Asheville Housing Authority and its affiliate, Asheville Affordable Housing (HACA), are seeking competitive proposals from qualified firms for Wireless Internet Services at the Hillcrest Apartments, 100 Atkinson St. The proposal should include all costs for installation, equipment, and services. The following specifications are required:

1. **Mission**
   To make Internet access affordable to low income families living in housing authority communities so that all Asheville City School (ACS) students can utilize technology for learning during out of school hours.

2. **Problem**
   Currently ACS students living in public housing communities are unable to utilize devices for learning at home given by schools. Additionally, parents are not able to model or participate in student learning which further divides the school day learning from home. Young students are not regularly exposed to educative use of technology and early learning that makes young children digital natives.

3. **Scope of Work**
   The following should be included in all responses. Please include an explanation for any items which you are unable to complete. We reserve the right to NOT review or respond, should you choose not to include any or all of the items below in your proposal.

   The wireless network will cover the Hillcrest Apartments complex located at 100 Atkinson St., Asheville, NC 28801.

   Coverage area: The coverage area must include all 224 housing units as well as the Community Center and main office. Your response should designate any areas of an apartment or building that cannot be reached.

   Content filtering: Must be able to block pornography, adult web sites displaying nudity and sexual acts, and any other sites or content categories deemed necessary by the Asheville Housing Authority.

   Availability: The network should be available and ready for use 24/7/365 with the highest uptime possible under normal conditions. Time To Repair (TTR) should meet or exceed the following: Outages affecting more than 1/3 of users should be fixed within 12 hours or less. Outages affecting less than 1/3 of users should be fixed within 72 hours or less. If the network is down for any reason, explain how contact will be provided to the end users.
Support hours: Support should be made available via phone, webchat, and/or email during normal business hours.

Backbone: The backbone supplying Internet connectivity to the wireless Access Points (APs) should not be congested (greater than 90% usage) for more than 1 hour per day.

Bandwidth: Must meet or exceed 100Mbps burstable to 500Mbps project-wide. Must meet or exceed 4Mbps download and 1Mbps upload speed inside each housing unit with no bandwidth caps. This is the minimum bandwidth required for “Advanced Telecommunications Capability” as defined by the FCC.

Training: Will any end-user training be required for accessing the network? If so, what training options are available?

4. Deliverables
   Provide a list of all products, site surveys, and plans that will be used to complete the project, as well as an estimated time of completion if your proposal is accepted.

A pre-proposal conference and inspection opportunity will be held at 10:00am on Tuesday, March 31, 2015 at 133 Livingston St, Asheville, NC 28801.

Please submit a brief written proposal, covering the standards above and criteria below:

   1. Quality of proposed wireless internet services, along with experience, qualifications, and timeliness of performance of the service provider(s) (40%)
   2. Cost effectiveness of the proposal (40%)
   3. Commitment to Section 3 hiring of public housing residents and other low income residents (10%)
   4. Commitment to sustainability (5%)
   5. Small/minority/woman-owned or Section 3 business certification (5%)

Proposals must be submitted by 5pm on April 9, 2015. Additional information may be requested. Form HUD 5369-C must be completed and submitted with your proposal. Required contract documents will include the HACA Independent Contractor Agreement and the required form HUD-5370-C. This is a request to submit proposals, not an offer to contract. HACA reserves the right to accept all or part of a company’s proposal or to divide the work between two or more companies if deemed beneficial. Please submit proposals to:

Samantha Bowers, Project Manager
Housing Authority of City of Asheville
165 S. French Broad Avenue
Asheville, N.C. 28801
Phone: (828) 239-3504
Fax: (828) 254-2276
Email: sbowers@haca.org