

Utah Telecommunication  
Open Infrastructure Agency



Request for Quote for  
811 Locate Software  
RFQ # 2022SOFT-003

**October 13, 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 November 16, 2022, via email** to Aaron Leach ([aleach@utopiafiber.com](mailto:aleach@utopiafiber.com)). **QUOTES SUBMITTED AFTER THE DEADLINE MAY NOT BE CONSIDERED.** On or after November 16, 2022, specific vendor/s may be requested to provide a 30-day demonstration/trial period for the software solution to be vetted by UTOPIA Fiber (See Section 1.7).

Please email all questions to Aaron Leach at ([aleach@utopiafiber.com](mailto: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. All questions are due by November 9, 2022.

We look forward to receiving your response.

Sincerely,

A handwritten signature in black ink, appearing to read "Roger Timmerman", with a long horizontal flourish extending to the right.

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 Fiber 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 811 Locate Software Requirements**

UTOPIA Fiber is anticipating 150,000 tickets annually.

Below are features that UTOPIA Fiber is seeking. Applicants may still respond to the RFQ if there are features they do not support. Some features have a higher priority than others; UTOPIA Fiber may choose software that best suit its needs even though the Applicant’s software may not support all the below features.

For the features that an Applicant does support, Applicant should include information that shows the software supports the feature using screen shots, descriptions, how to documentation, etc.

If Applicant does not support a below feature currently, Applicant may provide a timeline for feature to be supported. UTOPIA Fiber may still consider Applicant’s Quote.

Applicant should use the below table when addressing features in the RFQ. Applicant should use the following definitions for the priority levels assigned:

- High priority features should be considered base-level requirements for the software: the feature should be available in some form.
- Medium priority features are items UTOPIA intends to use on a daily basis: reasonable alternatives are acceptable.
- Low priority features are non-required items which increase the efficiency and utility of the software.

Feature List:

Feature	Description	UTOPIA Fiber Priority (High, Medium, Low)	Supported?
Daily ticket log	This feature shows how many tickets a locator starts with, ends with, and completed with what type of response	Medium	
Reporting capabilities	This feature would allow UTOPIA to take advantage of canned reports within system as well as the ability to create custom reports. If no front end capabilities exist, access to the backend would be a requirement.	High	
Mobile Capabilities	Mobile application? UTOPIA assumes that the Applicants would already have a web based Desktop solution	High	
Date/Time/GPS Locatable Photos	Feature would allow application to take photos and imprint time, date, and GPS location	Medium	
DIRT (Damage Information Report Tool)	Feature would allow UTOPIA to easily put together the information needed when	High	

	damage occurs caused by third parties. This information could include location, party responsible, locate information(tickets), pictures, etc.		
Form Builder	UTOPIA has seen some software that allows one to create custom forms that can be used within the application. These forms can integrate with existing data from locate tickets	Low	
Search Functions	Different search functions that could allow a technician to find and retrieve ticket information based on specific criteria.	Medium	
ESRI GIS Integration	UTOPIA uses ESRI for all its GIS needs. Software would need to work with ESRI.	High	
Live Map	Live status of tickets.	Medium	
Offline Map connection	Feature provides the ability to download ESRI maps into mobile/web solution	Medium	
Vehicle routing/map capabilities	The software would allow user to choose all/specific tickets and provide the most cost-effective route for locater to efficiently fulfill his/her responsibilities	High	
GPS on maps	the software would show GPS coordinates for the location	Medium	
Adjustable Warnings	This feature would allow UTOPIA to customize the alerts/warnings	Low	
Split screen Full Ticket / Map	This feature would allow UTOPIA to see ticket information on one side, and maps on the other side.	Low	
Rest API	An API that allows UTOPIA to integrate Applicant's solution with other UTOPIA tools such as CRM, etc.	Low	
Manual ticket/API ticket creation that 811 Call Center does not provide	The software would allow tickets to be created that are outside of the 811 Call Center process. For instance, requests for emergency requests come into the UTOPIA Network	Low	

	Operations Center (NOC) directly that get handed off to the locate team. These calls are currently not being tracked by the current software.		
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**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.

UTOPIA Fiber’s go live date for solution is tentatively planned for not later than February 1, 2023. This may change due to how many demo’s that may take place.

**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”). Successful Applicant(s) selected to provide a Demonstration shall be notified on or after November 30, 2022. Demonstration(s) will take place after November 30, 2022.

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 Successful Applicant’s software, before an award can be given, if at all. If Applicant(s) are asked to provide a demonstration/trial period, UTOPIA Fiber’s testing of Successful Applicant(s)’ software may be handled in parallel, or it may be handled linearly. This means that if two Successful 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 a Successful Applicant’s software (and any costs directly-related to standard support thereof) under this section 1.7 shall be provided by Successful Applicant(s) at no cost or fee to UTOPIA Fiber.

## **1.8 Selection Criteria and Scoring**

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

Scoring is calculated as such:

Price	50%
References	5%
Features	45%

If no demonstration/trial period is required under section 1.7, a Successful Applicant will be selected no later than November 30. 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.