



Attachment A

RFP NO: 2021-1007

Statement of Work: Cable TV and Internet System and Services

SCOPE OF SERVICES

The Housing Authority of Covington (HAC) is seeking proposals from qualified entities to meet the following requirements in providing cable television (TV) and internet system and services to HAC's 155 high-rise residential senior building apartments at Golden Tower, 50 E. 11th Street, Covington, KY 41011, where this system and services will need to be installed and maintained.

HAC is seeking proposals from qualified, licensed Contractor(s) with demonstrated professional competence and experience to provide all labor, equipment, goods, and supplies necessary to complete this project. The scope of services includes the following: (1) system design, (2) equipment and any licensing provisions, (3) Cable TV and Internet System and Service identification and/or provision, (4) installation, (5) the warranty necessary to create a system in the specified area, and (6) system monitoring, maintenance and upkeep. The system is expected to provide a strong signal to the indoor areas of the entire coverage area. While not a direct requirement of this RFP, any system that can also be integrated into an upgraded building-wide security camera system in the near future, would also be desired.

HAC reserves the right to award multiple contracts to create a "pool" of contractors.

PROJECT PURPOSE:

The Cable TV and Internet System and Services will upgrade and/or replace the existing cable TV system providing cable TV ready access to all 155 high-rise units along with providing internet ready access to these same units. HAC will pay the selected Contractor a negotiated price for the installation of this new system with monthly user fees passed through to the tenants that elect to purchase this service directly from the Contractor.

For example, HAC will pay the selected Contractor to remove/replace existing wiring and cabling as needed to install a new system to make all 155 apartments cable TV and internet ready/capable. The tenants may not elect to use these services once installed. Those that do, will pay any associated monthly fee(s) directly to the Contractor once the tenant formally elects to purchase one or both of these services. The Contractor should provide a tiered pricing option for these charges that will be paid directly by the tenants that elect to do so and these pricing options must be competitive for low income residents residing at HAC's Golden Tower location.

HAC intends to purchase the service's installation, equipment and maintenance charges in advance. The qualified firm will propose a solution and equipment that would best meet HAC's stated goals.

PERFORMANCE EXPECTATIONS:

- **Aesthetics** - All equipment (access points, antennas, customer-premises equipment (CPEs), power

supplies, etc.) should not negatively impact the appearance of publicly visible areas, and HAC-owned property.

- **Security** - Proposed equipment must offer the latest security methods utilizing industry-standard technologies. The system must be upgradeable by way of firmware, software, or ROM upgrades as new security technologies are standardized.
- **Performance and Reliability** - Any implemented system should maintain a minimum of 95% uptime of any managed device and connectivity. Contact and support numbers and information will be provided to report and escalate outages and/or other unanticipated system issues.
- **Orientation** - The proposing firm will provide orientation that will properly prepare HAC staff in the use, management services and any planned and unplanned maintenance.
- **Warranty and Post Implementation Support** - The proposing firm will provide manufacturer and vendor warranties on equipment and installation services covering firmware, hardware and software.

RFP RESPONSE REQUIREMENTS:

- Potential Contractors must submit a detailed scope of work outlining the project plan, tasks, scheduling, and milestone events. In general, HAC anticipates a “turnkey” full-service process. To that end, services are expected to include, at a minimum, the following:
 1. System design.
 2. All necessary equipment including access points, antennas, CPEs, powersupplies, etc.
 3. Suitable locations for mounting equipment. (Please note: the selected Contractor will be required to work with, and receive approval from, HAC Property Management and other departments for the use of HAC infrastructure for the mounting of equipment.)
 4. All installation services for all equipment (The potential Contractor will be responsible for securing any required permits, if applicable; these may be no-fee permits.)
 5. All necessary testing to assure acceptable service in the coverage area(s).
 6. Provision and management of the manufacturer’s warranty.
 7. Any necessary training to HAC staff.
 8. Post-installation support of the system, as needed.

GENERAL REQUIREMENTS:

The contract will be awarded only to a responsible Contractor. To qualify, a prospective Contractor must meet the following standards, as they pertain to this Request for Proposal.

- The Contractor must have adequate technical and financial resources and equipment for performance, or have the ability to obtain and to manage such resources and equipment as required during the performance period of the proposed contract.
- The Contractor must have the necessary experience, organization, technical qualifications, skills and facilities or have the ability to obtain and to manage them (including any sub-consultant requirements).
- The Contractor must be able to comply with the proposed or required performance schedule.
- The Contractor must have a satisfactory record of contractual performance.

CONTRACT TERMS

The successful Proposer shall be expected to execute HAC's standard professional service contract. The term of the contract shall be effective when executed by HAC for a period of time negotiated between the two parties but at no time shall the contract exceed five (5) years. Contract negotiations will be discussed upon the interview, if applicable, with selected candidate(s).

Please note: HAC reserves the right to engage multiple service providers, as needed, based on area of expertise.