



**STATE OF TENNESSEE**  
**Department of Environment and Conservation**

**REQUEST FOR INFORMATION**  
**FOR**  
**WaaS (wireless-as-a-service) to key operational and hospitality related facilities**  
**identified within Tennessee State Parks.**

**RFI # 32701-04678**  
**November 15, 2022**

**1. STATEMENT OF PURPOSE:**

The State of Tennessee, Department of Environment and Conservation issues this Request for Information (“RFI”) for the purpose of [increasing connectivity through providing wireless-as-a-service (WaaS) to key operational and hospitality related facilities identified within Tennessee State Parks. We appreciate your input and participation in this process.

**2. BACKGROUND:**

Guest visitation is at an all-time high throughout Tennessee State Parks. While we work to ensure guest have fun and adventure naturally, connectivity while visiting our scenic parks continues to be a challenge, not only for guests but also for day-to-day operations. Efforts continue to improve connectivity through various capital improvement and maintenance projects, but several key facilities lack the infrastructure needed to allow employees to be effective and efficient.

<b>Facility</b>	<b>Min. Download Speed</b>
Park Office	5 Mbps/person; (25 Mbps min.)
Cabins	25 Mbps/cabin
Campground	10 Mbps/campsite
Lodge	5 Mbps/room
Maintenance Shop	5 Mbps/person; (25 Mbps min.)
Museum/Interpretative Ctr	5 Mbps/person; (25 Mbps min.)
Restaurant/Snack Bar	5 Mbps/person; (25 Mbps min.)
Golf Pro Shop	5 Mbps/person; (25 Mbps min.)
Swimming Pool area	25 Mbps

Group Camp/Lodge	25 Mbps	To improve
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operational efficiencies and overall guest experience, Tennessee State Parks seeks to provide appropriate connectivity to key infrastructure throughout the entire park system. To baseline what is “appropriate connectivity”, the following download speeds are recommended based upon facility type:

State Parks high-level requirements would align with our desire to improve efficiencies and the effectiveness of staff to complete day-to-day job requirements as well as provide an improved amenity for our guests. The solution would ideally provide symmetric service for all park staff and visitors, provide installation of and maintain said equipment, as well as provide a pricing model to allow for seasonal rate adjustments. State Parks will prioritize “locations of need” to meet budgetary restrictions or availability of funds (park office, visitor center, revenue generating facilities, etc.). The solution must address the following list of parks first to replace existing equipment, then allow pricing per site or facility for future expansion as additional State Parks have fiber infrastructure improved and available.

State Park
Panther Creek
Rock Island
Chickasaw
Tims Ford
Cedars of Lebanon
Harrison Bay
Henry Horton
Roan Mountain
Montgomery Bell
Cumberland Mountain
Fall Creek Falls

### 3. COMMUNICATIONS:

- 3.1. Please submit your response to this RFI to:  
Shane Gibson, CPO Sourcing Account Specialist  
State of Tennessee General Services  
312 Rosa L. Parks Ave. Nashville, TN 371243

615-253-4762

3.2. Please feel free to contact the Department of Environment and Conservation with any questions regarding this RFI. The main point of contact will be:

Chad Kimes  
Department of Environment and Conservation  
312 Rosa L. Parks Ave. 2<sup>nd</sup> Floor  
615.532.0018

3.3. Please reference RFI # 32701-04678 with all communications to this RFI.

**4. RFI SCHEDULE OF EVENTS:**

EVENT		TIME (Central Time Zone)	DATE (all dates are State business days)
1.	RFI Issued		November 15, 2022
2.	RFI Response Deadline	2:00pm	December 5, 2022

**5. GENERAL INFORMATION:**

5.1. Please note that responding to this RFI is not a prerequisite for responding to any future solicitations related to this project and a response to this RFI will not create any contract rights. Responses to this RFI will become property of the State.

5.2. The information gathered during this RFI is part of an ongoing procurement. In order to prevent an unfair advantage among potential respondents, the RFI responses will not be available until after the completion of evaluation of any responses, proposals, or bids resulting from a Request for Qualifications, Request for Proposals, Invitation to Bid or other procurement method. In the event that the state chooses not to go further in the procurement process and responses are never evaluated, the responses to the procurement including the responses to the RFI, will be considered confidential by the State.

5.3. The State will not pay for any costs associated with responding to this RFI.

**6. INFORMATIONAL FORMS:**

The State is requesting the following information from all interested parties. Please fill out the following forms:

RFI #32701-04678

**TECHNICAL INFORMATIONAL FORM**

1. RESPONDENT LEGAL ENTITY NAME:

2. RESPONDENT CONTACT PERSON:

Name, Title:

Address:

Phone Number:

Email:

3. BRIEF DESCRIPTION OF EXPERIENCE PROVIDING SIMILAR SCOPE OF SERVICES/PRODUCTS

4. Explain how your company's specific technologies and/or business models may fit in with the requirements of this initiative

5. Describe how you may minimize any impacts from the current problems with the supply chain?

6. What is the approach used to architect a system that would include all key operational and hospitality type facilities throughout State Parks?

7. Describe your company's new installation procedures

8. Describe your company's proactive network management processes

9. Describe your company's reactive network management processes, including troubleshooting, communication, triage, etc.

10. Describe your company's practices for maintaining and refreshing network equipment

11. Describe a unique experience(s) (such as case studies) where your company successfully collaborated to deliver a custom solution to meet a client's goal

12. Explain how your company would deliver quality products that are multi-vendor, multi-platform, secure, reliable, and interoperable

13. Explain how the network architecture applies to the requirements of this initiative and would also be compatible with future advances in the field (including future-proofing of consumer bandwidth demands)

14. To assist in evaluating vendor proposals and capabilities, please provide examples of network architectures and/or functional entities already in existence and those in the pipeline.

15. Please provide the standard Service Legal Agreements (SLAs) of the service(s).

**COST INFORMATIONAL FORM**

1. Describe what pricing units you typically utilize for similar services or goods (e.g., per hour, each, etc.):
2. Describe the typical price range for similar services or goods
3. Describe proposed cost information for providing a multi-tier pricing solution, with minimum symmetric speed being provided for free with the option of guests purchasing additional speeds, if needed, including any possible revenue sharing mechanisms
4. Provide a rough order of magnitude cost for the following:
  - a. Deployment of network infrastructure
  - b. Operation and Maintenance
  - c. Customer Service or Technical Support
  - d. Service

**ADDITIONAL CONSIDERATIONS**

1. Please provide input on alternative approaches or additional things to consider that might benefit the State:
2. Based on your understanding of the scope of this initiative, what challenges or areas of concern do you have?