

Request for Information
Public WiFi – Various County of Maui Facilities
December 4, 2017

General Information and Purpose:

The purpose of this Request for Information (RFI) is to acquire information regarding the potential for the County of Maui to enter into an agreement with a vendor to provide the installation, management, and maintenance of a wireless WiFi Internet access solution at various County of Maui locations. It is our understanding that the delivery of public internet has been achieved through various methods including public/private partnerships, public owned, and privately owned.

The County of Maui may use the information received from this RFI to conduct a preliminary review and evaluation of the available technical services and may utilize the information gathered as well as existing documentation and knowledge to prepare a Request for Proposals. Vendors interested in participating in a possible future RFP are encouraged to respond to this RFI, but no contract will be awarded from this RFI. This is not a procurement.

Background:

The County of Maui desires to provide its citizens with access to the internet at various public facilities throughout the County. Internet access serves as a critical connection between citizens, their community, and the world. Providing citizens with access to the internet at various public facilities will further help enhance our quality of life and reinforce the county's commitment to a connected community.

Locations:

The following locations have been identified as Phase I candidates for this project:

1. Lahaina Civic Center
2. War Memorial Gymnasium
3. War Memorial Stadium
4. Iron Maehara Stadium
5. South Maui Gymnasium (under construction)

The following locations have been identified as Phase II candidates for this project:

1. Velma McWayne Santos (Wailuku) Community Center
2. Mayor Hannibal Tavares Community Center (Pukalani)
3. Kihei Community Center
4. Lanai Community Center
5. Mitchell Pauole Community Center

RECEIVED AT PEA MEETING ON 10/29/18
(Committee Chair Sugimura)

Future expansion to other public facilities may be considered depending upon the success of the Phase I and Phase II projects.

Desired Requirements:

1. Internet access shall not be delivered through the County of Maui's existing network.
2. Equipment shall be provided by and maintained by the vendor.
3. Troubleshooting and customer service shall be handled by the vendor.
4. Vendor may charge a fee for premium internet access.
5. Vendor must provide the public with limited internet access that will be sufficient to send and receive email, browse and view websites, and conduct basic internet activities.
6. Vendor will be allowed access to the facilities for the purposes of installing and maintaining equipment.
7. Vendor may utilize power and space within the facilities but will not be responsible for costs associated with delivering power to the equipment's location and for modifications to spaces where the equipment will be located. All work must be performed by a licensed professional.
8. Vendor's network shall be self-healing and be capable of restoring itself in the event of a disruption of internet service.
9. Vendor's equipment and network shall be scalable and shall be scaled to meet the needs of the respective facility. Some facilities, such as when the Lahaina Civic Center hosts the Maui Invitational Basketball tournament, may have 1,500 or more people in attendance.

Timeframe:

The County of Maui desires to deliver the initial phase to the public by March 2018.

Content of Response:

Please focus your response on your ability to meet our Desired Requirements. The County of Maui is also requesting information on:

1. Company Background, including a summary of previous experience in similar types of projects
2. Any proposed product information, technical information, wireless technologies, etc., that would assist us in preparing an RFP, including any options or ideas that we may not have considered.
3. Proposed Cost information you can provide, including examples of possible revenue sharing mechanisms.
4. Issues and Concerns. Provide information regarding any potential issues or concerns that should be considered.

E-mail responses are preferred. Please respond by providing the requested information as well as the name of your company, its location, a contact person, phone number and email address. A

response does not bind or obligate the responder or the County of Maui to any agreement of provision or procurement of products or services rendered.

Please respond by **December 29, 2017**. If you require any additional information for this RFI, please contact Keith Regan, Managing Director, through his secretary Tiffany Iida at 270-7211.

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