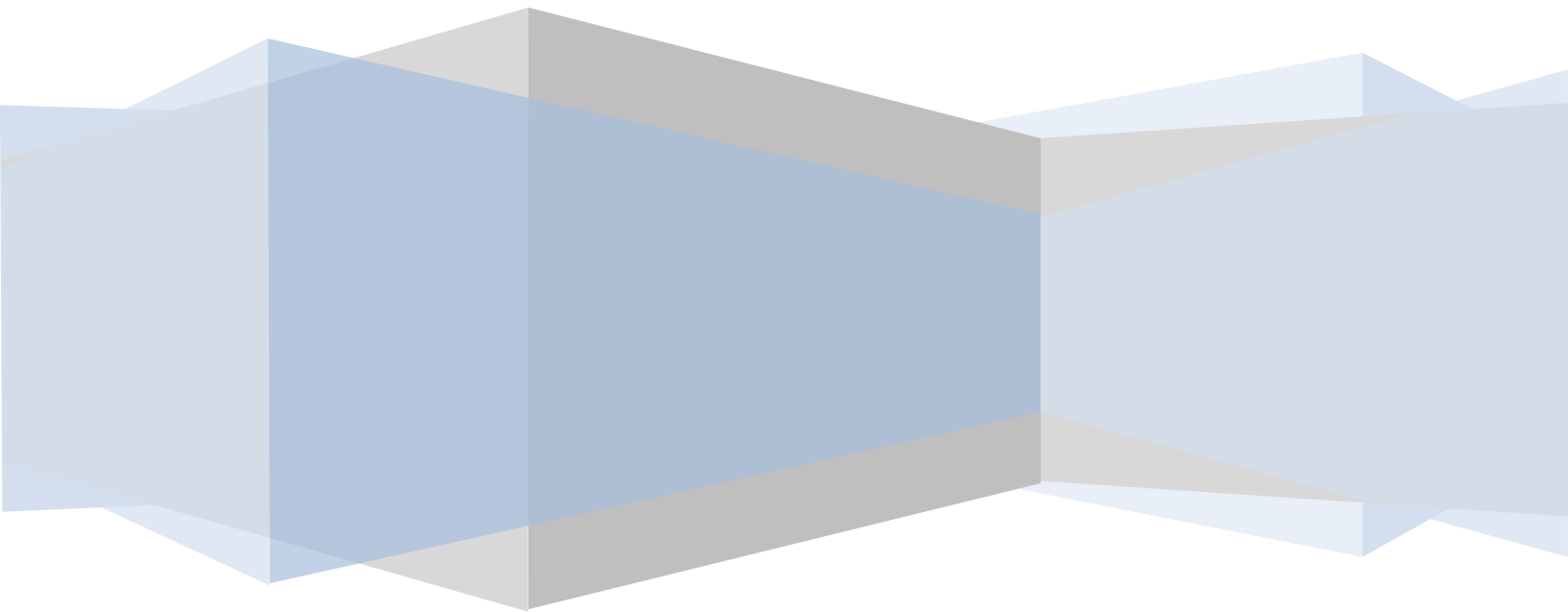




# Request for Proposal

## North East Hamilton EEZ Public WI-FI Service



# Bermuda Economic Development Corporation

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

Sofia House, 48 Church Street,  
Hamilton HM11, Bermuda

Telephone: (441) 292-5570  
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BEDC – RFP 2019/01

November 28<sup>th</sup>, 2019

## Request for Proposals

### For WIFI 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 Friday, December 20<sup>th</sup>, 2019**. 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](mailto:dhunt@bedc.bm), with a copy sent to [rlambert@bedc.bm](mailto:rlambert@bedc.bm). Emails that contain RFP proposal submissions should contain the following information in the subject line: **“NEH EEZ Public 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  
48 Church Street  
Hamilton HM 12  
Bermuda  
Attention: D. Hunt**

- 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 the BEDC branding and marketing campaign is set forth in the Statement of Requirements included in this RFP. The Project Scope is also included in the RFP. Vendors should contemplate and incorporate the details of both the Project Scope and Statement of Requirements 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.

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 4.2.6 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 Public Wi-Fi Service RFP Inquiry” in the subject line, by **Monday December 9<sup>th</sup>, 2019**. Please send all inquiries to [dhunt@bedc.bm](mailto:dhunt@bedc.bm) with a copy to [rlambert@bedc.bm](mailto:rlambert@bedc.bm). All vendors will be notified of the inquiries, without identifying the source, along with the response provided by the BEDC.

## 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 **Friday January 24<sup>th</sup>, 2020**. All vendors who submitted proposals will be notified of the identity of the successful vendor.

## 9. 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 advisory committee and/or Board of Directors.

## 10. 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.

## 11. 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.

## 12. Delivery

- 12.1 A public notice will be posted in the paper and on our website. This RFP can be downloaded from our website. The RFP will also be sent out through our Business Register. In addition, it will be delivered via email upon request.

### **13. General**

- 13.1 All proposals will be considered final upon receipt. No additions, deletions, corrections or adjustments will be accepted after submission.
- 13.2 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.
- 13.3 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.

### **14. Project Authorities**

Executive Sponsor	Erica Smith, Executive Director of BEDC
Contract Authority	Ray Lambert, Micro, Small and Medium Enterprises Director
Project Driver	Donte Hunt, Micro, Small and Medium Enterprises Officer

### **15. Summary of Key Dates**

Request for Proposals published	<b>Thursday November 28<sup>th</sup>, 2019</b>
Deadline for inquiries	<b>Monday December 9<sup>th</sup>, 2019 5:00 pm (AST)</b>
Submission Deadline	<b>Friday December 20<sup>th</sup>, 2019 5:00 pm (AST)</b>
Vendor selection (this date subject to change and respondents will be notified accordingly)	<b>Friday January 24<sup>th</sup>, 2020 5:00 pm (AST)</b>

# 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 include estimates for the number of client connections per zone, 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 Officer, BEDC

Ray Lambert – Micro, Small and Medium Enterprises Director, BEDC

# 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. As a result the BSBDC changed its name to BEDC to encompass its expanded legislation. Under the new 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 2011, 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) and having annual sales revenues of less than one million dollars (\$1,000,000).

Under the BEDC Act 2011, 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

## PRODUCTS AND SERVICES PROVIDED BY THE BEDC

**Loan Guarantee Programme:** While not a bank, the BEDC will consider acting as a guarantor for a portion of a bank loan for small businesses that appear viable and where the creditworthiness of the borrower is sound. As guarantor of last resort, the BEDC can guarantee up to 50% of the agreed loan amount to a maximum of \$200,000.

**Micro Loan Programme:** The BEDC will offer a 100% guarantee on up to \$10,000.00 loans to qualified applicants. The Micro Loan is designed to assist start up and businesses with inventory purchases and/or capital items directly related to increasing sales or services.

**Letter of Credit:** BEDC has partnered with HM Customs and has allocated \$200,000 in funds annually to be used to facilitate lines of credit in amounts up to a maximum of \$10,000 to assist

businesses in importing goods for retail sale in Bermuda. The BEDC will offer a 100% guarantee letter of credit to assist qualified applicants in securing a HM Customs Line of Credit to defer payment of duty

### **Management of established Economic Empowerment Zones and related products (Payroll Tax, Customs Duty Deferral)**

**Technical advice:** Our officers are experienced professionals who can provide business management advice on a variety of issues, including:

- a. Developing a business plan
- b. Bookkeeping/accounting
- c. Managing cash flow
- d. Inventory and stock controls
- e. Expense and overhead controls
- f. Developing marketing and communication strategies
- g. Relevant taxes and Government regulations
- h. Lease arrangements
- i. Insurance requirements
- j. Staffing issues/policies

**Resource Library:** the BEDC's library contains tapes, videos, CD ROMs, books and periodicals, all focused on small business management issues such as business planning tutorials, strategic planning advice, customer service training and more.

**Relationships:** the BEDC has direct access to many organizations, professional groups and Government departments, which enables it to ensure that the advice provided is accurate and up to date. No question is considered unimportant and we are committed to assisting all entrepreneurs who seek guidance.

# About the North East Hamilton EEZ

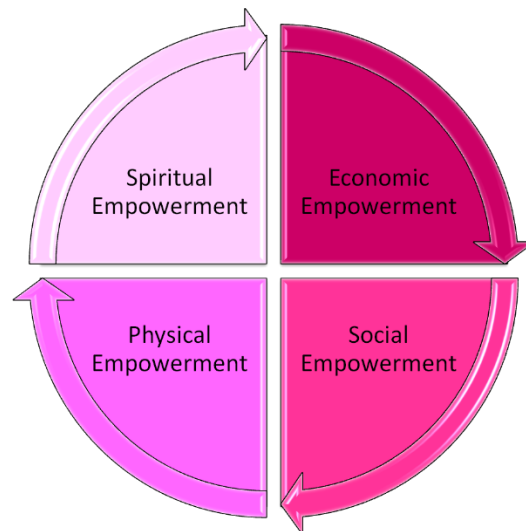
## Introduction

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

## Northeast Hamilton Economic Empowerment Zone Map / Coverage Area



# 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:**