

RFP 2020-1020;
INTERNET INFRASTRUCTURE FOR SELECTED SITES
ATTACHMENT A: SCOPE OF WORK



1.0 Summary

Cincinnati Metropolitan Housing Authority is requesting proposals from qualified firms to create a Housing Area Resident wireless (Wi-Fi) network within specific housing areas. The scope of services includes the following: (1) system design, (2) equipment and licensing provision, (3) Internet Service identification and/or provision, (4) installation, (5) the warranty necessary to create a Housing Area Resident Wi-Fi network in the specified Housing Areas, and (6) system monitoring, maintenance and upkeep. Cincinnati Metropolitan Housing Authority has identified areas where the provision of Wi-Fi is the focus of this Request for Proposals. Those areas are Horizon Hills (32 units), Beacon Glen (60 units), Setty Kuhn (64 units), and Marianna Terrace (74 units). The system is expected to provide a strong signal to the indoor areas of the entire coverage area with service to any outside common areas being a desirable feature but not the primary focus of the project. The project must be completed by no later than 08/31/2021.

CMHA reserves the right to award multiple contracts to create a “pool” of contractors.

2.0 Consultant Scope

2.1 Introduction

The Cincinnati Metropolitan Housing Authority (“CMHA”) is seeking proposals from qualified respondents interested in providing the services as described in this request for proposals (“RFP”). The primary purpose of the Housing Area Resident Wi-Fi network is to provide internet accessibility to students residing in our housing areas. The areas are:

- Horizon Hills: 1023 Grand Ave Cincinnati OH, 45204
- Beacon Glen: 6347 Beechmont Cincinnati OH, 45230
- Setty Kuhn: 3050 Mathers St Cincinnati OH, 45206
- Marianna Terrace: 1700 Wabash Cincinnati OH 45215
- 5232 Ralph, Cincinnati OH 45238

2.2 Project Purpose

The system will provide no-fee public access to the Internet within the coverage area and will be able to accommodate needs of students and others qualifying for CARES funding who reside in specific CMHA housing areas. CMHA requests that all proposals provide an ability to limit the access to the Internet connection in two ways:

- A. Prevent access to sites/categories that have no educational value, such as gaming, pornography, gambling, music streaming, video streaming or otherwise inappropriate content. The ability to adjust or tune this capability is also required.
- B. Limit access via certificate or some other method to specific devices or

**RFP 2020-1020;
INTERNET INFRASTRUCTURE FOR SELECTED SITES**



users.

2.3 Project Description

The objective of the Housing Area Resident WiFi project is to provide standard 802.11b/g Wi-Fi access to business and consumer class Wi-Fi devices found in notebook computers, tablets, and smartphones, and other devices. The primary use will be to provide a free “Wi-Fi Hot Zone” for students residing in CMHA properties.

The indoor coverage area is defined in the site plans. 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. Proposals should include estimates for the number of client connections per zone, maintaining a preferred connection speed of 20Mbps. Proposed plans providing the required minimum coverage will rate highly.

CMHA intends to purchase 3 years of the service in advance. The proposing firm shall include plans to assume the service, maintenance, support, administration, and management of the Wi-Fi network and to comply with a negotiated Service Level Agreement for the follow-on years. Funding plans for the follow-on years cannot be CMHA nor the resident assuming the costs for the service, maintenance, support, administration, and management of the Wi-Fi network.

Management capabilities of the Wi-Fi network must include software utilities to administer and manage user sessions. The management utilities should also include the ability to set connection time limits for clients, 60 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 analyze and track system performance and provide metrics for system improvements.

While the scope of this project is specific to specific CMHA Housing Area locations, this project may be used as a measure for future wireless initiatives, which may involve further additional CMHA Housing Areas. It is imperative that the proposed system is scalable and that the proposal includes that expansion path.

The project must be completed by no later than 08/31/2021.

The qualified firm will propose a solution and equipment that would best meet CMHA’s stated goals.

2.4 Performance Expectations

RFP 2020-1020;
INTERNET INFRASTRUCTURE FOR SELECTED SITES



2.4.1 Aesthetics

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

2.4.2 Frequency Coordination and RF Analysis

CMHA 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. CMHA may arrange vendor access to CMHA-owned facilities to facilitate site surveys.

2.4.3 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.

2.4.4 Back Haul ISP

CMHA does not currently have CMHA-provided Internet service in the coverage area. CMHA expects that the proposal will include options for acquiring or providing Internet service for the Wi-Fi network.

2.4.5 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 50-70ms. 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.

2.4.6 Physical Requirements

All outdoor equipment must operate in an ambient temperature range of -40 degrees to +140 degrees Fahrenheit, have enclosure and cable connections that are tamper-proof, weatherproof and able to withstand shock and vibration and high wind speeds.

2.4.7 Orientation

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

2.4.8 Warranty and Post Implementation Support

RFP 2020-1020;
INTERNET INFRASTRUCTURE FOR SELECTED SITES



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

3.0 Scope of Services

Vendors must submit a detailed scope of work outlining the project plan, tasks, scheduling, and milestone events. In general, CMHA anticipates a “turnkey” full-service process. To that end, services are expected to include, at a minimum, the following:

- System design
- All necessary equipment including access points, antennas, CPEs, power supplies, etc.
- Suitable locations for mounting equipment. (Please note: the selected bidder will be required to work with, and receive approval from, CMHA Asset Management Department and other departments for the use of CMHA infrastructure for the mounting of equipment. Further, CMHA will provide as much assistance as possible in negotiating potential infrastructure locations involving CMHA Housing Areas.)
- All installation services for all equipment (The vendor will be responsible for securing any required permits, if applicable; these may be no-fee permits.)
- All necessary software and latest firmware updates
- All necessary testing to assure acceptable service in the coverage area
- Provision and management of the manufacturer’s warranty
- Any necessary training to CMHA staff
- Options for back haul Internet service for the Wi-Fi network
- Post-installation support of the system, as needed
- Follow-on year funding plan as described in Section 2.3 “Project Description”.

4.0 General Requirements

The contract will be awarded only to a responsible consultant. To qualify, a prospective consultant must meet the following standards, as they pertain to this Request for Proposals.

- 4.1** The Consultant must have adequate technical and financial resources and equipment for performance, or have the ability to obtain and to manage such resources and equipment as required during the performance period of the proposed contract.
- 4.2** The Consultant must have the necessary experience, organization, technical qualifications, skills and facilities or have the ability to obtain and to manage them (including any sub-consultant requirements).
- 4.3** The Consultant must be able to comply with the proposed or required performance schedule.

- 4.4 The Consultant must have a satisfactory record of contractual performance.
- 4.5 The Consultant must maintain the auditable records, documents and papers for inspection by authorized CMHA representatives.
- 4.6 Grants or alternative resources may be needed after the initial 3-year period so that there is no cost to the residents. If the Proposing Firm plans to use these funding sources, they will be responsible for the application process to obtain the subsequent funding.

5.0 Pool of Contractors

- 5.1 CMHA intends to create a “pool” of Contractors to provide these services. The Pool will consist of various qualified Contractors which will be available on an as-needed basis. The actual number of Pool participants chosen will depend on the number of qualified proposals received. Proposers selected to participate in the Pool will be assigned work at the discretion of the Authority based on quality of work, availability, manpower and timeliness. Pool participants may be assigned to any property at any given time. The Authority will attempt to match each assignment to the Pool Participant best suited for a given task. Selection as a participant of the Pool is not a guaranty of the type or number of tasks for which a participant may be selected.
- 5.2 If a Pool Participant is selected to perform one or more projects, work assignments or tasks, the Authority will formally request the Pool Participant to perform such work by executing a purchase order.

6.0 Performance Standards

- 6.1 If the Contractor does not have the system installed and operational by 08/31/2021, the Contractor will not be paid.
- 6.2 The COO may waive the fee reductions at her discretion after discussing extenuating circumstances with the Contractor. Such waiver shall be in writing at the time of the service.

7.0 Contract Terms

7.1 Contract Term

- 7.1.1 The Authority intends to enter into a three-year contract with the successful offeror(s) selected to provide the services.

- 7.2 **Indefinite Quantities Contract (IQC)** CMHA does not guarantee any minimum or maximum amount of work as a result of any award ensuing from this RFP, but will reserve the right to award work on an as-needed basis.



RFP 2020-1020;
INTERNET INFRASTRUCTURE FOR SELECTED SITES

- 7.2.1** Guaranteed Contract Minimum Amount and Not-to-exceed Maximum Amount: As may be further detailed herein, as the ensuing contract will be an Indefinite Quantities Contract (IQC), which, pursuant to HUD regulation, requires CMHA to award the responsive and responsible contractor a Guaranteed Contract Minimum Amount (GCMA) and Not-to-exceed Maximum Contract Amount (NMCA) of work, those required minimum and maximum contract levels are: (a) GCMA: \$100; (b) NMCA: \$200,000. CMHA reserves the right to adjust these amounts, if in its best interest to do so, prior to contract approval.