

**REQUEST FOR PROPOSAL (RFP) FOR
WIRELESS NETWORK STRATEGIC PLAN AND IMPLEMENTATION
Specification No. TB83019**

Required for use by:

BRITISH VIRGIN ISLANDS TOURIST BOARD

All Qualifications and other communications must be addressed and returned to:

KENISHA SPRAUVE, Chairperson

Email: ksprauve@bvitourism.com

British Virgin Islands Tourist Board
3rd Floor, Eureka Geneva Building
Road Town, Tortola, British Virgin Islands
Tel: 284-494-3134

A Pre-Proposal Conference will be held on **January 20, 2020 at 9:00 am**

at British Virgin Islands Tourist Board

3rd Floor, Eureka Geneva Building
Road Town, Tortola, British Virgin Islands
Attendance is Non-Mandatory but encouraged.

**PROPOSALS MUST BE RECEIVED NO LATER THAN 4:00 PM, ATLANTIC STANDARD TIME,
ON JANUARY 30, 2020**

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**REQUEST FOR PROPOSAL (“RFP”) for
WIRELESS NETWORK STRATEGIC PLAN AND IMPLEMENTATION
FOR THE BVI TOURIST BOARD
Specification No. TB83019**

I. GENERAL INVITATION

I.1 Purpose of the Request for Proposal

The British Virgin Islands Tourist Board (hereafter abbreviated as “Tourist Board”) was established as a Statutory Body under Act. Chapter 280. Ordinance 1969 to develop and promote the British Virgin Islands tourism product and market the British Virgin Islands.

In advancing its mandate, the Tourist Board is desirous of providing mobile and hotspot Wi-Fi services as a key marketing tool that will enhance the tourism experience for cruise visitors, day-tours and stay-over visitors in the BVI.

The Tourist Board is therefore soliciting proposals from qualified consulting firms to develop a Wireless Network Strategic Plan (Plan) with a near-term focus on Wi-Fi deployment in key tourist sites and hire-vehicles and a long-term consideration of other wireless technologies (Wireless Network). The preferred Consultant must demonstrate prior experience working with government agencies or statutory bodies in developing plans to build wireless broadband networks. The Plan would be used to strategically develop the Tourist Board’s wireless telecommunication infrastructure to meet the needs of its target audience. The successful Responder would utilize the Plan and work on the Tourist Board’s behalf to construct, manage, and leverage certain Tourist Board assets and telecommunication infrastructure with third parties.

The ideal Responder would demonstrate expertise in several areas including:

- Similar strategic plans in other jurisdictions
- Wi-Fi design and planning
- Mobile Wi-Fi systems
- Wi-Fi hotspot/zone

Consulting Firms/Individuals with demonstrated experience in these areas, and with an interest in making their services available to the Tourist Board, are invited to respond to this RFP. There is no expressed or implied obligation for the Tourist Board to reimburse responding firms for any expenses incurred in preparing proposals in response to this request. The selected Respondent(s) (hereinafter “Contractor”) awarded a Professional Services Contract shall perform all tasks and functions associated with the Services

as required in this RFP. It is the intent of the BVI Tourist Board to award a contract based on their qualifications and specialized experience as a result of this RFP.

The work contemplated is professional in nature. It is understood that the Respondent acting as an individual, partnership, corporation or other legal entity, is of professional status, licensed for all applicable professional discipline(s) requiring licensing and will be governed by professional ethics in its relationship to the Tourist Board. It is also understood that all reports, information, or data prepared or assembled by the Respondent under a contract awarded pursuant to this RFP are confidential in nature and will not be made available to any individual or organization, except the Tourist Board, without prior written approval from the Tourist Board. Any contract resulting from this document will require the Respondent to execute a statement of confidentiality.

The Contractor shall be financially solvent and each of its members if a joint venture, its employees, agents or subcontractors of any tier shall be competent to perform the services required under this RFP document.

I.2 Access to this RFP

All materials related to the RFP will be available via media outlets in the British Virgin Islands.

Respondents will be responsible for checking media outlets for Clarifications and/or Addenda, if any. Failure to obtain Clarifications and/or Addenda shall not relieve Respondent from being bound by any additional terms and conditions in the Clarifications and/or Addenda, or from considering additional information contained therein in preparing your response. Note, there may be multiple Clarifications and/or Addenda. Any harm to the Respondent resulting from such failure shall not be valid grounds for a protest against award(s) made under the solicitation.

The Tourist Board accepts no responsibility for the timely delivery of materials or for alerting Respondents on additional posting of information related to this RFP.

II. DEFINITIONS

“Tourist Board” means the British Virgin Islands Tourist Board.

“Contract” or “Agreement” means a binding written agreement for the solicited Work and/or Services required by the Tourist Board, including purchase orders, containing terms and obligations governing the relationship between the Tourist Board and the Contractor.

“Addendum” means a revision of the RFP Documents issued by the Chairperson prior to the due date for submitting Proposals.

“Contractor” means the Proposer or Respondent that receives an award of Contract or Agreement from the Tourist Board as a result of this Solicitation.

“Proposal” means the documents timely remitted by Proposer or Respondent, in response to this Solicitation.

“Proposer” or **“Respondent”** means all Contractors, Consultants, Organizations, or other entities submitting a response to this RFP.

“Scope of Services” or **“Scope of Work”** means section III of this Solicitation, which details the work to be performed by the Contractor or Consultant.

“Solicitation” means this Request for Proposal (RFP) document, and all associated addenda and attachments.

“Wireless Network”, “Work” or **“Professional Services”** means the provision of professional Wireless Network services (mobile Wi-Fi and multiple Hotspot zones), including all other labour, materials, equipment and services provided or to be provided by the Contractor in fulfilling its obligations to the Tourist Board, as more specifically detailed in the Scope of Services.

III. SCOPE OF SERVICES

This RFP is for services related to a Wireless Network for the BVI Tourist Board. A consultant will be awarded an agreement for Professional Services, whereby an estimated maximum compensation limit will be established for the duration of the contract term and adjusted by amendment, if necessary.

3.1 Objectives

The Tourist Board is soliciting proposals from consulting firms to develop a Wireless Network Strategic Plan that will provide the best path and business model to deploy a wireless network to support the Tourist Board’s overall marketing and service needs.

3.2 Parameters

- Service is intended to be used in hire-vehicles and primarily outdoors, at designated tourist attractions, Pier Park and other public gathering areas as designated by the Tourist Board. Extension into buildings is not required, but not necessarily prohibited.
- The selected respondent(s) will provide Wi-Fi access points for the Tourist Board tourist attractions and wireless SIMS for mobile connectivity in hire-vehicles.
- The goal is not to supplant current services designed for businesses and residents. The

primary audience will be customers and visitors to the Island.

- Service should not prevent businesses from providing their own wireless service to their customers.
- A landing page which includes terms and conditions and opportunities for marketing should be included.
- The system should protect against misuse, ranging from hogging bandwidth to illegal activities.

3.3 Tasks

The following tasks describe the Tourist Board's expectations regarding the areas that should be addressed to assist the Tourist Board in developing and implementing Wireless Network Strategic Plan:

- **Task 1: Define the fundamental action steps** required to develop a wireless broadband initiative for the Tourist Board, including an assessment of how the existing infrastructure can be leveraged and maximized to deploy Wi-Fi wireless network and mobile (SIM) wireless system. This task should provide examples of projects similar to the Tourist Board that have developed effective wireless networks and how these networks are used to enhance the delivery of services to customers and or tourists.
- **Task 2: Conduct a user group "needs assessment"** for a wireless network among all tourist sites. The primary purpose of the needs assessment is to define the Tourist Board's strategic priorities and operational needs driving the overall design standards for wireless/hotspot network
- **Task 3: Based on the user group needs assessment, recommend wireless technology options and design considerations:**
 - Review available government-owned assets and infrastructure to support the mounting of antennas and equipment for a Wi-Fi and/or wireless network. Assets and infrastructure include the potential use of government-controlled public rights-of-way, availability of spare dark fiber for wireless access points to support network backhaul, space on utility poles and streetlight poles, and available space in conduit;
 - Evaluate and recommend wireless technology and network architecture that is flexible and scalable to meet the Tourist Board's short-term objectives and also able to adapt to emerging services and applications over time;
 - Evaluate and recommend network hardware and software components required to support end users;

- Identify potential Internet Service Providers (ISPs);
- Define network security criteria and features and make appropriate policy and/or configuration recommendations;
- Develop network cost estimates based on the results of the user needs assessment, technology choices and the scope of the project;
- Define operational Information Technology items such as the need for ongoing support structures, including customer Service Level Agreements;
- **Task 4:** Upon completion of the Wireless Network Strategic Plan, in consultation with Tourist Board management, present the findings and recommendations to the Tourist Board executives.
- **Task 5:** Based on the findings and recommendations established in the final Wireless Network Strategic Plan, and contingent upon Tourist Board’s approval build a wireless network based on the strategic plan recommendations.

3.4 Deliverables

A detailed Wireless Networking Plan and implementation that includes, but not limited to the following:

The Plan

- A plan for building and maintaining a wireless network. This plan should include the number of access points needed.
 - Proposed areas include:
 - Designated tourist sites]
 - hire-vehicles including taxis and tour buses
- Estimates for design costs, construction costs, and recurring monthly operating costs per twelve-month period. Costs per access point should be included. Costs and number of transmitters and wireless SIMs needed for each of the proposed areas and vehicles should be broken out.
- An outline and estimate of costs not included above, such as rights to install Wi-Fi access points, electricity costs, other monthly operating costs.
- A description of appropriate network security and other necessary controls.
- A description of how demand will be measured. System should track the number of unique users, repeat use, duration of use, use based on time of day and time of year, and any other measurements deemed useful for this test.

Implementation

- Based on the approved strategic plan, deploy wireless hotspots in out-door tourist attraction and indoor tourist attractions.
- Deploy mobile SIM technology in taxis, tour buses and other hire-vehicles
- Measure, monitor and report. Perform a post-installation Wi-Fi site survey, with the deliverable being to sample Wi-Fi signal strength throughout each point, and deliver to the Tourist Board a report showing a “heat map” (visual depiction of the signal strength).

IV. GENERAL INFORMATION AND GUIDELINES

IV.1 Communication Between the Tourist Board and Respondents

Submission of Questions or Requests for Clarifications

Respondents must communicate only with the Chairperson of the BVI Tourist Board regarding this RFP. All questions or requests for clarification must be submitted to the following e-mail address: ksprauve@bvitourism.com. The subject line of the email must clearly indicate that the contents are “Questions and Requests for Clarification” about the RFP, and must refer to “Request for Proposal (RFP) for Wireless Network Services, Specification No. TB83019.” The specification number must appear in the subject line of the e-mail. No telephone calls will be accepted.

All questions and requests for clarifications must be submitted no later than **4:00 pm, Atlantic Standard Time, on 15TH, January 2020**, or no response will be provided. A Respondent that deviates from any of these requirements is subject to immediate disqualification from this RFP process.

Pre-Proposal Conference

The Tourist Board will hold a pre-submittal conference at 3rd Floor, Eureka Geneva Building, Road Town, Tortola, British Virgin Islands on **January 20, 2020, at 9:00 a.m., Atlantic Standard Time**. Attendance is not mandatory; however, it is strongly encouraged. The Tourist Board will address questions regarding the RFP at the pre-proposal conference and may respond both to questions or requests for clarification submitted on the day of the conference, and to questions submitted prior to the conference date. However, Respondent may only rely on written addenda and/or clarifications. The Tourist Board accepts no responsibility for timely delivery of materials, and Respondents are solely responsible for acquiring necessary information, addenda and/or materials.

Deadline and Procedures for Submitting Proposals

To be assured of consideration, Proposal responses must be received by the Tourist Board **no later than 4:00 pm Atlantic Standard Time on January 30, 2020.**

The Tourist Board will not accept responses delivered after the established deadline, stated above. If the response is delivered after the established deadline, a Respondent shall be deemed non-responsive to the Solicitation requirements.

Proposals must be delivered to the following address:

British Virgin Islands Tourist Board
3rd Floor, Eureka Geneva Building
Road Town, Tortola, British Virgin Islands

Respondent is required to submit (3) sealed hard copies (either mailed or hand delivered) and an electronic copy in PDF format sent to the point of contact on this email ksprauve@bvitourism.com. The outside of each sealed envelope shall clearly be marked as follows:

Proposal Enclosed: Request for Proposal (RFP) for Expert Professional Wireless Network Services

Specification No. TB83019

Due: 4:00 p.m. Atlantic Standard Time, January 30, 2020.

Submitted by: (Name of Respondent) Package __ of ____

The Tourist Board is within its rights to consider a proposal non-responsive and disqualify a prospective Respondent if it does not follow this format or if the proposal fails to include all of the requirements of this RFP.

IV.2 Procurement Timetable

The timetable for the RFP solicitation is summarized below. Note that these are target dates and are subject to change by the Tourist Board.

Advertisement of Request for Proposal	January 8, 2020
Pre-Proposal Conference	January 20, 2020 9:00 am
Questions and Clarification Deadline	January 20, 2020 4:00 pm
Proposal Submission Deadline	January 30, 2020 4:00 pm

V. PREPARING PROPOSALS: REQUIRED INFORMATION

Each Proposal response must contain all of the following documents and must conform to the following requirements.

V.1 Format of Proposals

Proposal response must be prepared on 8 ½" X 11" letter size paper, printed double-sided, and bound.

Each page of the Proposal must be numbered in a manner so as to be uniquely identified. Proposal response must be clear, concise and well organized.

V.2 Proposal Document Instructions

The submitted written proposal must utilize the following format and content detail. Proposals shall be prepared so that responses are specifically identified in the same order as the requested information identified below. Failure to comply with the instructions of this RFP may be cause for rejection of the non-compliant proposal.

A. Cover Letter – (Mandatory)

Respondent must submit a cover letter signed by an authorized representative of the entity committing Respondent to provide the Services as described in this RFP in accordance with the terms and conditions of any contract awarded pursuant to the RFP process. The cover letter must:

1. Indicate the number of years the company has been in business and provide an overview of the experience and background of the company and its key personnel committed to providing Services.
2. Identify the legal name of the company, its headquarters address, its principal place of business, its legal form (i.e., corporation, joint venture, limited liability company or partnership, etc.), and the names of its principals or partners.
3. Indicate the name, telephone number(s) and e-mail address of the principal contact for this submittal, oral presentation or negotiations.

B. Executive Summary

Respondent must provide an executive summary which explains its understanding of the Tourist Board's intent and objectives and how their Proposal would achieve those objectives. The summary must discuss Respondent's strategy and methodology for successfully designing an implementing the Wireless Network for the Tourist Board.

C. Company Profile Information

Respondent must provide a brief history and description of their firm's business organization and its performance experience in Wireless Network. Within the profile, Respondent is required to include the location of offices and the number trainers and Wireless Network available for the project work, and elaborate the specific expertise and services that distinguish their firm.

Professional Qualifications & Experience

Respondent must provide a summary of individuals who will be dedicated to the Services. For each key person identified, Respondent must provide the following information:

- Summary of the key personnel who will be dedicated to the Services as proposed for the master agreement.
- Key personnel areas of expertise and areas for prime responsibility for various aspects of the Services.
- Resumes or corporate personnel profiles with past experience for each of the key personnel, including a description of their roles and responsibilities on recent projects of similar type, scope, and magnitude relating to the Scope of Services as described in this RFP.

Respondent must provide a summary of company experience with providing information technology strategic plans and services of similar type, size and scope, for comparably sized government agencies or statutory bodies.

- Short descriptions of three (3) recent projects of similar scope.
- Include a list of three (3) references, including names of persons, with telephone and email addresses, the Tourist Board may contact in order to ascertain the quality of performance of recent Wireless Network Strategic planning for similarly sized agencies.

D. Wireless Network Approach

Respondent must describe the methodology for providing the services solicited by this Request for Proposals. Respondent should set forth a work plan and timeframe.

State in your own words your understanding of the objectives of the Wireless Network Strategic Planning process and how you will accomplish them.

- a) Describe the method proposed to develop the Wireless Network Strategic Plan and include a detailed project plan and timeline.
- b) Discuss the rationale for the proposed approach.
- c) Indicate how you will complete the scope of work within the time specified and with the same team members.

E. Cost Proposal/ Compensation of Schedule

Provide a budget for the proposed project based on the Scope of Work requirements for the Wireless Network Strategic Plan and Implementation, showing the cost for each part of the scope of work and any additional costs.

VI. EVALUATING PROPOSALS

An Evaluation Committee, which will include representatives from the Tourist Board and its Board of Directors will review and evaluate the Proposals, as described below.

The selection of a proposal will not be based solely on a monetary evaluation. There will also be an evaluation of each proposer's understanding of the work required and approach to this project with considerable weight being given to experience in the areas required and the track record of the proposer.

Additionally, an independent checking of references may be used to assist in selecting the finalist(s). Finalists may be requested to make a presentation of their proposal to the Tourist Board. Contract negotiations will take place with the finalist.

Award will be made to the Firm offering the most advantageous proposal after consideration of all evaluation criteria set forth in this RFP. The Tourist Board shall not be obligated to accept the lowest priced proposal but will make an award in the best interest of the Tourist Board after all factors have been evaluated.

A Notification of Intent to Award may be sent to any Firm selected. Award is contingent upon the successful negotiation of final contract terms. Negotiations shall be confidential and not subject to disclosure to competing Firms unless an agreement is reached. If contract negotiations cannot be concluded successfully, the Tourist Board may negotiate a contract with the next highest scoring Firm or withdraw the RFP.

The competitive selection evaluation criteria are as follows:

Evaluation Criteria	Portion
Understanding of the objectives in the RFP and the proposed approach and method to developing the Wireless Network Strategic Plan and implementation	30%
Recent experience with projects of this size and scope for an agency of similar size. Reference information will be taken into consideration	30%
Personnel assigned to the project and their experience with similar projects	15%
Cost Proposal	25%
Total	100%

The Evaluation Committee will carefully evaluate all proposals received by calculating the evaluation points to rank, and select a limited number of Respondents to present additional details via an on-site, or virtually evaluation. The evaluation committee will select the capable Respondent for further negotiation pursuant to this Request for Proposal.

VII. ADDITIONAL DETAILS OF THE RFP PROCESS

VII.1 Addenda

If it becomes necessary to revise or expand upon any part of this RFP, an addendum will be sent (electronically or by mail) to all the prospective Respondents. A copy of addenda associated with this RFP specification number will also be sent to media in the British Virgin Islands. Each addendum is incorporated as part of the RFP documents, and the prospective Respondent should acknowledge receipt.

An addendum may include, but will not be limited to, the following:

1. Responses to questions and requests for clarification sent to the Chairperson – BVI Tourist Board; or
2. Responses to questions and requests for clarification raised at the Pre-Submittal Conference.

VII.2 Tourist Board's Rights to Reject Proposals

The Tourist Board reserves the right to reject any and all Proposals that do not conform to the requirements set forth in this RFP; or that do not contain at least the information required by this RFP.

VII.3 No Liability for Costs

The Tourist Board is not responsible for costs or damages incurred by Respondents in connection with the RFP process, including but not limited to costs associated with preparing the Proposal and/or participating in any conferences, oral presentations or negotiations.

VII.4 False Statements

(a) False Statements

Any person who knowingly makes a false statement of material fact to the Tourist Board in violation of any statute, ordinance or regulation, or who knowingly falsifies any statement of material fact made in connection with an application, report, affidavit, oath, or attestation, including a statement of material fact made in connection with a bid, or proposal, is liable to the Tourist Board for a civil penalty of not less than \$500.00 and not more than \$1,000.00, plus up to three times the amount of damages which the Tourist Board sustains because of the person's violation of this section.

(b) Aiding and Abetting.

Any person who aids, abets, incites, compels or coerces the doing of any act prohibited shall be liable to the Tourist Board for the same penalties for the violation.

VII.5 DISCLAIMER

This RFP is a request for proposals only and not an offer document. Answers to this RFP must not be construed as acceptance of an offer or imply the existence of a contract between the parties. By submission of its proposal, Respondents shall be deemed to have satisfied themselves with and to have accepted all Terms & Conditions of this RFP. The Tourist Board makes no representation, warranty, assurance, guarantee or endorsements to Respondent concerning the RFP, whether with regard to its accuracy, completeness or otherwise, and the Tourist Board shall have no liability towards the Respondent or any other party in connection therewith.