

Utah Telecommunication
Open Infrastructure Agency



Request for Quote for
811 Locate Software
RFQ # 2022SOFT-002

July 26, 2022

The Utah Telecommunication Open Infrastructure Agency (UTOPIA Fiber) invites you to submit a quote to provide 811 Locate Software.

This RFQ outlines the requirements for your proposal that UTOPIA Fiber is interested in.

All quotes must be received by **5:00 P.M. Mountain Time on September 14, 2022, via email** to Aaron Leach (aleach@utopiafiber.com). **QUOTES SUBMITTED AFTER THE DEADLINE MAY NOT BE CONSIDERED.** On or after September 14th, 2022, specific vendor/s may be requested to provide a 30-day demonstration/trial period for the software solution to be vetted by UTOPIA (See Section 1.7).

Please email all questions to Aaron Leach at (aleach@utopiafiber.com). Responses/answers to any questions received will be provided to others via the applicable area of the UTOPIA Fiber website or emailed during the RFQ period.

We look forward to receiving your response.

Sincerely,



Roger Timmerman
Executive Director
UTOPIA Fiber

UTOPIA Fiber

Request for Quotations

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1.1 Introduction

The Utah Telecommunication Open Infrastructure Agency (“UTOPIA Fiber”) is a political subdivision of the State of Utah created by interlocal agreement among 15 Utah municipalities for the purpose of solving the last mile challenge in advanced broadband communications for its member cities.

UTOPIA Fiber’s goal is to provide every household and every business access to advanced broadband communications infrastructure using fiber optic cable to provide said communications. To facilitate this goal, UTOPIA Fiber is requesting quotes (“Quotes”) from suitable qualified and experienced vendors for telecom construction design software.

1.2 Objectives

UTOPIA Fiber’s objective is to purchase (or license or lease, as applicable) software for a term of one (1) year, or three (3) years (as described herein), from a vendor/s (“Vendor(s)”, “Respondent(s)”, or “Applicant(s)”) that can provide features and qualifications that are listed in section 1.4 of this document (hereinafter, this “RFQ”). The Applicant chosen, if any, shall be referred to herein as “Successful Applicant”.

The issuance of this RFQ does not constitute an assurance by UTOPIA Fiber that a Successful Applicant will be selected or that the requested software will be acquired by UTOPIA Fiber. Among other things, UTOPIA Fiber expressly reserves the right to:

- Reject any and all quotes
- Reissue the RFQ
- Request select Applicant(s) the opportunity for UTOPIA to demonstrate/trial said Applicant’s proposed software
- Extend the date for submission of Quotes

1.3 Financial Security and Stability

The Successful Applicant, if any, shall be required to provide support for its software during the applicable term. Accordingly, Applicants shall provide financial and business-stability/viability information in their Quote to UTOPIA Fiber . This information will be used to vet the long term viability of Applicants to provide software use and application support to UTOPIA Fiber during the selected term.

1.4 Detailed Telecom Construction Design Software Requirements

Below are the RFQ required features. Applicants must include information that shows they can provide software which adequately incorporates/provides:

- Daily ticket log – this shows how many tickets a locator starts with ends with and completed with what type of response.
- Reporting capabilities – Canned reports as well as the ability to create reports
- Mobile application as well as Web capabilities
- Ability to take pictures with GPS location and address.
- DIRT (Damage Information Report Tool)
- Form Builder – Utilities that can provide forms that can integrate with the locate ticket software in the system.
 - Damage – Form for tracking damage. DIRT (Damage Information Report Tool) would integrate with damage form.
 - Truck Roll – form that allows UTOPIA to track what takes place at customer truck roll
 - Audit – form to audit functions out in the network
 - Vehicle Inspection – form that tracks inspection on all vehicles
- Capable search functions for ticket number
- Integration with ESRI GIS solution
- Live Map
- Offline Map connection – the ability to download ESRI maps into mobile/web solution
- Vehicle routing/map capabilities – The software would allow user to choose all/specific tickets and provide the most cost-effective route for locator to efficiently fulfill his/her responsibilities.
- GPS on maps – the software would show GPS coordinates for the location
- Adjustable Warnings – The ability to change
- Split screen Full Ticket / Map
- Rest API – Integration with other UTOPIA tools such as CRM, etc.
- Manual ticket/API ticket creation that 811 Call Center does not provide – The software allows tickets to be created that are outside of the 811 Call Center process. For instance, requests for emergency requests come into the UTOPIA Network Operations Center (NOC) that get handed off to the locate team.

1.5 Pricing/Costs Requirements of Quotes

Respondents shall provide pricing based on the information that is listed in section 1.4. At UTOPIA Fiber's sole discretion it may select a Successful Applicant based on either a 1-year fixed term or on a 3-year fixed term. In order to be considered for each of the optional fixed terms, UTOPIA Fiber requests that the Quote/s be outlined based on the below information, clearly distinguishing information between either the two potential fixed-year terms:

A fixed 1-year term

A fixed 3-year term

Description of how users are handled: read, write, administrate, etc. and whether any specific costs associated with user CAL's (client access license).

Renewal information (if applicable)

(Optional Proposed Services). Professional services consisting of the professional services, specifically NOT including those services that are considered to fall within the scope of and

included as part of each Quote. Applicant’s opting to include “Professional Services” information as part of their Quote should include information, which would clearly describe such Professional Services and distinguish such proposed Professional Services from those support services to be provided within the scope of this RFQ.

1.6 Client References

Respondents shall provide contact information of at least three (3) current or former clients—as well as a brief description of the software and/or services provided—who have contracted for the use of Respondent’s software (and accompanying basic support available during applicable term). Respondents are scored on the references that are provided.

1.7 Demonstration/Trial Period

A demonstration period may be necessary for UTOPIA Fiber to ascertain the capabilities of the top one or more Applicant’s software. Such determination to have one or more proposed Applicant’s software demonstrated shall be at the sole discretion of UTOPIA Fiber and shall be considered as a further qualifying condition for those selected to provide such demonstration (“Demonstration”). Applicant(s) selected to provide a Demonstration shall be notified on or after September 14th, 2022. Demonstration(s) will take place after September 14th.

If UTOPIA Fiber determines a Demonstration(s) are needed pursuant to this section 1.7, Demonstration(s) shall consist of a 30-day trial of the Applicant’s software, before an award can be given, if at all. If Applicant(s) are asked to provide a demonstration/trial period, UTOPIA’s testing of Applicant(s)’ software may be handled in parallel, or it may be handled linearly. This means that if two Applicants are asked to provide a demonstration/trial, it potentially could take up to 60 days for an award to be given, if at all.

The demonstration/trial period will be used to test the abilities of software and demonstrate the features requested in section 1.4.

The time required demonstrating use of an Applicant’s software (and any costs directly-related to standard support thereof) under this section 1.7 shall be provided by Applicant(s) at no cost or fee to UTOPIA Fiber.

1.8 Selection Criteria and Scoring

Respondents will be scored on price, references, and features as described herein.

Scoring is calculated as such:

Price	50%
References	10%
Features	40%

If no demonstration/trial period is required under section 1.7, a Successful Applicant will be selected no later than September 28th. If Applicant(s) is/are requested to provide a demonstration trial under section 1.7, the Successful Applicant selection date will be determined following the conclusion of such Demonstration(s).*

*(Nothing herein requires UTOPIA Fiber to accept a Quote or select a Successful Applicant.)

1.9 Proprietary Information

UTOPIA Fiber is subject to the disclosure requirements of the Government Records Access and Management Act (“GRAMA”), Title 63, Chapter 2, Utah Code Annotated, as amended. UTOPIA Fiber generally considers Agreements, Contract Documents, and all accompanying material to be public and subject to disclosure. A written claim of confidentiality and a concise written statement of reasons supporting the claim must accompany any material considered by Respondents to be proprietary. Blanket claims by Respondent(s) that the entire Quote, resulting agreement, contract documents, or any other information considered to be “Records” pursuant to GRAMA are confidential may be denied by UTOPIA Fiber. UTOPIA Fiber cannot guarantee that any information (or Records pursuant to GRAMA) will be held confidential. Under Section 63-2-304 of the Government Records Access and Management Act, if a respondent makes a claim of confidentiality, UTOPIA Fiber, upon receipt of a request for disclosure, will determine whether the material should be classified as public or protected, and will notify the respondent of such determination. UTOPIA Fiber agrees to hold all information classified as protected in confidence and protect it from public disclosure in accordance with such statutes to the greatest extent permitted by Utah law. UTOPIA Fiber may disclose such information to the extent required by law; however, UTOPIA Fiber shall provide Respondents prompt notice of a request for disclosure of such protected information and shall cooperate with Respondents in seeking the issuance of a protective order.

Respondents are entitled under the Government Records Access and Management Act to appeal an adverse determination regarding the classification of information. UTOPIA Fiber is not required to notify Respondents of a request for non-protected information and will not consider a claim of confidentiality unless the respondent’s claim of confidentiality is made on a timely basis and in accordance with the Government Records Access and Management Act.