

**Town of Bristol
Request for Information
Fiber Connectivity**

1. SUMMARY

The Town of Bristol currently utilizes a variety of methods to connect various offices including T-1, fiber, and VPN connections over cable connections. For reasons of reliability of operations, standardization and security, the Town wishes to create a fiber network between Town facilities. The Town also desires to provide backhaul for small cells to increase economic development, competitiveness and innovation.

The Town intends to implement this project in 2018 and 2019. The specific schedule, deliverables and roles and responsibilities between the Town and the selected vendor during implementation are yet to be determined. Vendors are encouraged to provide a “best practice” solution for the implementation of products.

This Request for Information (RFI) is issued as a means of technical discovery and information gathering. This RFI is for planning purposes only and should not be construed as a solicitation nor should it be construed as an obligation on the part of the Town to make any purchases. This RFI should not be construed as a means to pre-qualify vendors. The Town may utilize the results of this RFI in drafting a competitive solicitation (RFP) for the subject services/products/equipment. Any future contract that may be awarded must comply with Town procurement requirements.

Based on the information provided by the respondents to this RFI, a determination will be made regarding any actual contracting through a procurement process which, at the Town option, could include but not be limited to: a formal bid process, using an existing Town contract, procurement via Federal GSA contract(s), or a piggyback of a contract established as a result of the public bid of another public agency.

Participation in this RFI is voluntary and the Town will not pay for the preparation of any information submitted by a respondent or for the Town’s use of that information.

2. PROJECT OBJECTIVES

Municipal Operations Objectives:

1. Evaluate the Town’s current network and connections: Strengths, weaknesses, opportunities and threats.
2. Develop design specifications for a fiber network to support IT and telephone systems, website, payment systems, data/document storage, and emergency management operations, including evaluating cost/benefits of redundant loop structure and buried deployment.
3. Develop the most cost-effective and efficient implementation plan and recommendations, including timing, on execution.
4. Develop pre- and post-implementation support plan.

Economic Development Objectives:

1. Implement a backhaul solution for small cells.

2. Develop and implement a plan to become a hub in Plymouth State University's I-93 Technology Corridor.

Explore the Feasibility of Fiber for:

1. Interconnection to the Broadband Technical Opportunities Program network at nearest location.
2. Supporting multiple wavelengths of transmission and associated transponders.
3. Allocation of fiber frequencies to different agencies (schools, municipal, businesses, medical facilities)
4. Extension of the Newfound Area School District fiber network.

This RFI is being released in conjunction with an RFP for an IT assessment and support services and an RFP for a phone system assessment, deployment and support services. When an RFP is issued and company chosen for this project, it is expected that the selected firm will work with the IT and phone vendors selected. The contracts for the three projects are planned to begin April 1, 2018.

3. CONNECTION SETS

The Town is looking for two sets of connection between the Town Data Center and the endpoints listed below. One pair of fibers minimum is required for each link. In addition, two additional pairs of fiber would connect the data centers to each other.

Data Center:

1. Town Office
230 Lake Street

Endpoints:

1. Police Department
230 Lake Street
2. Future Municipal Building (Will serve as future data starting in 2018-19)
254 Lake Street
3. Fire Department
85 Lake Street
4. Minot-Sleeper Library
35 Pleasant Street
5. Newfound Area School District Main Office (Serves as data center for School District)
20 North Main Street
6. Tapply Thompson Community Center (Also serving as small cell site)
30 North Main Street
7. Highway Department
100 Ayers Island Road
8. Water & Sewer Department
180 Ayers Island Road

4. FACILITY PROFILES

The following is a description of the facilities:

1. 230 Lake Street
 - a. Town Office: The governing body of the Town is made up of five elected Select Board members. This is the location for all administrative operations of the Town such as registrations, tax collection, assessing, mapping, financial management, human resource management, welfare administration, planning and zoning, record retention, copying/scanning, website/email management, and the servers. The Town Office is staffed by the Town Administrator, Finance/HR Director, Bookkeeper/Executive Assistant, Land Use Manager/Assessing Assistant, Town Clerk/Tax Collector, Deputy Town Clerk/Tax Collector, Planner (PT), Land Use/Health Officer (PT), Land Use Administrative Assistant (PT), Welfare Officer (PT) and Minute Taker (PT).
 - b. Police Department: The Police Department is responsible for Town law enforcement, including marked patrols, educational functions, prisoner transports, service of process, and support of other law enforcement initiatives. The Police Department is staffed by a Police Chief, two Lieutenants (including a prosecutor), two Sergeants (including a detective), five Patrol Officers, an Administrative Assistant and a small group of part-time officers. Along with the building, Police Department staff have other mobile technology and cruisers equipped with technology.
 - c. Other functions: The Town Office also serves as the location for our local access television operations, server/copier room, website/email maintenance location, primary meeting space, and records retention facility. The Police Department also uses the facility for witness interviews, booking, holding cells, evidence storage and alcohol/drug testing.
2. 254 Lake Street
 - a. Future Municipal Building: The Town owns this lot and it has been identified as the location for a future Town Office and/or Police Department in the next 12-24 months.
3. 85 Lake Street
 - a. Fire Department: The Fire Department is responsible for professional fire protection, rescue and advanced emergency medical services to the town of Bristol and to three other municipalities through mutual aid agreements. These services are delivered by a career, on-call and part time personnel. The Fire Department is staffed by a Fire Chief, three career Captains (paramedics and EMTs), three career firefighters (paramedics and EMTs) and an Administrative Assistant (PT). There are also a dozen-plus part-time and on-call officers and firefighters. Along with the building, Fire Department staff have other mobile technology, two ambulances, a fire engine and ladder truck equipped with life-saving technology.
 - b. Other functions: The Fire Department also serves as the Town's Emergency Operations Center and base for Forestry operations.
4. 35 Pleasant Street
 - a. Minot-Sleeper Library: The Library is a full service library that makes books, movies, magazines and other media available. In addition to staff computers, it has six computers available for public use and Wi-Fi access. Billing, administration, asset tracking and storage are at the Library and it hosts a multi-purpose meeting room. The Library is staffed by a Library Director, Children's Librarian, Inter-Library Loan Librarian (PT),

Circulation Librarian (PT) and two Library Pages (PT). The Library also hosts a solar array for its electrical needs.

5. 20 North Main Street
 - a. Newfound Area School District: The building serves as the main office for the regional school district of seven towns (with an eight that tuitions in) and is the district's data center. NASD is currently building a fiber infrastructure.
6. 30 North Main Street
 - a. Tapply-Thompson Community Center: The TTCC is a not-for-profit recreation center serving Bristol and the surrounding communities with programs and community space. The TTCC has been identified as a suitable location as a microcell site to boost cell phone coverage to the downtown and surrounding neighborhoods.
7. 100 Ayers Island Road
 - a. Highway Department: The Highway Department oversees the repair and maintenance of all town-maintained roads, including mowing, ditching, drainage and road signs. The department also maintains Town-owned facilities such as parks, beaches and rail trails. The department also coordinates and completes the plowing, salting and sanding. The Highway Department is staffed by a Superintendent, a Foreman, two Equipment Operators, a Grounds/Maintenance Attendant, and three Transfer Station Attendants (PT). The department currently uses a facility shared with the transfer station. Highway Department staff have other mobile technology and vehicles equipped with technology.
 - b. Transfer Station: The Highway Department staffs the Transfer Station. General household garbage is collected at the upper transfer station. The Town's lower facility accepts construction and demolition debris, metals, burnable items, appliances, small propane tanks, leaves and wood products.
8. 180 Ayers Island Road
 - a. Water & Sewer Department: On the water side, the combined department is responsible for the public water system in the Town and they maintain and monitor many miles of pipe through the throughout our distribution system. The Department also supplies through the same system, fire protection by means of 145 fire hydrants and a storage reservoir of a million gallons of water. On the sewer side, the Department exists to serve customers with a collection and treatment system, for their sewage disposal, by gravity fed sewers, pump stations and forced mains, which deliver wastewater to the treatment facility. At that point the wastewater is treated by means of oxidation ditches, clarifies, sludge removal and disinfection before allowing to discharge the effluent into the Pemi River. The Water & Sewer Department is staffed by a Superintendent, two Chief Operators, two Assistant Operators (sewage, treatment and distribution) and an Office Manager. On the sewer side, the location serves as the primary location for sewage collection, treatment and discharge, and pressing and hauling and the on the water side, it serves as the primary location for treatment and distribution. Billing, administration, asset tracking and storage are also taken care of at the department's two buildings. Water & Sewer Department staff have other mobile technology and vehicles equipped with technology.

5. CURRENT SYSTEMS

To the best of the Town staff's abilities, the following are the current systems in place. This is not 100 percent accurate.

Facilities	Work Stations (Laptops)	Servers	Printers/Copiers	Routers	Other Hardware	Employee Phones/Lines	Other
Town Office	11 (0)	1	1 copier; 3 printers	1	None	10	1 additional line for security system that serves Town Office and Police Department Town Office has 2 VPNs – 1 connecting to Water & Sewer Department; and 1 for the Town Clerk/Tax Collector to connect to the State system
Police Department	10 (0)	2 – 1 on site and 1 at Franklin Dispatch	1 copier; 3 printers	1	6 tablets; 6 mobile data terminals	11	Includes 2 non-emergency call lines and 2 emergency call lines
Fire Department	6 (2)	1	1 copier	1	3 tablets	5	Plus unknown # of alarm system lines
Water & Sewer Department	3(0)	Connected to Town Office through VPN	1 copier; 1 printer	2	None	5	Plus 4 alarm system lines; see above regarding VPN
Highway Department & Transfer Station	2 (2)	0	1 printer	1	None	2	None
Library	5 (0)	0	1 printer	2	7 public desktops	2	Plus 1 alarm system line System connects to state system

6. PARTICIPATION IN RFI

All vendors confirming their participation should send a Letter of Interest to Town Administrator Nik Coates at townadmin@townofbristolnh.org.

RFI key dates are the following:

September 11, 2017	RFI made available to the responders
September 25, 2017, 1pm, at Bristol Town Office	Vendor informational meeting to answer any questions (as practical, please send questions ahead of time)
October 2, 2017	Response to all questions
October 6, 2017	Deadline for receiving responses from vendors (all material)
October 9-20, 2017	Responses to be evaluated. Responders may be invited to present solution to panel (presentation meetings, not negotiation meetings).
October 23, 2017	Launch an RFP
November 17, 2017	Close RFP

7. SUBMISSION REQUIREMENTS

All questions related to this RFI should be directed to Town Administrator Nik Coates at townadmin@townofbristolnh.org or 603-744-3354.

Five (5) sets of the sealed packages are due no later than 12:00 Noon on Friday, October 6, 2017. Proposals delivered after the appointed time and date will be rejected.

Packages should be delivered to:

Town of Bristol
Re: Fiber Connectivity RFI
230 Lake Street
Bristol, NH 03222

8. LIABILITIES OF TOWN

This RFI is only a request for information about potential products / services and no contractual obligation on behalf of the Town of Bristol whatsoever shall arise from the RFI process.

This RFI does not commit the Town of Bristol to pay any cost incurred in the preparation or submission of any response to the RFI.

9. CONFIDENTIALITY & RFI OWNERSHIP

RFI Ownership: All responses to the RFI will become the property of the Town of Bristol and will not be returned.

Public Records: Under New Hampshire State Law (reference NH Revised Statutes Annotated Chapter 91-A, Access to Governmental Records) all materials received or created by the Town of Bristol are considered public records. These records include but are not limited to bid or proposal submittals, agreement documents, contract work product, or other information submitted by a vendor to the Town.

NH RSA 91-A requires that public records must be promptly disclosed by the Town upon request unless that NH RSA 91-A or another NH RSA specifically exempts records from disclosure. Exemptions are narrow and explicit and are listed in NH RSA 91-A.

If you believe any of the records you are submitting to the Town as part of your informational material are exempt from disclosure, you can request that they not be released before you receive notification. To do so, you must contact Town Administrator Nik Coates. You should very clearly and specifically identify each record and the exemption(s) that may apply.

10. RESPONSE FORMAT

Question	Response
Vendor Information	
Name of person responsible for the information contained in this RFI	
Telephone number Email address Web page	
Have you deployed similar solutions for a Town similar in size to Bristol? If so, please provide reference information.	
Total number of installations of the solutions being proposed, which have been carried out by your organization?	
Describe any third party alliances, relationships, or dependencies.	
Please provide information on your implementation methodology.	Attach as required.
What documentation is provided with the solutions and in	

Question	Response
what format?	
Was your solution developed by your organization or acquired from a third party?	
System Administration	
What would be the technical administration requirements for the Town?	
What do you anticipate would be the business support requirements for the Town?	
Training	
Is training typically needed? If so, do you offer formal training?	
Describe any training materials offered?	
Infrastructure Requirements	
Minimum Requirements	Attach as required.
Recommended Requirements	Attach as required.
Requirements for future scaling.	Attach as required
Client Capabilities & Requirements	
What services does your company offer that piggyback (i.e. phone, VPN, Ethernet, cloud computing, etc.)?	Attach as required.
If other services offered, please provide specs.	Attach as required.
What experiences do you have with implementing backhaul solutions for small cells?	
What experiences or knowledge do you have with interconnection to the Broadband Technical Opportunities Program?	
What experiences or knowledge do you have with supporting multiple wavelengths of transmission and associated transponders?	

Question	Response
What experiences do you have with allocation of fiber frequencies to multiple sectors in one municipality (schools, municipal, businesses, medical facilities)?	
What experiences do you have with connecting multiple fiber networks to each other? (i.e. municipality to school district, or similar)	
Transformation / Translation	
Describe the process of transformation required by your system from our current system?	
What do you anticipate would be the Town's level of effort to conduct the transformation?	
Describe your consulting resources to help with the transformation?	
Consulting Services	
Describe your recommended engagement/scope of work to implement your solutions in Bristol.	Attach as required.
Have you provided consulting services to Bristol in the past?	
Describe your experience with Law Enforcement data?	
Detailed Cost Model	
Estimate of scoped requirements	
What is included?	Attach as required.
Is there anything that would require an additional or third party purchase to meet the requirements outlined in this RFI?	Attach as required.
Support offered? (Hours, methods of contact)	
What is your annual maintenance?	
What is your expect product life cycle?	
What is your products direction?	

11. PROJECT REFERENCES

The vendor should list at least three previous projects achieved providing the following:

- Name of client including contact information.
- Municipality?
- Size of municipality
- Size of supported population
- Current functionality being used.
- How long?