City of Casper, Wyoming

Request for Proposal

Ford Wyoming Center Managed WiFi Service

Addendum #2

1. There is a functional requirements worksheet mentioned in the RFP but not provided. *There is not a functional worksheet. This line was erroneously added the original RFP.*
2. Can we get more detailed drawings for the stadium? *A link to more in depth drawings has been sent to those who have provided their email address. Any additional requests for these drawings need to be sent to* mszewczyk@casperwy.gov *and* cedwards@casperwy.gov*.*
3. Is there an onsite IT staff? *There is no IT staff on site. It is expected that this network will be vendor managed.*
4. Are you working with a consultant advising on technical requirements? *No. It is expected that the RFP respondents will provide solutions and options that benefit the Ford Wyoming Center.*
5. Who will be using the system and managing the system? *Employees, vendors, performers, and customers will be using the system. The successful RFP respondent will be expected to manage the system.*
6. The RFP mentions a contract template that is attached that the vendor is required to sign – will you be providing that? *The City will use its contract template with the successful bidder for the final agreement.*
7. Is it possible to get an extension? *No time extensions will be provided.*
8. Can you provide expectations of day 2 support onsite support vs remote support and SLA's for onsite dispatch? *The respondent is expected to provide its support levels and service response times for the City's review.*
9. Are we allowed to install wireless equipment overhead from the catwalk and/or under the seats? *The City is looking for options and ideas for a successful Wi-Fi solution. Vendors' ideas and recommendations are welcome.*
10. Do we need to provide layer 2/3 (core, access switch, routers/firewalls)? *All equipment will be provided and managed by the successful respondent.*
11. Is there a requirement for captive portals? *While a captive portal seems like an obvious component to be included, the City is looking for recommendations.*
12. Do we need to include ISP services or use your existing ISP Service? *Yes, the entire solution will be managed by the successful respondent. This includes network connectivity and Internet service.*
13. Will the WIFI service be utilized for ticket/gate support? *Yes, the network needs to have segmentation capabilities for staff, POS, vendors, etc.*

14. Are any vendors going to utilize the WIFI networks for POS at kiosks? *Yes, see previous question and answer.*
15. Is there a MRR budget your trying to stay within? *There is not a dedicated recurring budget. The City is looking for proposals that may offer different ideas to make the solution fiscally viable. That being said, the City will look at the solutions from a five year total cost of ownership perspective.*
16. Please provide a list of the contacts who attended the walkthrough on November 8th.

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