

Info Session:

Island-Wide Wireless Network

Managed Services RFP

Governors Island at a Glance

172 acres at the center of New York Harbor

Minutes by ferry from Lower Manhattan and Brooklyn with additional connections via NYC Ferry

120 acres of open space including climate-resilient 43-acre park

1.3M SF of Historic Buildings, plus 33 acres of development area

Free ferries for residents of NYCHA, IDNYC holders, children under 12, seniors, veterans, & community-based organizations

Open to the public year-round



Two Decades of Progress



Over \$400M of Investment

43 acres of new park space, infrastructure improvements & expanded transportation



Educational & Cultural Partners

Year-round tenants, including the Harbor School and LMCC & dozens of cultural partners



Destination Appeal

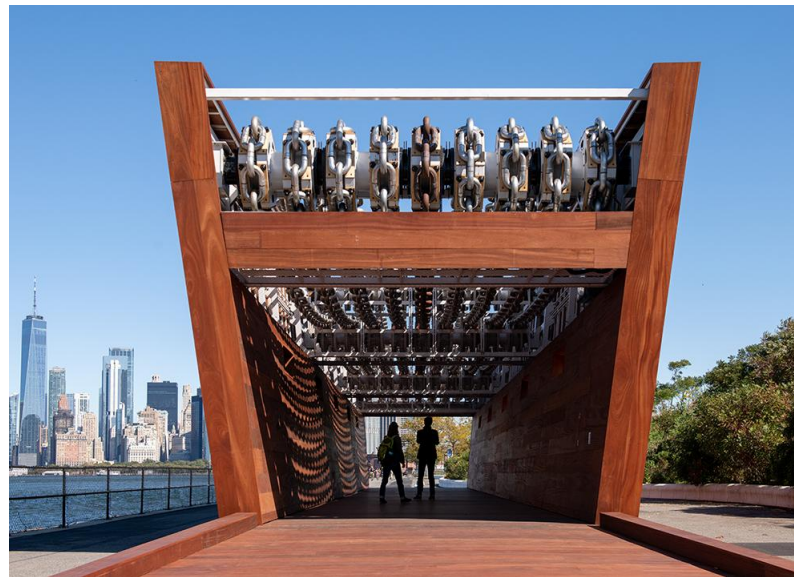
Now open to the public year-round with a rapidly growing audience — nearly 1M annually.

The Trust for Governors Island's mission is to realize the full potential of Governors Island, demonstrating a bold vision for public space.

Our vision for continued growth focuses on three key strategies:



Accessible Open Space & Recreation

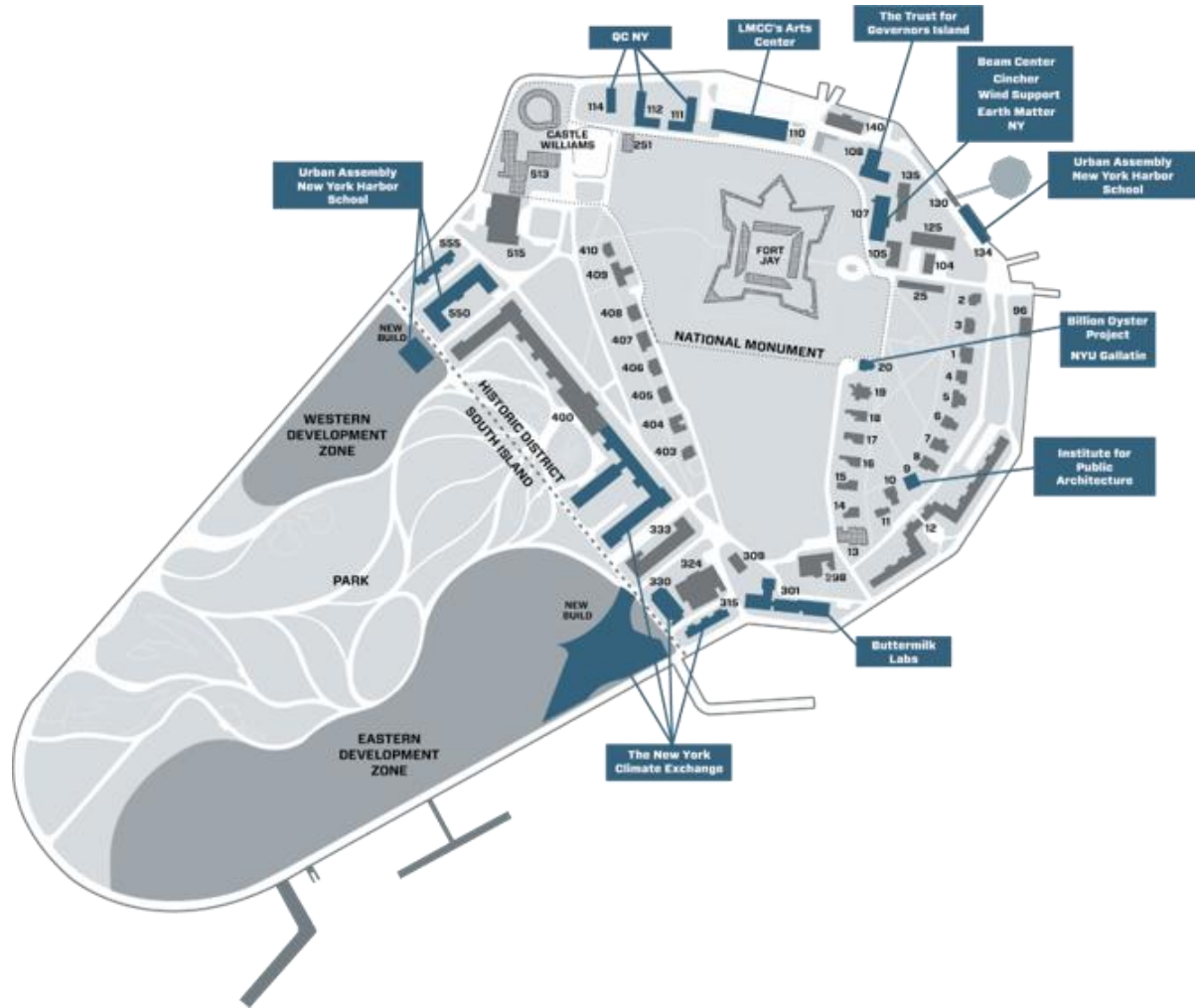


Transformative Arts & Culture



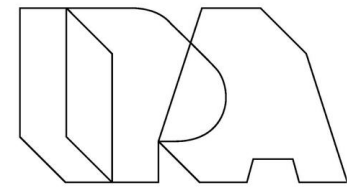
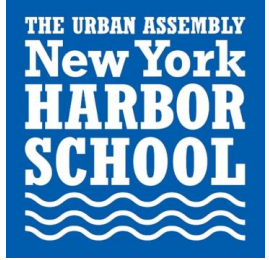
Accelerating Climate Solutions

A Growing Community of Year-Round Tenants and Partners



LOWER
MANHATTAN
CULTURAL
COUNCIL

QC TERME
spas and resorts



... and more

Background & Opportunity

For nearly a decade, the Trust has provided **free public WiFi** for visitors throughout the Island and offered **paid business-grade WiFi** for tenants and concessionaires occupying various locations on the Island. The Island's wireless network has developed over the years to support Internet of Things (IoT) devices and systems pertaining to security, ferry ticketing, facilities maintenance, and other critical services.

The Trust owns all on-Island wireless infrastructure and IoT equipment and currently retains a third-party contractor to operate this infrastructure and equipment, as well as to provide internet service wirelessly from a point-of-presence off-Island.

Objectives

The Trust is seeking a contractor to achieve the following three objectives:

1. Maintain and improve the provision of free public WiFi for Island visitors.
2. Maintain and improve the provision of business-grade WiFi for tenants and concessionaires.
3. Operate and support the growth of the Island's IoT assets to meet Trust business needs.

Scope of Services

The Trust seeks a contractor to operate and improve upon its existing system for providing wireless internet service to visitors, tenants, and concessionaires throughout the island, at the Battery Maritime Building (BMB) in Manhattan, and on board the Trust's two ferry vessels.

The contractor will be responsible for:

- providing internet service to the Island wirelessly from a point-of-presence located at an off-island facility
- Operating and maintaining on-Island wireless infrastructure
- Managing a system of free public WiFi for Island visitors and providing paid WiFi to Island tenants
- Managing connected IoT equipment to support key Island services
- Serving as a consultant and provide on-call support to the Trust on relevant projects and initiatives

Scope of Services: Categories of Service Requested

1. Internet Service Provider

Provide and manage point-of-presence and wireless infrastructure from an offsite data center.

- **Offsite Minimum Capacity:** 2 Gbps from offsite to the Island, with a burstable bandwidth of 10 Gbps of internet
- **On-Island Minimum Capacity:** 1 Gbps with burstable bandwidth of 250-300 Mbps internet service at any endpoint
- **Uptime Requirement:** 99.5 % uptime
- **WiFi Performance:** Minimum of 20 Mbps upload / download speeds maintained consistently throughout the day and night, with system operational 24/7 and year-round.

Scope of Services: Categories of Service Requested

2. Management of Internet Network Core

Manage the core wireless infrastructure and network distribution rack on Governors Island.

- Installation and maintenance of all necessary equipment
- Repairs, replacements, and additions
- Provide and manage primary connection, secondary, and tertiary failovers

3. Management of Network Distribution Infrastructure

Manage broadband wireless distribution devices throughout Governors Island, including but not limited to WiFi access points, radios, and antennae.

Scope of Services: Categories of Service Requested

4. Management of Free Public WiFi Services

- 10,000 simultaneous users
- Ability to sign on to check email, conduct HD video chats, and stream 4K video
- WiFi portal/splash pages
- Access point licensing

5. Management of Paid Tenant WiFi Services

Paid WiFi services to existing and future Island tenants, including year-round businesses, seasonal vendors, and organizers of special events.

- Oversee initial setup of service and credentials
- Provide ongoing end-user support
- Conduct billing and collections
- Manage WiFi portal/splash pages
- Manage access point licensing

Scope of Services: Categories of Service Requested

6. Management of IoT Devices and Services

Manage existing and newly connected IoT devices and systems such as:

- Security cameras
- Ferry ticketing devices
- In-facility systems (i.e. HVAC controls, sprinkler systems)

7. Consultation & Special Projects

Act as a consultant to the Trust and Trust tenants, offering professional guidance, planning, and execution support for relevant initiatives.

- Establishing wireless services to new buildings, containers, or open spaces
- advising on device compatibility and connectivity
- planning and executing the provision of wireless service for special projects and events

Timeline and Contact

Info Session:
Friday, May 1, 2026

Questions Due:
Tuesday, May 12, 2026 by
5pm

Proposals Due:
Wednesday, June 10, 2026,
by 5pm

**Anticipated Contract
Start Date:**
February 1, 2027

Timeline and Contact

Info Session:
Friday, May 1, 2026

Questions Due:
Tuesday, May 12, 2026 by
5pm

Questions will be collected for consideration today. Please submit any additional questions to tgiwireless@govisland.org with the RFP title as the subject line. The Trust will evaluate the need to respond to inquiries and will release answers after the May 12th deadline.

Proposals Due:
Wednesday, June 10, 2026,
by 5pm

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Timeline and Contact

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Questions Due:
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Proposals Due:
Wednesday, June 10, 2026,
by 5pm

All submissions must be delivered on or before Monday, June 10th, 2026 by 5pm. Respondents shall deliver their PDF proposals via email or download link to tgiwireless@govisland.org, with the subject line: "Island Wide Wireless Network RFP Submission".

**Anticipated Contract
Start Date:**
February 1, 2027

GOVERNORS ISLAND

Thank you!

We will now collect questions for consideration. Please email tgiwireless@govisland.org with any additional questions you may have by **May 12th, 2026 at 5pm.**