

Town of Tusayan
PO Box 709
845 Mustang Drive
Tusayan, Arizona 86023
Phone: 928-638-9909

Request for Qualifications
For
Broadband Solutions to Support
Local Businesses, Tourists, and Residents

All quotes are due by May 1, 2024 at 5:00pm., Local Time, Tusayan, Arizona.

The Town of Tusayan (the “Town”) is seeking a qualified Vendor to provide internet equipment and services as described in Exhibit A below (“Equipment and Services”).

Section I – Project Information

The Town is seeking Requests for Qualifications for a broadband internet services provider through which the Town can provide residential internet services to Town residents. It is anticipated that the contract will be between Town and the Vendor, with the Town offering access on an individual basis through its Library Check Out Program, through which interested parties seeking internet services can check out equipment and/or accounts to obtain internet services provided by the Vendor.

The term of the initial contract term will be for 2 Years. After the expiration of the initial term, the Town may renew the contract for up to 10 successive one-year terms, unless the Vendor notifies the Town in writing of its desire to terminate the contract. Renewal terms will be granted at the sole discretion of the Town, subject to appropriation and availability of funds.

Any contract resulting from this Request for Qualifications will be for an indefinite quantity of Equipment and Services subject to the needs of the Town. The Town does not guarantee that any minimum or maximum amount of Equipment or Services will be requested. Services will only be requested when the Town chooses to move forward with a pending project and proper authorization and documentation have been approved.

Section II – Instructions and Conditions

1. Please complete the Proposal for Qualifications (Proposal) pursuant to all conditions set forth within Sections 1-3 and Exhibit A, attached hereto. Please also attach any other relevant documentation necessary for the Town to make an informed decision.
2. All Proposals must contain the quoting firm’s name and be signed by an authorized agent, officer, or employee. Proposals must also include a short statement explaining why the firm is especially qualified to provide the Equipment and Services to the Town. This

statement should include an explanation of any relevant experience the firm feels would be beneficial to providing the Equipment and Services, in addition to a description of any special skills or abilities that set you apart from others in the field.

3. All Proposals must include a price estimate for all Equipment and Services sought in the Scope of Work as described in Exhibit A, or an indication that the Vendor does not provide a certain service.
4. The Town may reject any Proposal not prepared and submitted in accordance with this RFQ, or any proposal lacking sufficient information to enable the Town to make a reasonable determination of compliance to the minimum qualifications.
5. Interested Vendors must submit one original and four copies (five total submittals) of the proposal in a sealed envelope. In addition, interested parties must submit one original copy of the Proposal in the form of electronic media approved by the Town in printable Adobe or Microsoft Word format (or another format approved by the Town).
6. At any time prior to the specified Proposal Due Date and Time, a Vendor (or designated representative) may amend or withdraw its Proposal.
7. The Town does not reimburse the cost of developing, presenting, or providing any response to this solicitation.
8. All Proposals shall become the property of the Town and shall become a matter of public record available for review, subsequent to the award notification, unless qualified as confidential under the Town Procurement Policy or State law.
9. Prior to the award of the contract, the successful Vendor must be registered with the Arizona Corporation Commission and authorized to do business in Arizona. Corporations and partnerships must be able to provide a Certificate of Good Standing from the Arizona Corporation Commission. A Town of Tusayan business license is also required upon award of the agreement.
10. A Proposal is an offer to contract with the Town based upon the terms, conditions and specifications contained in this RFQ and the Vendor's responsive Proposal, unless modified by a written addendum. Provided, however, that no contractual relationship shall be established until the Vendor has signed, and the Town has approved, a professional services agreement between the Town and the Vendor.

Section III – Awards

11. The contract will be awarded by the Town Council to the most responsible Vendor based on an assessment of qualifications, price, and other criteria as set forth in the Town's Procurement Policy.
12. Unless the proposal states otherwise, or unless otherwise provided within this RFQ, the Town reserves the right to award by individual line item, by group of line items, or as a total, whichever is deemed most advantageous to the Town.
13. The Town, at its sole discretion, may elect to enter into contracts with multiple Vendors who are qualified to provide the Services. The final terms and conditions of the proposed contract will be negotiated by the Town with the selected vendors.

If you need additional information or have questions, please contact:

Town Manager, Charlie Hendrix: 928-637-4297, email: tusayantownmanager@tusayan-az.gov.

Signature: _____ Date: _____

Printed Name: _____ Title: _____

Company Name: _____

Address: _____

Town: _____ State: _____ Zip: _____

Email Address: _____ Telephone No. _____

ACCEPTANCE OF OFFER AND CONTRACT AWARD (For Town of Tusayan Use Only)

The Vendor's Offer is hereby accepted. The Vendor shall not commence any billable work or provide any materials or service under this Contract prior to the date this Contract is executed.

Town of Tusayan, an Arizona municipal corporation

Charlie Hendrix, Town Manager

Date: _____

EXHIBIT A
TO
REQUEST FOR QUALIFICATIONS
FOR
BROADBAND SOLUTIONS TO SUPPORT
LOCAL BUSINESSES, TOURISTS, AND RESIDENTS

[Scope of Work]

Project Description:

The Town is seeking Requests for Qualifications for a broadband internet services provider through which the Town can provide residential and business internet services to Town residents and business owners. It is anticipated that the contract will be between Town and the Vendor, with the Town offering access on an individual basis through its Library Check Out Program, through which interested parties seeking internet services can check out equipment to obtain internet services provided by the Vendor.

Tusayan is the gateway community to the South Rim of the Grand Canyon National Park. The South Rim is the most well-known tourist and viewing site of all Grand Canyon locations. The population of Tusayan fluctuates between 450 and 600 residents (roughly 250 households), dependent upon tourist needs. Improved broadband speeds and bandwidth is urgently needed for employees, residents and businesses. The business community boasts a flourishing variety of business, from restaurants, steakhouses, saloons, and gift stores, Tusayan has a vibrant commercial community. Due to the Town's proximity to the Grand Canyon, the Town also has an important and growing tourism industry.

Employee residents are mostly housed in multi-dwelling complexes owned and maintained by the various employers. These structures include single family housing units (modular/mobile homes), apartments, travel-trailers, RVs, and dormitories both on and off the main business' premises. Businesses that provide employee (multi-dwelling) housing include, but are not limited to:

1. Delaware North
2. Pink Jeep Tours
3. Red Fether Lodge
4. Grand Hotel
5. Grand Plaza Hotel
6. Holiday Inn
7. Big E Steakhouse
8. Papillon Grand Canyon Helicopters
9. Plaza Bonita Restaurant
10. Grand Canyon Camper Village
11. Grand Canyon Visitor Center and Imax
12. ADOT's Grand Canyon Airport
13. Maverick Helicopters
14. McDonalds
15. Seven Mile Lodge
16. Squire Inn
17. U.S. Forest Service
18. Wendy's
19. We Cook Pizzas & Pasta
20. Yippie I-O Steak House



Coverage Maps and Fiber

There are ILEC/CLEC connections in Flagstaff and Williams. Fiber now runs from Williams to Tusayan, along Highway 64. The map below shows the Town, tower locations, and ILEC/CLEC locations. There are towers in the Park, in Tusayan, at the airport, southwest of the airport, in Valle, AZ, in Williams, AZ, and in Flagstaff, AZ. There is a tower in the Park near the Village. CommNet tower is behind the Red Feather Lodge. Crown Castle tower is SW of the airport. A tower in Valle, AZ. CTI has a tower in Williams, AZ and in Flagstaff, AZ.

Multichannel Multipoint Distribution System (MMDS)

At the head-end (i.e. Flagstaff) data is processed, converted to a GHz frequency range and sent to microwave tower(s) (Tusayan).

Ex. 1.



Technical Specifications

The Vendor must meet specific technical requirements, including minimum download/upload speeds of 25/10 Mbps to ensure optimal connectivity for users. Compatibility with standard networking equipment and protocols is essential for seamless integration with existing infrastructure. Moreover, adherence to industry standards for internet service providers is mandatory to guarantee reliability and compliance with regulatory frameworks. Additionally, the implementation of robust firewall and intrusion detection systems is crucial to safeguard network security and protect against cyber threats.

Service Requirements

The selected Vendor is tasked with furnishing both Equipment and Services to facilitate internet connectivity for a user base of up to 150, for both residential use and business use. Additionally, the Vendor must supply as-built mapping of the network. All Equipment provided must be in publicly accessible locations and in weather tight containers. Vendors will participate

in the Town's subscription model service, facilitated through the Town Library. The Town encourages proposals that include opportunities for the Town to act as a billing agent and/or assist in other forward facing customer service responsibilities. Moreover, the Vendor must prioritize reliability and consistency in service delivery, minimizing downtime to ensure uninterrupted access for users.

Support and Maintenance

The Vendor is required to provide readily accessible technical support with a guaranteed response time within 24 hours. Furthermore, any identified issues must be rectified within 72 hours of the initial report to minimize disruptions to service. In the event of support delays, the Vendor must be willing to participate in a penalty system to uphold service level agreements. The Town also requires the provision of a dedicated account manager or support team to ensure personalized assistance and effective communication channels for ongoing support. The Vendor must also engage in regular maintenance of Equipment and Services to sustain optimal performance.

Equipment and Removal of Equipment

The Vendor is obligated to supply equipment that meets the technical and service specifications outlined in this RFQ. Additionally, as part of the agreement, the Vendor must undertake the timely removal of all derelict equipment within 30 days of its redundancy and prior to payment.

Additional Submission Guidelines:

Interested Vendors must submit any RFQ in compliance with the terms set forth in Sections 1 through 3 above. Interested Vendors must also provide the following in any response:

1. Detailed schedule of activities:
 - a. Estimated Start
 - b. Detail activities.
 - c. Estimated Completion
 - d. Detail Description of Deliverables
2. Budget (CAPEX):
 - a. Material costs
 - b. Labor costs
 - c. Overhead/burden costs
3. Detailed explanation of deliverables:
 - a. This will include contract terms for:
 - i. Residents (equipment, services, length of contract)
 - ii. Town (any proposed partnership opportunity, training, support, equipment, etc.).
4. General information:
 - a. Where are you headquartered?
 - b. How close do you have a presence (manpower and materials) to Tusayan?

- c. What is the number of clients you require to obtain a return on investment?
- d. Is your system solution using licensed or unlicensed bandwidth?
- e. Have you performed a similar project? What was success rate?
- f. Fiber data line development is proposed for the Town of Tusayan and the Grand Canyon Unified School District, through E-Rate projects. What impact will this have on your proposal?

Please Quote Resident rates and Equipment rates separately.

Due Dates / Time:

A Question and Answer conference call is scheduled for Monday April 8th, at 3pm. (Arizona time). Please call Tusayan Town Hall at 928-638-9909 or email tusayantownmanager@tusayan-az.gov to confirm your participation. Additional details for joining the call will then be provided.

RFQ responses are due to the Tusayan Town Manager on May 1, 2024, by 5:00 p.m.