



INVEST NEWARK

REQUEST FOR PROPOSAL

**RFP #20220111-001 – Fiber and Device Maintenance and Repair
Contract**

NEWARK, NJ

**ADMINISTERED BY:
INVEST NEWARK**

**RFP Release Date:
RFP Pre-Submission Q&A:
Due Date:**

**Tuesday, January 11, 2022
Tuesday, January 18, 2022
Tuesday, January 25, 2022**

**Roy Southerland, President & CEO
Vanessa Quijano, SVP of Business Development**

A. INTRODUCTION

Invest Newark invites proposals from **experienced fiber optic services company** to perform repair and maintenance services for the City of Newark's Fiber Optic network in order to provide Newark with the most robust and reliable broadband service possible. **The successful bidder will present a business plan offering a pro-active and detailed maintenance plan that will provide maximum up time and an outage prevention strategy.**

B. PROJECT SUMMARY

Invest Newark manages Newark Fiber, the innovative program that offers Gigabit and 10 Gigabit internet connections to participating residential and commercial buildings, parks, in public spaces, and eventually to single family homes. Newark Fiber is built on the City of Newark's Fiber Optic Infrastructure.

Invest Newark, with the City of Newark, needs competent and experienced technology partners to ensure the uninterrupted delivery of its broadband service via a secure and well-maintained network. Invest Newark and the City of Newark are currently performing a fiber infrastructure audit of the entire city's fiber network. Our long-term goal is to extend and expand the network as described above. A necessary part of this expansion program is the development of a detailed repair and maintenance plan that will grow with the expansion of the network. The successful bidder will be provided with the initial repair and maintenance results of the completed fiber audit. These results will identify the issues in need of immediate attention and establish the priority of the work to be addressed.

Responding vendor should have experienced fiber technicians, aerial and dark fiber crews & equipment available to simultaneously address multiple locations in the City of Newark. The vendor should assign a project manager to communicate and report to Invest Newark and the City of Newark. The individual consultant(s) provided by selected vendor will possess the necessary experience and ability in the fields and related disciplines to perform the services.

C. PRE-BID MEETING

There will be pre-bid meeting with a question-and-answer session with the Newark Fiber team as follows:

Date: Tuesday, January 18, 2022

Time: 12:00 PM

Location: Virtual on Zoom

The purpose of this meeting is to give bidders the opportunity to ask questions about the project. If you are intending to send representatives to this meeting, please send a confirmation email to newarkfiber@investnewark.org by 5:00 PM on Monday, January 17, 2022. Answers to Questions at the Pre-Bid meeting will be distributed to all bidders. Further questions may also be submitted, by email, until the deadline for questions noted above. Questions will be answered by the appropriate individuals and answered within 2 business days. Questions and answers will be shared with all bidders.

D. PROJECT SCHEDULE

Vendors shall submit a complete proposed project schedule with their bid, confirming their availability date and providing a contract term not to exceed 12 months.

E. EVALUATION AND SELECTION

All RFP submittals will be reviewed using the following evaluation and selection criteria:

By use of numerical and narrative scoring techniques, RFP submittals will be evaluated by the Invest Newark and City of Newark OIT staff against the factors specified below. Shown in parentheses next to each criterion is the maximum number of points that can be awarded by the evaluator based on a 100-point scale.

A minimum score of 75 points must be obtained in order for a vendor to proceed to the final selection process.

1. RFP Application: Complete Package (10 points)
2. Proposed Scope of Work (25 points)

3. Experience over last 3 years (25 points)
4. References and Past Clients (15 points)
5. Newark resident / business (15 points)
6. MWBE or Veteran Business (10 points)

As part of the selection process for the most qualified applicants, Invest Newark may require finalists to interview to further explain their submittals. If such interviews are conducted, the presentations will also be factored into the final scores. However, applicants are advised that selection may be made without interviews or further discussion. Invest Newark reserves the right to reject any or all submittals and to waive any irregularities or informalities in the submittals received. In the event of any such rejection, Invest Newark shall not be liable for any costs incurred by the applicant in connection with the preparation and submittal of the RFP.

F. SCOPE OF SERVICES

This maintenance contract will primarily, but not solely, apply to outdoor devices and low-voltage cabling.

Devices will include:

- Wireless Point to Point Radios
- Wireless Access Points
- Security Cameras
- Traffic boxes / panels
- IoT Devices Deployed by the City of Newark
- Switches
- Power Conditioners

Requested Repair and Maintenance services will include:

- Test and Repair Outdoor Ethernet Cabling
- Install and/or Repair Outdoor Enclosures or Pole Mounted Boxes
- Regularly scheduled troubleshooting and/or testing of electrical wiring
- Re-Adjust and/or Re-Install Devices
- Emergency services (troubleshooting, repair and testing)

Terms of Service & Response

- 24x7x365 Emergency On-Call Service
- Reporting – a log must be maintained and regularly shared with Invest Newark citing date, time, location, duration, service description, equipment replaced/repaired, and vendor representative(s) of all repair and maintenance activities.
- When a problem or outage occurs with our network, you will be our on-call assessment and repair response team. A response will be required no later than two (2) hours after notification of downtime. Dispatch of onsite technicians required within three (3) hours of notification.
- Expected Customer Service/ Communication:
 - From initial call back, to on-site evaluation, to periodic progress reports on the outage, emergency on call manager will provide continuous updates on network restoration.
 - Certified testing results and detailed issue/ resolution letter must be provided to the City of Newark in each and every instance.

Guaranteed Rates Service

- Provider must have guaranteed discounted emergency restoration rates for the life of their Maintenance & Services Contract. Please provide as much detailed pricing information as possible.

Invest Newark and the City of Newark will negotiate a service contract with the chosen vendor(s).

Vendors are required to use at least 40% Newark-based subcontractors if your organization is a non-Newark based developer.

G. PROPOSAL REQUIREMENTS

All proposals must be received in their entirety at or before 5:00 pm on Tuesday, January 25, 2022.

One (1) PDF copy shall be submitted via E-mail or by mail. All proposals should be addressed to:

Invest Newark
111 Mulberry Street, Suite LL
Newark, NJ 07102
ATTN: Newark Fiber

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Or to newarkfiber@investnewark.org

Submission Requirements:

- **Organization Information, Overview and Organizational Structure**

Submitters shall provide a company overview. Organizations must identify the Project Manager and the role of each member of the Team.

Submitters shall provide an organizational chart and narrative description that identifies the proposed team structure clearly delineating relationships between the members. Summary qualifications of key Project staff should be included as well as a description of their role on this Project and relevant experience.

- **Past Performance**

Submitter's qualifications should demonstrate expertise, financial capacity and proven experience in the development of similar product types and public-private partnerships. Submitters must provide illustrative materials on three (3) recent projects of similar or comparable size and scope in the region over the past three (3) years. Past Performance examples shall include at a minimum:

- a. Name / address / location of project
- b. Team members including project manager, sub-contractors
- c. References including names, addresses, telephone numbers and email addresses and a letter authorizing each reference to respond to inquiries regarding the project

- d. A list of any projects on which the vendor, its parent company, or any member of the Team has **defaulted or declared bankruptcy**, and an explanation of each default or bankruptcy.
- e. Detailed information regarding **any criminal indictments or felony convictions** of the vendor or any principal, officer, director, partner, member, manager or equivalent of any person or entity constituting a member of the Team.

- **Project Plan**

The Project Plan should demonstrate an understanding of the opportunities and constraints to maintaining the fiber optic network. The Project Plan must include, at a minimum, the following:

- a. Brief narrative description of the Submitter's plan for the Scope of Work
- b. How the Project Plan addresses each of the requirements addressed in Section B and Section G of this RFP
- c. A phasing plan that indicates the sequence in which the project will be undertaken

- **Project Schedule**

Submitters must submit a Project schedule, detailing the duration (in number of weeks) and dates for key milestones beginning at initial selection through completion of project. Submitters must identify the anticipated time required for each governmental approval. The Project Schedule must address, at a minimum, the following:

- a. Local governmental approvals and actions
- b. Permitting process
- c. Maintenance or Repair period
- d. Testing period

e. Report and Recommendations Presentation

- **Financials**

Submitters shall provide their anticipated sources of Project financing. Anticipated financing costs, discussion of the risks and benefits of the proposed structure, and how it is the most advantageous to the City shall also be addressed.

H. STATEMENT OF NON-COMMITMENT

- Issuance of this RFP does not commit Invest Newark to award a contract or to pay costs incurred in the preparation of proposals responding to the RFP.
- Invest Newark reserves the right to reject any or all proposals and re-advertise.
- Invest Newark may reject any or all submissions as it deems in its best interest.
- Invest Newark reserves the right to waive any irregularities or technicalities when it deems the public interest will be served.
- The successful firm(s) must enter into a contract with Invest Newark, which will specify requirements for indemnification, insurance, and other applicable policies.

I. QUESTIONS & ANSWERS

Applicants may submit questions and/or requests for further information no later than 5pm on Tuesday, January 18, 2022. Questions and/or requests for further information should be sent via email to newarkfiber@investnewark.org. All email correspondence should include the RFP name in the subject heading.

J. TENTATIVE SCHEDULE

RFP distribution:	Tuesday, January 11, 2022
Pre-Bid Q&A:	12:00pm on Tuesday, January 18, 2022
Deadline for written questions:	5:00pm on Tuesday, January 18, 2022
Proposals due:	5:00pm on Tuesday, January 25, 2022