Project Description

- 4.1 The scope of the NEH EEZ Wireless project is to provide Wi-Fi access to business and consumer class Wi-Fi devices found in notebook computers, tablets, smartphones, and other devices. The primary use will be to provide a free “Wi-Fi Hot Zone.”

The detailed scope should include, but is not limited to the following criteria (may change during project lifecycle):

- 4.2 The outdoor coverage area is defined in Attachment A. Although no estimate can be provided as to the expected service loads, it will be incumbent upon the vendor to provide user and packet prioritization to ensure guaranteed adequate bandwidth for system use. The system must support roaming capabilities within the coverage area on a symmetrical **100MB** internet connection with expandable sizes acceptable for a special event. Proposals should provide up to 200 client / active connections, maintaining a preferred connection speed of **20Mbps**.
- 4.3 The proposing firm shall include plans to assume maintenance, support, administration, and management of the Wi-Fi network, and to comply with a potential, to-be-negotiated Service Level Agreement.
- 4.4 The proposing firm shall include plans to recover monthly costs of Internet service and maintenance/technical support (example: ads, monthly service charges to merchants for access to the secure network).

- 4.5 Management capabilities of the Wi-Fi network must include software utilities to administer and manage user sessions, as well as the ability to create and manage a portal page. The management utilities should also include the ability to manage traffic limits and to set connection time limits for clients, 20 minutes for example, to help maintain network use integrity. Network management capabilities should also include the ability to track and report anonymous use statistics. These statistics will support the ability to analyse and track system performance and provide metrics for system improvements.
- 4.6 While the scope of this project is specific to NEH, this project may be used as a measure for future wireless initiatives, which may involve further additional hot zones. It is imperative that the proposed system is scalable, and that the proposal includes that expansion path.
- 4.7 The qualified firm will propose a solution and equipment that would best meet the BEDC's stated goals.

5. Performance Expectation

5.1 Aesthetics

All equipment (access points, antennas, customer-premises equipment (CPEs), power supplies, etc.) should not negatively impact the appearance of publicly visible areas, and Corporation of Hamilton-owned property.

5.2 Frequency Coordination and RF Analysis

The BEDC will assume that any design planning will incorporate analysis of existing RF frequencies and signal strengths, enabling frequency coordination with existing Wi-Fi networks and the proactive design and maintenance of equipment. The BEDC will coordinate with the Corporation of Hamilton (CoH) to arrange vendor access to CoH-owned facilities to facilitate site surveys.

5.3 Security

Proposed equipment must offer the latest security methods utilizing industry-standard technologies. The system must be upgradeable by way of firmware, software, or ROM upgrades as new security technologies are standardized.

5.4 Performance and Reliability

Any implemented network should maintain a minimum of 95% uptime of any managed device and connectivity. The proposed coverage area should have less than 10% geographic gap coverage of little to no signal strength, while maintaining average latency levels to not exceed 50-80ms. The system must have "self-healing" capabilities in the event of device failure, "hangs," or connectivity problems. Contact and support numbers and information will be provided to report and escalate outages and/or other unanticipated network issues.

5.5 Physical Requirements

Given the range of climate in Bermuda all outdoor equipment must operate optimally within Bermuda's temperature ranges, have enclosure and cable connections that are weatherproof and able to withstand shock and vibration and high wind speeds (hurricane Cat 4).

5.6 Orientation

The proposing firm will provide orientation that will properly prepare BEDC staff in the use of, management services and any planned and unplanned maintenance.

5.7 Warranty and Post Implementation Support

The proposing firm will provide manufacturer and vendor warranties on equipment and installation services covering firmware, hardware and software.

6. Contacts

It is anticipated that the following contacts will need to be consulted during the development of vendor responses:

Donte Hunt – Micro, Small and Medium Enterprises Director, BEDC – dhunt@bedc.bm

Erica Smith – Executive Director, BEDC – esmith@bedc.bm

About the BEDC

BACKGROUND

The Bermuda Economic Development Corporation (BEDC) was established in 1980 as the Bermuda Small Business Development Corporation (BSBDC). This joint venture between Bermuda's banks and the Government was formed to actively assist the development of a strong, well-managed and prosperous small business sector in Bermuda.

In 2011, the BSBDC Act was amended to expand its remit to include medium-sized businesses, vendor markets, and economic empowerment zones. As a result, the BSBDC changed its name to the BEDC to encompass its expanded remit of economic development. Further amendments were made in 2020 providing the ability for the BEDC to form partnerships to create subsidiary companies.

Under BEDC's legislation the Corporation performs the following functions:

- a. the granting of loans or other forms of financial assistance, to assist persons in establishing, carrying on or expanding small businesses, medium-sized businesses and entities within economic empowerment zones;
- b. the provision of technical advice or assistance to persons who are seeking or who are granted financial assistance;
- c. to operate and manage markets;
- d. to oversee and manage the development and implementation of the economic empowerment zones; and
- e. the maintenance of a Register of Small Businesses, Medium-Sized Businesses and Economic Empowerment Zone Business Entities,

Under the BEDC Act, a "Small Business" is defined as: Bermudian – owned and managed, operating locally, having an annual gross payroll not exceeding five hundred thousand dollars (\$500,000) or having annual sales revenues of less than one million dollars (\$1,000,000).

Under the BEDC Act, a "Medium Sized Business" is Bermudian owned & owner operated – business enterprise with at least three of the following attributes:

- a. Gross annual revenues between \$1 million and \$5 million
- b. Annual payroll between \$500K and \$2.5 million
- c. A minimum of 11 and a maximum of 50 employees
- d. In operation for a minimum of 10 years
- e. Net Assets of less than \$2.5 million

During its first decade of operation, the BEDC provided general start-up guidance, bookkeeping advice, and loan guarantees that served as collateral for bank loans for persons who may have otherwise been declined by a Bank. In the early nineties, as the small business landscape changed and grew from "mom and pop operations" to employing more persons, competition grew and market demands became more complex.

BEDC began to offer low-cost quarterly seminars and workshops to enable entrepreneurs to educate themselves on relevant topics such as managing cashflow; controlling expenses and overhead; and developing marketing plans and communication strategies.

Over the years BEDC has counselled thousands of Bermudians on starting, expanding, winding up, restructuring, buying, and/or selling a business. Currently, an average of 800 confidential business advisory sessions is offered on an annual basis covering numerous types of businesses.

BEDC's free confidential counselling is offered one-on-one and has, in many cases, resulted in the creation of a business plan, or approval of a BEDC Loan Guarantee, or a BEDC Micro Loan to start a new business or expand an existing business.

BEDC currently facilitates multiple products, programmes, and services to assist entrepreneurs and business owners as follows:

Products

- a. Loan Guarantees
- b. General Microloans
- c. Sports Club Microloans
- d. Debt Consolidation Microloans
- e. New Startups Payroll Tax Concession
- f. Economic Empowerment Zone Payroll Tax Concession
- g. Economic Empowerment Zone Customs Duty Deferment
- h. Customs Letters of Credit
- i. Vending Licenses
- j. Approved Residential Schemes
- k. Approved Residential Schemes Kickstart Guarantee

Programmes

- a. Seminars, Workshops, and Courses
- b. Incubators and Accelerators
- c. Commercial Kitchen Programme
- d. Entrepreneurship and Networking Events
- e. Pitch Competitions
- f. Economic Development Initiatives and Events

Services

- a. Business Registration
- b. ByBermuda – Virtual Online Marketplace
- c. Technical Advice
- d. Entrepreneurship Advocacy
- e. Government, Private Sector, and Organisational Relationships
- f. International Partnerships

Existing Information: The Bermuda Economic Development Corporation holds and has access to existing information from a variety of sources in Bermuda, which could be utilised in the preparation of this quote.

About the North East Hamilton EEZ

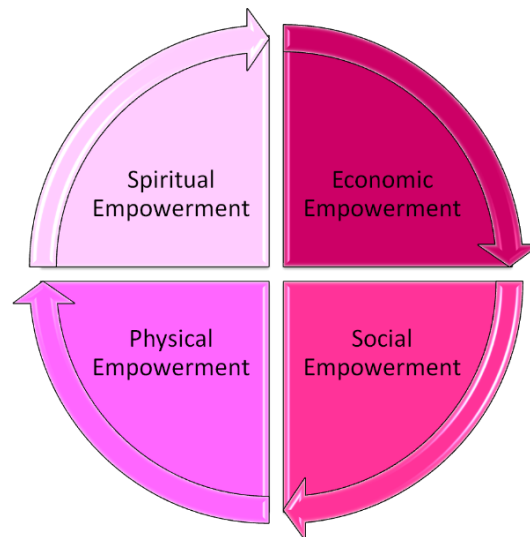
Introduction

In March 2005, the BEDC was mandated with establishing an economic empowerment zone (EEZ) in north-east Hamilton. On June 18th, 2007 North East Hamilton was legally designated as an EEZ and since that date the Bermuda Economic Development Corporation (BEDC - formerly Bermuda Small Business Development Corporation) has been the major facilitator in addressing the socio-economic issues in the Zone, basing each of its actions and decisions on research, as well as community input and feedback.

What is an Economic Empowerment Zone?

Firstly, it's important to define what is empowerment. Empowerment is the process of enabling a person or community of people to think, behave, take action, and have control and decision-making in self-directed ways over their future. It is the state of feeling self-empowered to take control of one's own destiny.

An EEZ is a designated area where special plans or programmes are implemented in order to relieve hardship or economic disadvantage or to assist disadvantaged persons or groups to achieve or attempt to achieve equal opportunity. We are able to do this under the remit of the Economic Development Act 1968.



An EEZ is achieved through developing and implementing a system of policies to close the gaps of inequity between the issues in a defined geographical area and the rest of Bermuda (national) – economically, socially, physically and spiritually. We strive to strike a balance between the economic environment (economic equality), the social environment (access to services), the physical environment (high quality design), and the spiritual environment (good quality of life).

Why North East Hamilton?

The Government also believes, and the Social Agenda requires, that an Economic Empowerment Zone be developed in North Hamilton and elsewhere to encourage and protect often overlooked entrepreneurs” (excerpt Throne Speech 2005).

North-East Hamilton represents Bermuda’s first suburb. In the 1800’s, it was a place where the wealthy lived in townhouses while they worked in the City of Hamilton during

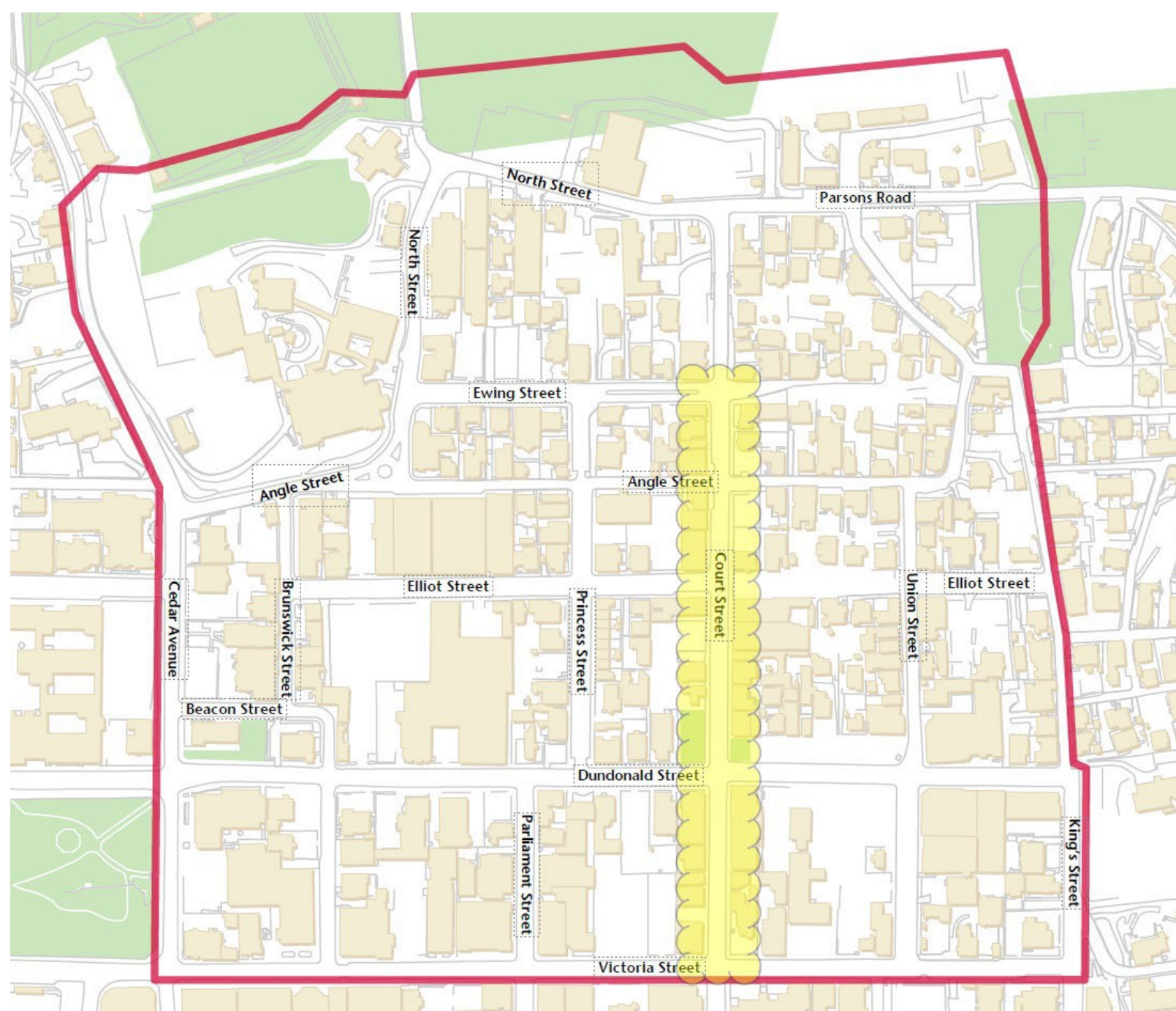
the week, before retiring to the countryside on the weekends. In the early 1900's, North-East Hamilton became the hub of the Black experience where professionals prospered and began to build legacies. Since that time, however, this area, like many others, has simply been unable to keep pace with the economic and social changes of the country. Now challenged by crime and drugs, this area is a mere shadow of its former glory.

Data collected from a 2006 Household Survey revealed that there are some clear gaps in the socio-economic and environmental conditions of NE Hamilton area versus the rest of Bermuda.

Appendix A

North East Hamilton Economic Empowerment Zone

Map/Wi-Fi Coverage Area (Yellow Cloud)



Appendix B

CERTIFICATE OF CONFIRMATION OF NON-COLLUSION

Notes for the tenderer/bidder

The essence of Open Tendering is that the BEDC shall receive bona fide competitive Tenders from all persons Tendering. In recognition of this principle, all companies submitting a tender will be required, by way of the signature of the Company Principle, state their agreement to the statements below, which indicates that the tender has been submitted without any form of collusion.

The Certificate of Confirmation of Non-Collusion is a mandatory requirement from all bidders. Any bids submitted which do not include a signed copy of the Certificate will be wholly rejected and will not be included in the evaluation process.

If it is later found that the undertakings made below have been breached at any stage of the process, the bidder will be expelled from the process immediately. In the event that this is discovered after a contract award, legal action may be taken against the bidder and/or any party involved in the matter.

False submissions may also exclude the bidder, and any other person or company involved in collusion, from bidding for future contracts tendered by the BEDC.

Confirmation of non-collusion

I/We certify that this is a bona fide Tender, intended to be competitive and that I/We have not fixed or adjusted the amount of the Tender or the rates and prices quoted by or under or in accordance with any agreement or arrangement with any other person.

I/We confirm that we have not received any additional information, other than that contained within the tender pack, or supplementary information provided to all bidders.

I/We also certify that I/We have not done and undertake that I/We will not do at any time any of the following acts:

- (a) communicating to a person other than the tender administrator the amount or approximate amount of my/our proposed Tender (other than in confidence in order to obtain quotations necessary for the preparation of the Tender for insurance) or
- (b) entering into any agreement or arrangement with any other person that he shall refrain from tendering or as to the amount of any Tender to be submitted; or
- (c) offering or agreeing to pay or give or paying any sum of money, inducement, gift /hospitality or valuable consideration directly or indirectly to any person in relation to this tender.

Signed

Date _____

Printed Name and Title

Company Name

Date _____

Printed Name and Title

Company Name

Appendix C

CONSULTANT INFORMATION

1. CONSULTANT'S PAYROLL TAX NO.:

2. CONSULTANT'S SOCIAL INSURANCE NO.:

FINANCIAL STABILITY

We confirm that we, the undersigned, are conducting business as a proper legal entity and are not delinquent in making payments for outstanding debts for Government receivables such as Social Insurance contributions and Payroll Tax.

If in arrears that we have a signed agreed payment plan(s) and are making the payments as per the agreement.

SIGNED (Block Letters):

(Signature):

ON BEHALF OF:

(Company)

ADDRESS:

COMPANY FAX. NO.:

COMPANY EMAIL:

COMPANY PHONE NO.:

(Main/Cell)

DATED:

Appendix D

REQUEST FOR PROPOSALS FORM of TENDER

All sheets form part of the tender

LUMP-SUM BID

TO: EXECUTIVE DIRECTOR - BERMUDA ECONOMIC DEVELOPMENT CORPORATION

Having examined the tender documents as well as the relevant conditions affecting this work, we the undersigned, offer to complete the project for the sum of:

(Figures) **BD\$**

(Words) **Bermuda Dollars**

We agree to abide by this tender for sixty (60) calendar days from the date fixed for receipt of tenders and understand that you may accept/reject any bid you may receive.



Request for Proposals
North East Hamilton Economic Empowerment Zone (NEHEEZ)
Public and Private Wi-Fi Service
BEDC – RFP 2025/01

Proposal Summary

BEDC is requesting proposals from qualified firms to create a public and a private wireless (Wi-Fi) network within the North East Hamilton Economic Empowerment Zone. The system is expected to provide a strong signal to the outdoor areas of the entire coverage area.

The scope of services includes the following:

- System design
- Equipment and licensing provision
- Internet Service identification and/or provision
- Installation
- System monitoring, maintenance and upkeep
- Propose plans to recover monthly costs of Internet service and maintenance/technical support

RFP documents can be downloaded from BEDC's website at www.bedc.bm.

Submission Deadline

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Key Dates

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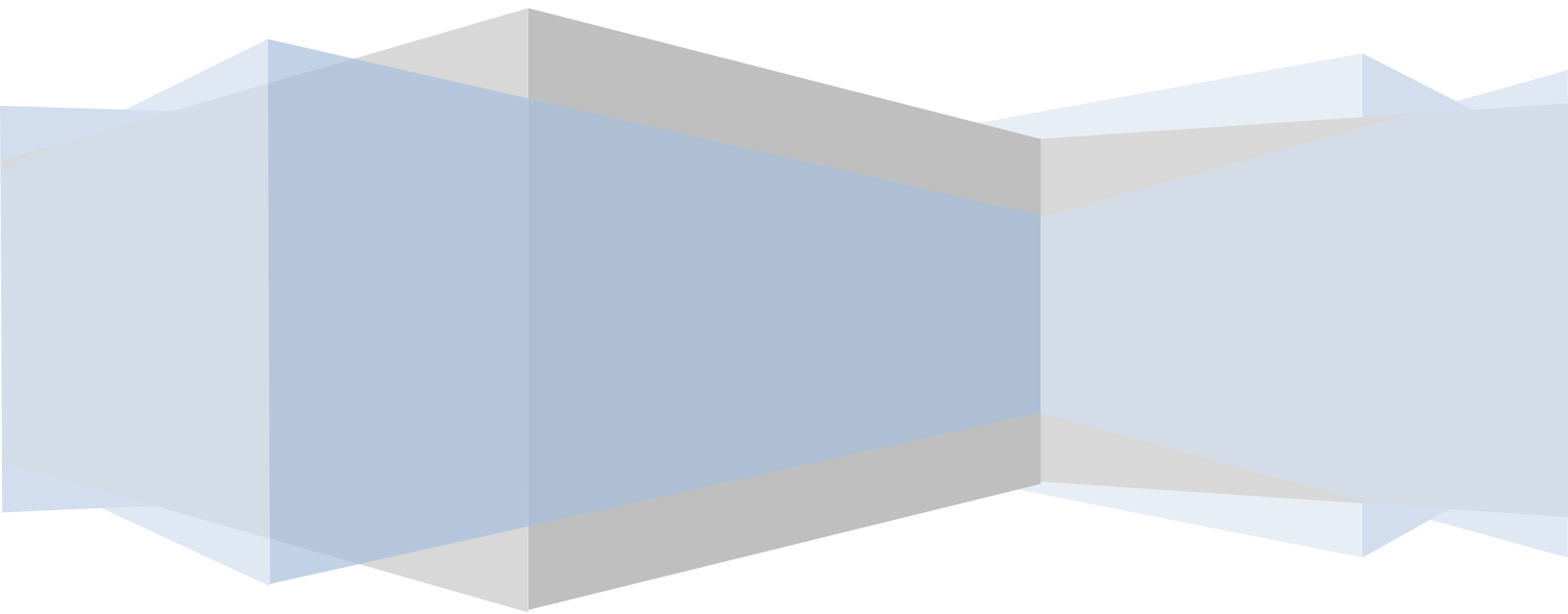
Bermuda Economic Development Corporation Sofia House, First Floor #48 Church Street Hamilton Bermuda HM 12 Attention: Donte Hunt	Bermuda Economic Development Corporation P.O. Box HM 637 Hamilton Bermuda HMCX Attention: Donte Hunt
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Request for Proposals

**North East Hamilton EEZ
Public and Private Wi-Fi Service**

Addendum to RFP Document





Bermuda Economic Development Corporation

www.bedc.bm

Sofia House, 48 Church Street,
Hamilton HM11, Bermuda

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

BEDC – RFP 2025/01

March 5th, 2025

North East Hamilton EEZ **Public and Private Wi-Fi Service**

Questions Received and Responses Provided

Technical Scope & Requirements

- Q1. What are the specific coverage areas for the public and private Wi-Fi networks? Are there coverage maps available?**
- A.** See Appendix A in the RFP document.
- Q2. Are there any minimum bandwidth or speed requirements for the Wi-Fi network?**
- A.** See clause 4.2 on page 7 of the RFP document.
- Q3. Will BEDC provide access to existing infrastructure and telephone poles/buildings, and will there be power supplied from these locations? Who will pay for any leases and power usage?**
- A.** See clause 4.2.4 on page 3 of the RFP document – Proposed Responsibilities of the BEDC. Essentially, it is up to the vendor to propose BEDC responsibilities.
- Q4. Is there a preference for specific wireless technologies (e.g., Wi-Fi 6, mesh networks, backhaul requirements)?**
- A.** No there is no preference.
- Q5. Are there any cybersecurity or data protection requirements, such as user authentication, encryption, or compliance with local regulations?**
- A.** See clause 5.3 on page 8 of the RFP document.

Q6. Will the public Wi-Fi have any restrictions (e.g., content filtering, session time limits, bandwidth caps)?

A. See clause 4.5 on page 8 of the RFP document.

Q7. Are there any service-level agreement (SLA) expectations for up-time and performance?

A. See clause 4.3 on page 7 of the RFP document.

Equipment & Licensing

Q8. Does BEDC have a preferred vendor for hardware, or is the selection open to the proposer?

A. No preferred vendor for hardware.

Q9. Will the vendor be responsible for acquiring spectrum licenses if needed?

A. See clause 4.2.4 on page 3 of the RFP document – Proposed Responsibilities of the BEDC. Essentially, it is up to the vendor to propose BEDC responsibilities.

Q10. What are the anticipated equipment maintenance and replacement cycles?

A. See clause 4.3 on page 7 of the RFP document.

Q11. Are there existing contracts with internet service providers (ISPs), or should the vendor propose new ISP partnerships?

A. This is the responsibility of the vendor to propose ISP partnerships.

Installation & Deployment

Q12. Are there any site constraints or challenges (e.g., building permissions, historic preservation areas, utilities)? Has the City of Hamilton and/or BELCO been engaged?

A. This is the responsibility of vendor to identify and obtain approval for locations (from the property owners) for the Wi-Fi equipment.

Q13. Will vendors have access to BEDC-owned properties for equipment installation, or will private property negotiations be required?

A. BEDC does not own properties within the Northeast Hamilton Economic Empowerment Zone/the coverage area. See clause 4.2.4 on page 3 of the RFP document – Proposed Responsibilities of the BEDC. Essentially, it is up to the vendor to propose BEDC responsibilities.

Q14. Is there a preferred timeline for the completion of the project?

A. While there is no specific timeline for completion, a reasonable timeline to solidify equipment locations, obtain equipment, and complete installation is expected.

Q15. Should vendors account for potential future network expansion in their design?

A. Yes, vendors should account for this.

Monitoring, Maintenance & Upkeep

Q16. What level of ongoing monitoring and maintenance is expected? Will 24/7 support be required?

A. See clause 4.3 on page 7 of the RFP document.

Q17. Should vendors propose a remote monitoring solution, or will BEDC require onsite technical support?

A. The monitoring solution recommended is up to the vendor.

Q18. Are there any specific reporting requirements for system performance, uptime, and user analytics?

A. See clause 4.5 on page 8 of the RFP document.

Financial & Cost Recovery

Q19. Does BEDC have a preferred model for cost recovery (e.g., advertising, sponsorships, paid access, government subsidies)?

A. See clause 4.4 on page 7 of the RFP document.

Q20. Will BEDC provide funding for ongoing operational costs, or should the vendor propose a self-sustaining model?

Ongoing operational costs are expected. The option of a self-sustaining model should be included in the bid proposal.

Q21. Are vendors expected to include cost estimates for different business models in their proposals?

A. This is not expected but would be welcomed as another way to consider options.

Q22. What is the expected contract duration for the awarded vendor?

This is to be determined based on the selected proposal submitted and the negotiations on the contract thereafter.

Proposal Evaluation & Selection

Q23. What are the key evaluation criteria for selecting a vendor (e.g., cost, experience, technical approach, financial sustainability)?

A. See clause 4.2 on page 3 of the RFP document. BEDC evaluates each proposal against the quality of responses and submission of complete and clear information in the following areas – all areas are weighted equally in a ranking scale of 1 to 5 – 1 being least meets, 5 being best meets:

- Vendor Response Requirements – Section 4 under Request for Proposals area
 - Project Methodology – for delivering on the project scope/deliverables
 - High Level Project Plan – for delivering on the project scope/deliverables
 - Proposed Subcontracting Plan
 - Proposed Responsibilities of BEDC
 - Cost
 - Social and Economic Factors
 - Signature
 - Confirmation of Non-Collusion
- Schedule/Timeline for Deliverables

- Level of Experience
- Complete Lump-Sum Bid
- Complete Consultant Information

BEDC will also:

- Review and compare all proposals against the areas above;
- Shortlist companies for consideration;
- Interview shortlisted companies;
- Review responses and any additional information based on interviews;
- Make a recommendation to Board;
- Make a final decision; and
- Advise all bidders.

Q24. Will there be an opportunity for shortlisted vendors to present their proposals in person?

Shortlisted vendors will have the opportunity to present their proposals. This will be a combination of in person and virtual depending on the availability of the shortlisted vendors and the RFP panel.

Q25. Is BEDC open to consortium bids where multiple companies collaborate on the project?

A. Yes, see clause 4.2.3 of the RFP document.

Q26. How will changes to the RFP requirements be communicated, and is there a process for submitting amendments or alternative proposals?

A. See clause 7 of the RFP document – “BEDC will notify all vendors in writing of any change(s) to the RFP”.