



City of Waco, Texas

Request for Information RFI No. 2021-024

Community Broadband Internet Pilot Request for Information

Issue Date: Wednesday, April 28, 2021
Closing Date & Time: Friday, June 18, 2021 at 2:00 p.m.
Opening Date & Time: Friday, June 18, 2021, at 2:01 p.m.

RFI Opening Location: Purchasing Services Office, 1415 N. 4th Street, Waco, Texas

For Information Contact: Tim Cubos, Purchasing Services, 254-750-6616

Pre-submittal Meeting Location: Purchasing Conference Room
1415 N. 4th Street, Waco, Texas, 76707
On Friday, May 14, 2021, at 10:00 AM CST

**** Attendance by Teleconference and/or Video Only ****

Purchasing Services
Post Office Box 2570
Waco, Texas 76702-2570
Telephone 254 / 750-8060
Fax 254 / 750-8063
www.waco-texas.com



CITY OF WACO

Community Broadband Internet Pilot

REQUEST FOR INFORMATION (RFI) # 21-0430RFI

Written by:

**Jeff Coombs
Brandon Fisher
Russ Johnson**



3408 Hillcrest Drive
Waco, Texas 76708
www.TNCG.com



City of Waco, Texas

RFI No. 2021-024

Community Broadband Internet Pilot Request for Information

REGISTER INTEREST

You have received a copy of the above-described Request document. If you would like to register your interest in this project so that you will receive any future notices or addenda concerning the project, please fill in the information requested below and fax this page to 254-750-8063. You may also scan this page and email to: ccubos@wacotx.gov.

Company/Firm: _____

Name of Contact Person(s): _____

Email(s): _____

Telephone: _____ Fax: _____

Mailing Address: _____

It is your responsibility to complete and return this form to the City. Failure to do so will result in your not receiving notices and addenda related to this project from the City of Waco. Notices and addenda are posted on the City's website and can be accessed at: <http://www.waco-texas.com/purchasing-rules.asp>.

City of Waco Purchasing Services
Post Office Box 2570
Waco, Texas 76702-2570
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NOTICES

Due to COVID-19 restrictions, all public openings will be available through video conferencing. Please note that all dates are subject to change, please visit www.waco-texas.com/bids.asp daily. For more information, please contact the Purchasing Agent for the project.

If you completed a Register in Interest form, the Purchasing Department will email you any addenda

******Please remember the proposal will need to be time-stamped before the due date time******

*******If delivering the proposal in person, please dispense in the "Drop Box", located at the entrance of the Operations Center, located at 1415 N. 4th Street, Waco, TX 76707******

Video conferencing instructions will be sent prior to the opening date

SCOPE AND SPECIFICATIONS OF THE RESPONSE

SCOPE: The City of Waco City (City of Waco or the City) is soliciting responses for a **COMMUNITY BROADBAND INTERNET PILOT**.

The City of Waco, Texas is issuing this Request for Information (RFI) to create a pilot project which will provide **broadband internet access (wired and/or wireless)** throughout a defined geographic area of the City. The City of Waco hopes to gather specific information from interested vendors who can provide hardware, software, and services necessary to achieve a successful pilot program based on established goals. Vendor responses should include ideas, information and recommendations that could result in a pilot project that satisfies some or all the established goals related to providing broadband internet access to the area of the City defined below. Responding to the RFI does not automatically afford or guarantee any privileges, considerations or to be chosen as the successful vendor if a future solicitation is issued.

The City currently operates facilities located in the table below:

Site Name	Address
Wetland Visitor & Research Center	1752 Eichelberger Crossing
Bull Hide Creek Wastewater Treatment Building	1646 Cooksey Ln
Water & Billing Office	425 Franklin Ave
Waco Transit Maintenance	421 Columbus Ave
Texas Sports Hall of Fame	1108 S University Parks Dr
Lion's Den	1716 N 42nd St
Waco Regional Tennis Center	900 Lake Shore Dr
Lion's Park	1715 N 42nd St
Riverside Administrative Building	200 Colcord Ave
Drug Enforcement Unit (DEU)	1211 Washington Ave
Parks Maintenance Shop	207-A Tennessee Ave
Parks & Zoo Building	207-D Tennessee Ave
Texas Ranger Museum & Hall of Fame	100 Texas Ranger Tr
Fort Fisher Caretaker's Cottage	100 Texas Ranger Tr
Texas Ranger Museum & Hall of Fame - Armstrong Library	100 Texas Ranger Tr
Texas Ranger Museum & Hall of Fame - Knox Hall	100 Texas Ranger Tr

Building A - Admin Offices & Cat Building	2032 Circle Rd
Landfill Office Building	11400 Old McGregor Rd
Intermodal Transit Station	301 S 8th St
Transit Administration Operations & Maintenance Building	301 S 8th St Suite 100
Mt. Carmel Water Treatment Plant Administration Building	5701 Lake Shore Dr
WMARSS - Administration Building	1147 Treatment Plant Rd
DAF Administration Building	4620 Airport Rd
Hart-Patterson Track - Main Building	300 S 32nd St
Fire Station #11	7600 Imperial Dr
Dr Mae Jackson Development Center	401 Franklin Ave
12th St Radio Tower	4300 S 12th St
Brown's Lake Radio Tower	1510 Old Dallas Rd
Hillcrest Pump Station	3110 Herring Ave
Old McGregor Pump Station	9120 Old McGregor Rd
Cottonwood Creek Golf Course Maintenance Shop	5200 Bagby Ave
Future Fire Station #6	1000 N 25th St
Radio Tower (Extraco Lot)	1718 N 42nd St
Airport Pump Station	7724 Karl May Dr
Waco Zoo	1701 N 4th St
Bosqueville Lift Station	1800 Joy Dr
Tennessee Admin.	201 Tennessee
5 MG GROUND STORAGE TANK	3202-3441 Gholson Rd
SCHROEDER TOWER	6200 Service Center Dr
2.5 MG RIVERSIDE STORAGE TANK	201 Colcord Ave
AIRPORT GROUND STORAGE	7724 Karl May Dr
TSTC CAMPUS TOWER	401 Barksdale Ave
PARK LAKE TOWER	1617 Park Lake Dr
OWEN LANE TOWER	400 Owen Ln
MCI WORLDCOM NETWORK SERV INC	307 S 11th St
FCC ANTENNA STRUCTURE #1043831	409 S 8th St

Methodist Home	1210 Herring Ave
AT&T 26TH ST	928 N 25TH ST
City of Waco Radio Shop Tower	1415 N 4th St
12th St Tower	4300 S 12th St
Brown's Lake Tower	1510 Old Dallas Rd
McLennan Co/Extraco Tower	1718 N 42nd St
AMERICAN TOWERS LLC	3317 Mary Ave

The City reserves the right to modify the Scope and Specifications as circumstances require, including but not limited to adding, changing, or deleting proposed locations/devices.

IMPORTANT DATES:

RFI Issued: April 28, 2021

Pre-submittal Meeting: A pre-submittal meeting will be held on May 14, 2021, at 10:00 AM (CST) attendance is required. Registration is required by submitting a register of interest form

**** Attendance by Teleconference and/or Video Only****

Deadline for questions: Thursday, May 27, 2021 at 5:00 PM (CST)

Questions shall be submitted via email to Tim Cubos at ccubos@wacotx.gov. The City is not responsible for ensuring that emails are received by respondents. Respondents are encouraged to verify that their questions were received.

Due Date for Responses: Friday, June 18, 2021 by 2:00 PM (CST)

SUBMITTAL REQUIREMENTS: One (1) complete electronic copy shall be submitted to the City of Waco at the following address: ccubos@wacotx.gov.

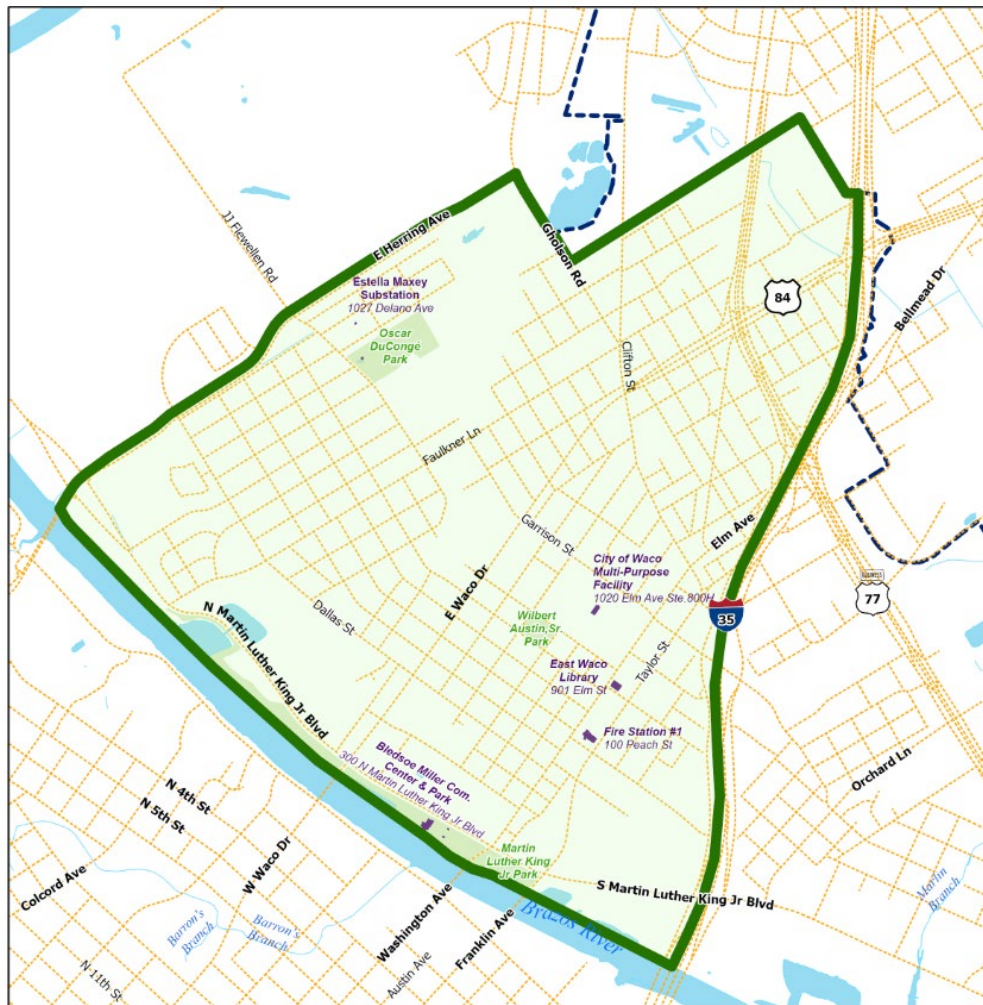
1 PILOT PROGRAM SPECIFICATIONS

1.01 Background

- A. The City of Waco, Texas is issuing this Request for Information (RFI) to create a pilot project which will provide **broadband internet access (wired and/or wireless)** throughout a defined geographic area of the City. The City of Waco hopes to gather specific information from interested vendors who can provide hardware, software, and services necessary to achieve a successful pilot program based on established goals. Vendor responses should include ideas, information and recommendations that could result in a pilot project that satisfies some or all the established goals related to providing broadband internet access to the area of the City defined below. Responding to the RFI does not automatically afford or guarantee any privileges, considerations or to be chosen as the successful vendor if a future solicitation is issued.

1.02 Pilot Project Goals and Objectives

- A. This pilot will occur in the area generally considered as East Waco. The pilot project will encompass an area West of IH-35, East of the Brazos River, South-east of Herring and along city limits from Texas & Gholson to IH-35.
 - B. Map of pilot area
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C. The pilot program is intended to provide broadband internet access to those listed below located in the pilot project area:

1. Underserved residents and businesses
2. City tourists and visitors
3. City Staff and Facilities
4. Public Safety Staff and Facilities

D. The pilot project area includes the following demographics:

- Area: 2.49 square miles
- Population: 6415
- Number of Individual Residences (Total Households): 2597
- Median household income: \$15,869
- Number of School Age Children: 5-19 year olds = 1354
- Number of Businesses: 183
- Number of City Facilities: 8
 - City of Waco Multi-purpose facility – 1020 Elm Ave
 - East Waco Library – 901 Elm Ave

- Estella Maxey Substation – 1027 Delano Ave
- Fire Station #1 – 10 Peach St
- Oscar DuConge Park
- Wilbert Austin, Sr. Park
- Martin Luther King Jr. Park
- Bledsoe Miller Park

Sources:

Items 1 and 7 came from City of Waco GIS data.

Items 2-6 were derived from 2020 Esri and Census enrichment data.

- E. The minimum goal for broadband speed for the end user pilot project is 25 Mbps download and 3 Mbps upload sustained.
- F. Respondent shall include caveats and/or exceptions to any of the areas served or requirements contained in this section.

1.03 Contractor or Service Provider General Information

- A. The City of Waco is most interested in vendors, partners, and service providers who can address as many of the below listed elements as possible and satisfy as many of above goals.
- B. The submissions shall be broken out into the following sections. Respondents are encouraged to provide thorough details in each section that shall highlight the respondents experience, expertise, and capabilities.
 - 1. Company profile
 - a. Brief company history, including number of employees, locations/offices closest to the City, number of years in business, and business formation type.
 - 2. Experience with similar projects
 - a. Provide three references of successfully completed recent projects similar in scope and size of the City. Reference shall include the technology or services deployed, the date the project began and went live/into production, the number of users served, the capacity of internet connectivity per user, the contract amount or rough order of cost magnitude, and the contact information (name, phone number, email address) for the primary project point of contact.
 - 3. State or other agency contract vehicles
 - a. Please provide a list of any state or other agency contract vehicles that may be used for purchasing proposed solutions
 - 4. Service level agreement
 - a. If proposing a service, respondent shall include the standard service level agreement for proposed services.

1.04 Contractor or Service Provider Solution Information

- A. Respondent shall address each item listed in the project goals (section 1.02)
 - B. Respondent shall provide the technical specifications of the proposed solution or services.
 1. Architecture of system
 2. Architecture of cybersecurity
 3. Details for major hardware components
 4. Details for major software components
 5. Details for services, if not proposing a City-owned solution
 - C. Respondent shall provide specifications and details on how it would address physical and cybersecurity attributes of the system.
 1. Address anticipated or past experiences in providing protection and support against nefarious use, implementing content filters, implementing disclaimers and terms of use, no selling of data, protecting against illegal use of the network, and other related items of concern.
 - D. Respondent shall include a reasonable timeline with major milestones for the pilot project.
 - E. Respondent shall address its approach to the following:
 1. Quality Assurance (minimum bandwidth, users, latency, jitter, etc)
 2. Maintenance & Support (strategy, costs, software/firmware upgrades, lifecycle replacement, hours, escalation, method of contact, managed offerings)
 - a. Short Term (typical support during the first year)
 - b. Long Term (support for later years of the system or service)
 3. Scalability (adding additional users, bandwidth, and geographic locations)
 4. Sustainability (long term costs typical for a system or service of this nature)
 5. Privacy (addressing segmentation of data, encryption, and other privacy concerns of a generally accessible system)
 6. Remote Network Management (tools, applications, services available to the City to self-service, monitor, and report on the system or service in place)
 7. Resiliency (providing redundancy in the system or service to withstand common outages or failures, including options for mission-critical usage the system or service for City and other agency Public Safety staff)
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8. Warranty (standard and extended warranty terms, conditions, and offerings)
 9. Typical Delivery Timeframe (prepare/plan, order/contract execution, deployment, testing, go-live)
 10. Post-install capacity and capability validation
- F. Respondent shall include any brochures, data sheets, and other technical marketing material on the proposed system(s) and service(s).
 - G. Respondent shall provide any coverage maps, capacity maps, or other simulations for the identified pilot area
 - H. Respondent shall provide details for any recommended training for City IT staff, other staff, and users (public) of the system
 - I. Respondent shall provide expected costs for the pilot (rough order of magnitude), including one-time capital expenditures (CAPEX) and on-going expenses (OPEX)
 - J. Respondent shall include any opportunities for partnerships, subsidies, P3, sponsorships, advertising, and other strategies.
 - K. Respondent shall include a list of responsibilities, expectations, and requirements for the City.
 1. Electrical
 2. Backbone cabling, WAN connectivity
 3. Racks, enclosures, power protection
 4. Physical spaces and access
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