

Responses to Questions

WiFi RFP

First and foremost – It's important to note that this RFP and the coverage maps included were designed as a desktop exercise with municipal leaders to identify where, conceptually, free Wi-Fi service would be useful. We have not performed engineering studies or identified existing resources. Cumberland County fully recognizes that technical or geographic barriers, existing networks and other elements will likely require changes to these maps and that the discovery phase of this project will likely impact both areas of coverage and bottom-line cost. Ultimately, we're looking to identify the best partner who can show the capability to develop a product that meets our goals at an acceptable price – there will be flexibility in what that final product looks like.

- **Can the customer provide for any electrical services off existing meters?**
 - Cumberland County will work with municipalities and property owners to secure access to electrical power from existing meters.

- **Can the customer provide electrical power at any specific poles or streetlights or in other areas as needed? (Power draw would be minimal (one to two standard 15-amp outlet circuits per serving location))**
 - Cumberland County does not own poles or streetlights, but will communicate with the owners of those structure as a part of our bid review process if any qualified proposals require pole/light access and make every attempt to secure commitments for access in considering those bids. If such access is not possible for any reason, it's likely that the County will eliminate that proposal due to functional incapability.

- **Is the customer willing to provide all meters and power panels where needed and at their expense?**
 - Yes.

- **Will the customer fund and own any required electrical meters, panels, underground conduits and other required items for electrical power needs?**
 - Yes.

- **Are there any locations where we can be provided rooftop access to buildings?**
 - Cumberland County will work with municipalities and property owners to secure access to rooftops identified by bidders as necessary for their product solution.

- **Will we have to negotiate and pay for access with landlords directly?**
 - Cumberland County will work with municipalities to make contact with landlords. The winning bidder will likely only need to supply details of their access/space/technical needs.

- **Is there an ability to mount antennas and equipment to the sides or fronts of buildings?**

- This will be landlord-dependent. As we don't own the buildings and they have not yet been identified, we cannot commit to what exactly those landlords will support.
- **Is there access to the exterior or rooftop of any existing municipal/county owned buildings?**
 - Cumberland County does not own any property in these locations, but municipalities have expressed in concept willingness to grant access to their properties and Cumberland County will work with municipalities to facilitate access.
- **Are there available locations for us to place outdoor equipment cabinet pedestals?**
 - Very likely yes – Cumberland County will work with municipalities if new equipment is required on the ground in public space.
- **Are there any restrictions on our ability to dig or trench cable, conduit, or innerduct in the public park and outdoor spaces?**
 - Cumberland County does not have this information. Our goal is for a solution that requires a minimal amount of surface disruption. In the event that digging in park and public spaces is necessary we would work with the bidder and municipality to set expectations and requirements.
- **What level of turf restoration is required? Replacement with sod or just re-seed and grow out?**
 - See above
- **What level of pavement restoration is required if pavement cutting is performed?**
 - See above
- **Is there an indoor coverage area requirements in any of the locations? Maps indicate yes.**
 - The bid requests indoor service at the Casco Community Center.
- **Covering some of the outdoor areas may involve running cable and conduit through existing buildings and spaces to meet coverage requirements – is there any plan to coordinate this with private/public businesses or residences?**
 - In the event that such work is required, Cumberland County would work alongside the winning bidder to coordinate these efforts with relevant property owners.
- **Specific to the Freeport mall area, are there coverage requirements for the outdoor space?**
 - Freeport is a unique case because much of the public traffic is on private property. The key outdoor space in Freeport would be the dining and outdoor shopping located directly along the public routes, and the shopping plaza directly across Main Street from the LL Bean complex if free service does not already exist there. As of now, we are not considering expanding access to the park area on the LL Bean complex but it is our understanding that LL Bean already provides service in that area.
- **Should our design be strictly limited to rights-of-way and municipal and county owned spaces?**
 - Not explicitly – ideally coverage should extend beyond rights-of-way to outdoor space within the coverage area, ie: restaurant patios, parking lots, plazas and other open

spaces along the coverage route. Qualified bids should attempt to reach these sites within the design that stretches along public routes and spaces. Bids should, however, avoid adding nodes or hardware that would extend coverage to an exclusive private entity – for instance, *adding* a node to reach a private restaurant patio or plaza off of the main route would not meet the goals of this project.

- **Will the customer negotiate and pay for with landlords, or do we have to do this directly?**
 - The county will negotiate and pay landlords a small honorarium for energy use and space for equipment.
- **Can the customer clearly identify all areas where we would have right-of-way or be able to use municipal or county owned facilities?**
 - Yes.
- **For security purposes, will there be a Wi-Fi network password set? How will this information be communicated to users?**
 - Cumberland County does not envision a password set – but a splash page agreeing to rules of conduct would be appropriate.
- **Is the Wi-Fi required to be fully unrestricted Internet access?**
 - Yes, with the exception of some standard content filtering (pornography/illegal content/etc.)
- **Should the system provide common network level protections and abuse filtering such as preventing SPAM and DDoS attacks originating from users, and network level antivirus scanning?**
 - Yes.
- **Should there be some sort of content filtering on the Wi-Fi (for pornography or illegal content) built into the system?**
 - Yes.
- **Does the customer want any session time limits on the Wi-Fi connections, requiring users re-connect and go through the splash page/AUP agreement again? A common setting is 15 minutes to couple hours for session limits.**
 - Yes – Two hours.
- **Does the Wi-Fi system need to support IPv6?**
 - IPv6 is not necessary for a successful bidder. The County will absolutely consider bids that support IPv6 and demonstrate the increased cost against the gain in value to the system. A bidder who is offering an IPv6 solution may want to consider supplying bids with and without IPv6 support, if they are concerned about offering a significantly more expensive solution.
- **Does the Wi-Fi system need to support the usage of common VPNs by users, such as IPSEC VPNs?**

- In preparing the RFP the County did not consider supporting VPN use but would seek guidance from a winning bidder on why such a service might be necessary.
- **What is the design criteria for the maximum number of simultaneous users to be supported for each location in total?**
- **What level of reporting is desired? For example:**
 1. **Total number of unique users per month per location?**
 2. **Maximum number of simultaneous users per location?**
 3. **Session duration?**
 4. **Total contact hours per location per month?**
 5. **Bandwidth utilized per location?**

Bids must include, but are not limited to, the points listed above for each location.
- **Are there any signage requirements to inform users of the availability of the Wi-Fi?**
 - Yes – Cumberland County will design and work with municipalities to site attractive signage informing users that they are entering space where Wi-Fi is available. Cumberland County will consider bids that include signage but it is not required.
- **Will the Wi-Fi system be sponsored?**
 - Cumberland County expects to pay for at least the first year of service and hopes to identify sponsors in the years moving forward.
- **Is the Wi-Fi system required to present a sponsorship information page upon connection?**
 - Yes
- **Will there be different sponsors for each service area?**
 - No. Cumberland County expects to identify system-wide sponsors in order to ensure that all community networks are sponsored, not just the ones that cover the densest user base. We will consider turning over sponsorship to local entities in future years only if it doesn't sacrifice service sponsorship at every site – for the first few years, at least, expect universal service sponsorship.
- **How often will the sponsorships change?**
 - That will be determined by contracts with sponsors, but Cumberland County expects that when we enter into sponsorship agreements they will be for AT LEAST one full year at a time. HOWEVER - if a single sponsor isn't identified and multiple entities want to split the cost of universal sponsorship, then the County may request a regular rotating sponsorship page to ensure that all contributing sponsors are featured. We would keep this process simple; sponsors could not choose their preferred locations or times. We would expect a simple rotating cycle.
- **Who will be responsible for the design and upkeep of this page?**
 - The winning bidder will be expected to provide this service or secure the service from an ISP.
- **Do the customer facing attributes (physical and electronic) need to be white labeled?**

- For the sake of simplicity and clarity to the end user, all customer-facing attributes would ideally be identified as a service and product of Cumberland County Government. Cumberland County will consider whether barriers or cost considerations identified in qualified bids make this request unfeasible.
- **Has the county identified funding sources for this project, or is that part of the SOW requested?**
 - Cumberland County has funds set aside for this project. If the ideal bidder exceeds those available funds, Cumberland County will identify other funding sources.
- **Will existing public Wi-Fi networks remain in place (specifically in the towns of Freeport, Yarmouth, Casco, and Bridgton) or will this network supersede them?**
 - This network should be designed to provide coverage where it is not currently available; existing networks would not be impacted. If bidders have identified that existing free, quality networks are available to the public in portions of the coverage maps provided, or are in active planning stages, we would ask bidders to do their best to design a plan that doesn't layer over or interfere with those existing networks.
- **Who will be responsible for power at each device?**
 - Cumberland County will work with municipalities and property owners to secure access to power and the County will likely provide a small honorarium to the property owner to cover electricity costs, rather than establish second accounts.
- **Can the county provide Lat/longs for each utility pole in the desired coverage area to ensure we plan for adequate coverage?**
 - The county does not have this information.
- **Are there existing maps for conduit between power/light poles for the purpose of running underground fiber?**
 - The county does not have this information.
- **Are all location networks to be independent of each other, or will they be operated/managed as one cohesive network?**
 - The location networks should be considered as one cohesive network.
- **Will each area/town need to show a different splash page/sponsor, or will they all reflect as the same network?**
 - All areas should reflect the same network. As stated in a previous answer, the County's preference in future years would be to identify one sponsor for the entire network. If multiple sponsors are required, they would not choose regions or times when their identity would appear on a splash page; the logos would operate on a simple rotation. Effectively, connecting in Freeport should be an identical experience to connecting in Naples and so on.
- **Has the county made this effort public as of yet? With that in mind, how much cooperation should we expect to get from local Wi-Fi broadcasters in managing the spectrum? Many are**

using 40MHz channels in 2.4GHZ which could create issues for this network, and other neighboring shops as well.

- While the County has had many conversations with regional leaders, service providers and consultants, this RFP is the first public declaration of the project. We would ask the winning bidder to work with other service providers in the area to mitigate potential communications conflicts.