



HOTEL WI-FI RFP PROCUREMENT GUIDE

How Connected Hospitality designs, manages and evaluates hotel network tenders

Connected Hospitality Limited

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Client guidance

For hotel owners, operators, developers, asset managers and procurement teams planning a new or upgraded Wi-Fi network.

Document Control

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Document Purpose

A hotel Wi-Fi RFP should do more than ask suppliers for access-point quantities and a price. It should translate the property's commercial, operational, brand, security and guest-experience requirements into one controlled procurement process. It must also define how bidders respond, how proposals are compared and what evidence will be required before the finished network is accepted.

Connected Hospitality can lead that process for the client. We gather requirements, survey the property, create the technical design and RFP pack, manage bidder questions and site visits, normalise proposals, support evaluation and commercial clarification, and define the testing and handover route. The result is a procurement exercise built around the hotel's real needs rather than the assumptions of individual suppliers.

This guide shows the information and controls we use. It is deliberately detailed so hotel stakeholders can see what a robust RFP contains, but the issued tender should always be tailored to the property, operator and procurement route.

[Book an RFP scoping discussion with Connected Hospitality](#)

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1 Why a Professionally Managed Hotel Wi-Fi RFP Matters

Hotels are unusually demanding network environments. Guestrooms, public areas, bars, restaurants, conferences, payment devices, PMS integrations, televisions, casting, staff systems and building technology all share physical infrastructure while requiring different security, resilience and support outcomes. A generic equipment schedule rarely captures those dependencies.

When each bidder interprets the project differently, the client receives proposals that cannot be compared fairly. A lower price may exclude surveys, cabling remediation, licences, support, brand submissions or post-installation validation. A higher price may include valuable work that is invisible in a simple total. Connected Hospitality creates a common technical and commercial baseline so the client can compare like with like.

Typical reasons to commission an RFP

- A new-build hotel, refurbishment, brand conversion or major network replacement.
- Repeated Wi-Fi complaints, inconsistent coverage or capacity failures in busy areas.
- End-of-life switching, access points, firewalls, controllers or licensing.
- A requirement to meet operator or brand standards and complete an approval process.
- A need to separate guest, administrative, payment, television, voice and IoT traffic correctly.
- A multi-property programme requiring repeatable standards, pricing and acceptance evidence.

What a good process prevents

Risk	RFP control
Unclear scope	Every bidder prices the same areas, services, integrations and deliverables.
AP-count procurement	Coverage, capacity, roaming and application outcomes drive the design.
Hidden recurring cost	Licences, support, circuits and renewals are shown over the chosen term.
Unsafe migration	Live-hotel phasing, outages, rollback and daily handback are defined.
Subjective acceptance	Testing methods, pass criteria, evidence and defect closure are agreed before award.

2 How Connected Hospitality Runs the RFP

We act as the client's hospitality technology specialist. Our role is to turn business requirements and site conditions into a controlled technical procurement exercise, then help the client make a defensible decision. The exact scope can cover the full process or a defined stage where an internal procurement team already exists.

Stage	What we do	Client outcome
1. Discovery	Stakeholder workshops, objectives, brand standards, critical applications, programme, budget route and approval governance.	Agreed brief and information request
2. Site and estate review	Predictive design inputs, physical survey, cabinet and cabling review, existing asset condition and integration dependencies.	Survey findings and constraints register
3. Design and specification	RF criteria, architecture, segmentation, resilience, BoM basis, implementation scope and measurable acceptance tests.	Client-approved technical specification
4. Tender management	Controlled issue, bidder briefing, site access, clarification log, addenda and consistent return schedules.	Comparable, complete submissions
5. Evaluation and recommendation	Compliance review, technical scoring, commercial normalisation, risk assessment, clarification and moderation.	Evidence-based recommendation
6. Award and delivery assurance	Scope reconciliation, contract schedules, design approval, implementation checkpoints, validation and handover review.	Accepted network and handover pack

Flexible engagement routes

- Full client-side RFP design and management from discovery through award.
- Technical specification and tender-pack creation for the client's procurement team to issue.
- Independent review and repair of an existing hotel Wi-Fi RFP before it goes to market.
- Bid evaluation, clarification and commercial normalisation where the RFP has already been issued.
- Direct design-and-deliver support where a competitive tender is not required.

[Ask us to scope the right procurement route](#)

3 Client Readiness Checklist

We can resolve many gaps during discovery, but early access to accurate information reduces assumptions, shortens the tender programme and improves pricing. Use this checklist to identify what is available before the first scoping meeting.

Property and demand

- ☐ Current floorplans and an area schedule are available.
- ☐ Guestrooms, public areas, event spaces and back-of-house areas are included.
- ☐ Typical occupancy, peak event demand and critical applications are understood.
- ☐ Live-hotel, refurbishment, access and programme constraints are known.

Existing infrastructure

- ☐ Circuits, firewalls, switches, access points, licences and cabinets can be identified.
- ☐ Known cabling, fibre, power, cooling and UPS constraints are recorded.
- ☐ The client has a clear preference on reuse, replacement or evidence-led assessment.

Security and integrations

- ☐ Guest, staff, administration, payment, PMS, TV, voice and IoT services are listed.
- ☐ PMS, portal, casting, payment and third-party support contacts are known.
- ☐ Privacy, data-retention and optional marketing-consent responsibilities are understood.

Delivery and acceptance

- ☐ Room access, quiet hours, outage controls, phasing and rollback expectations are known.
- ☐ The stakeholders who approve design, commercial award and final acceptance are named.
- ☐ Support hours, escalation expectations and lifecycle term are understood.

Information we normally request

Information	Examples	Why it matters
Property	Floorplans, room schedule, construction, event layouts	Coverage, density, mounting and access
Network	Asset list, diagrams, licences, circuits, cabinets	Reuse, capacity, resilience and lifecycle
Operations	Occupancy, opening hours, blackout dates, service windows	Phasing and disruption control
Systems	PMS, payments, IPTV, casting, voice, CCTV and IoT	Segmentation, integration and testing
Governance	Brand standards, procurement rules, budget route, approvers	Controlled decisions and sign-off

4 What We Put into the RFP Pack

The issued pack must be detailed enough to obtain comparable proposals without prescribing an unsuitable design. We separate client outcomes, mandatory standards, bidder design responsibility and acceptance evidence so that responsibility is clear.

RFP section	What it controls
Project context	Business drivers, success measures, dates, stakeholders, approvals and constraints.
Area and demand schedule	All guestrooms, public, event, external and back-of-house spaces with density and application assumptions.
Existing estate	Circuits, firewalls, switches, APs, cabling, fibre, cabinets, power, UPS, licences and support state.
Wireless outcomes	Coverage, SNR, capacity, roaming, channel use, client types, applications and service policies.
Survey and design	Predictive and physical survey stages, design outputs, tools, models, assumptions and approval route.
Core network	Internet, firewall, resilience, switching, uplinks, PoE, cabling, fibre, power, cabinets and monitoring.
Security	Trust zones, data flows, client isolation, management access, logging, patching and remote support.
Integrations	Guest access, PMS, portal, payment, IPTV, casting, voice, CCTV and other operational services.
Implementation	Live-hotel phasing, room access, permits, temporary service, outages, rollback and handback.
Acceptance	RF validation, cable certification, resilience, integration, security and application testing.
Support and lifecycle	Monitoring, service hours, severity, response, spares, licences, warranties and end-of-life.
Commercial response	One-off and recurring costs, options, provisional sums, assumptions, exclusions and whole-life value.

Controlled appendices

- Property drawings and area schedule.
- Existing asset and circuit information.
- Applicable brand or operator standards.
- Bid compliance and pricing schedules.
- Responsibility, assumption, dependency and exclusion schedules.
- Evaluation criteria and mandatory gates.
- Draft testing, acceptance and handover schedules.

5 Wireless Design Requirements

The RFP should define measurable outcomes and the method used to prove them. It should not rely on a universal access-point ratio or a single coverage number. Different rooms, construction types, guest devices and high-density spaces create different design requirements.

Requirement	RFP definition
Coverage	Target signal strength by band, client type, test height and percentage of points that must pass.
Signal quality	Minimum SNR and the way interference or noise will be measured and reported.
Capacity	Peak concurrent devices, application demand and event scenarios by area.
Roaming	Expected mobility, voice or operational devices, thresholds and validation method.
Channel plan	Bands, widths, reuse, transmit power and treatment of external interference.
Client experience	Authentication, per-user policy, latency-sensitive applications, casting and failure fallbacks.
Validation	Tools, sampling density, representative client devices, pass criteria and remediation process.

Our design and survey outputs

- Predictive design and initial AP schedule based on current plans and materials.
- Physical survey findings where existing conditions or live RF evidence are required.
- Capacity assumptions for conference, event and other high-demand areas.
- Marked-up plans, equipment basis and design rationale for client approval.
- Post-installation validation method and required evidence pack.

If the project proceeds into delivery, we can also review final installation positions, configuration, exceptions and validation evidence so the accepted network can be traced back to the approved design.

6 Wired Network Resilience and Infrastructure

A wireless project succeeds only when the underlying switching, cabling, power, internet edge and cabinets can support it. We therefore make those dependencies part of the tender rather than leaving them as post-award surprises.

Area	What bidders must address
Internet and firewall	Circuit capacity, public addressing, enabled security services, VPN, failover, logging, subscriptions and renewal costs.
Switching	Port quantity, uplink design, PoE budget, stacking or resilience, software support and monitoring.
Copper and fibre	Standards, routes, test limits, labelling, warranties, reuse evidence and new-cabling responsibility.
Cabinets	Rack space, patching, cooling, access, earthing, fire stopping and final elevations.
Power and UPS	Feeds, protected loads, runtime, monitoring and safe shutdown or recovery behaviour.
Management	Secure remote access, administrator roles, backups, alerts, audit trail and change control.

Evidence required where existing infrastructure is reused

- Condition, support and lifecycle review for retained active equipment.
- Copper and fibre test records suitable for the proposed speeds and power requirements.
- Port, PoE, uplink, rack-space and UPS calculations with suitable headroom.
- A clear schedule of retained, removed, remediated and newly supplied assets.

Where evidence cannot be obtained before tender, we create controlled assumptions or provisional items and require a defined reconciliation process. That prevents the risk from being hidden inside an apparently fixed price.

7 Security Payments PMS and Guest Privacy

The RFP must show how systems are separated, who is allowed to communicate with what, and which party owns each integration. A list of VLAN names is not enough. We document the intended trust boundaries and data flows, then require bidders to explain how their design enforces and proves them.

Service zone	Required definition
Guest	Internet access, client isolation, portal or gateway, fair-use policy and abuse controls.
Staff and administration	Identity, authorised devices, application access and management boundaries.
Payments	Payment devices, required destinations, isolation and evidence for the client's PCI DSS responsibilities.
PMS and integrations	Interface owner, authentication journey, test environment, fallback and support handoffs.
TV and casting	Room association, service discovery, guest isolation, checkout clearing and support ownership.
Voice CCTV and IoT	Permitted data flows, vendor access, device management, resilience and monitoring.

Privacy controls for guest access

- Identify the data collected, purpose, controller, processors, storage location and retention period.
- Keep optional marketing consent separate from access to the Wi-Fi service.
- Define session expiry, checkout behaviour, credential clearing and account deletion processes.
- Provide an operational fallback when PMS, portal or gateway integration is unavailable.

Connected Hospitality coordinates the network, PMS, payment, TV and specialist vendors so that dependencies are tested as a complete hotel service rather than treated as isolated products.

8 Delivering the Project in a Live Hotel

Many hotel network projects must be delivered while guests are staying, payments are being taken and front-of-house teams are operating. The tender therefore needs an implementation method, not just an equipment list.

Control	RFP requirement
Access	Room batches, housekeeping coordination, check-in and checkout windows, keys, escorts and restricted areas.
Programme	Design approval, procurement, configuration, site works, migration, testing, defects and handover.
Continuity	Services that must remain live, temporary arrangements, planned outages and rollback points.
Daily control	Briefing, permits, progress, exceptions, room release, snagging and end-of-day handback.
Guest protection	Quiet hours, routes, signage, dust and noise control, security and room-entry procedures.
Coordination	Hotel, IT, brand, main contractor, PMS, payment, TV, carrier and other third parties.

What we manage for the client

- A realistic phased deployment and cutover plan.
- Bidder access, site questions and dependencies during tender.
- Design approval and pre-start readiness checks.
- Change, risk, issue and decision records.
- Evidence that affected services have been restored after each cutover.
- Exception closure and final handover against the awarded scope.

[Discuss a live-hotel Wi-Fi upgrade with our team](#)

9 Bidder Instructions and Controlled Clarifications

Every bidder must receive the same controlled information and return the same schedules. During the tender, we maintain a clarification log and issue material answers to all bidders through the agreed procurement route. This reduces ambiguity and protects the integrity of the evaluation.

Core bidder instructions

- Return a line-by-line response stating Compliant, Partly compliant or Non-compliant.
- Explain every qualification, alternative, assumption, exclusion and dependency.
- Separate one-off implementation costs from recurring licences, circuits, monitoring and support.
- Identify work and equipment supplied by the bidder, the hotel and third parties.
- Provide design, project, service and escalation contacts with relevant hospitality experience.
- Treat existing assets as reusable only where the proposal includes a suitable inspection and evidence method.
- State validity, lead times, programme, payment assumptions and any factor that may change price or delivery.
- Submit requested evidence with the proposal rather than relying on generic marketing claims.

Compliance schedule example

Ref	Requirement	Status	Response	Price impact
5.2	Complete predictive design and physical survey	Compliant / Partly / Non-compliant	Qualification or evidence	Included / value
8.4	Segregate guest, administrative and payment traffic	Compliant / Partly / Non-compliant	Qualification or evidence	Included / value
12.1	Complete post-installation RF validation	Compliant / Partly / Non-compliant	Qualification or evidence	Included / value

Connected Hospitality reviews each returned schedule, identifies material deviations and prepares clarification questions before commercial comparison. We do not allow a low total to conceal missing scope or a different interpretation of the requirement.

10 Evaluation and Commercial Normalisation

Evaluation starts with mandatory gates and material compliance. Only then should weighted scoring and commercial comparison take place. We adapt the criteria and weights to the client's priorities before the tender is issued.

Criterion	Weight	Score	Evidence basis
Technical compliance and architecture	25%	0-5	Design evidence and compliance
Survey design and validation	20%	0-5	Method, tools and acceptance route
Live-hotel delivery and project control	15%	0-5	Programme, continuity and governance
Security privacy and compliance	15%	0-5	Segmentation, data handling and evidence
Support and lifecycle	10%	0-5	Service model, renewals and lifecycle
Whole-life commercial value	15%	0-5	Normalised cost and commercial risk

Typical mandatory gates

- [] The proposal accepts the required survey and post-installation validation route.
- [] The bidder can meet the stated brand or operator approval process.
- [] Security, privacy and payment-system responsibilities are explicit.
- [] Recurring licences, subscriptions and support costs are visible.
- [] The live-hotel delivery, service-continuity and rollback method is credible.
- [] Material assumptions, exclusions and dependencies have been resolved or accepted.

Commercial normalisation

- Reconcile inclusions, quantities, options, provisional sums and client-supplied items.
- Compare implementation cost and recurring cost over the agreed evaluation term.
- Separate genuine value engineering from changes that weaken the requirement.
- Record residual risks and any conditions attached to the recommendation.

11 Testing Validation and Acceptance

Acceptance should be defined before award and linked to evidence. This gives the selected supplier a clear completion target and gives the client a practical route for identifying defects, agreeing exceptions and withholding final acceptance until material issues are closed.

Test area	Required evidence
RF	Coverage, SNR, capacity, channel use, roaming and agreed application tests.
Wired	Copper and fibre certification, port, PoE, uplink and cabinet records.
Resilience	Circuit, firewall, switching, power or other agreed failover behaviour.
Security	Guest isolation, segmentation, controlled data flows and administrative access.
Integrations	Portal, PMS, payments, IPTV, casting and other scoped systems.
Operations	Monitoring, alerts, support contacts, backups, licences and escalation.
Handover	As-built drawings, asset schedules, credentials, warranties, training and open items.

Connected Hospitality acceptance support

- Review and approve the test plan before installation is complete.
- Witness or independently review agreed tests and evidence.
- Maintain the exception, waiver and remediation record.
- Confirm retesting after corrective work.
- Review the handover pack against the awarded scope.
- Provide the client with a clear acceptance recommendation and outstanding-risk position.

Where brand or operator approval is required, we can coordinate submissions and evidence with the relevant stakeholders as part of the agreed project scope.

12 Indicative RFP Programme

The programme depends on property size, survey access, design complexity, stakeholder approvals and procurement rules. The example below shows a typical sequence; we create a property-specific plan during scoping.

Indicative timing	Activity
Week 1	Kick-off, information request and stakeholder discovery
Weeks 1-2	Estate review, surveys, design criteria and constraints
Weeks 2-3	Technical design, RFP drafting and client review
Week 4	Controlled tender issue and bidder briefing
Weeks 4-6	Site visits, clarifications and addenda
Week 7	Proposal return and compliance review
Weeks 7-8	Clarification, technical scoring and commercial normalisation
Week 9	Moderation, recommendation and preferred-bidder clarification
Week 10	Award support, scope reconciliation and mobilisation

Client decisions required during the process

- Approve the project brief, tender list and procurement route.
- Confirm design criteria, mandatory standards and accepted assumptions.
- Approve the issued RFP and any material addenda.
- Nominate evaluation participants and commercial authority.
- Approve the recommendation, award route and final acceptance authority.

13 Questions to Ask Before Appointing an RFP Adviser

Area	Question
Hospitality experience	Can the adviser show experience of live hotels, brand approvals, guestrooms, events and operational integrations?
Technical depth	Can they cover RF design, switching, firewalls, cabling, power, resilience, segmentation and acceptance?
Procurement method	Will every bidder receive the same controlled information and response schedules?
Conflict management	If the adviser may also deliver the project, how will roles, scoring and disclosures be documented?
Evidence	Will the recommendation show compliance, qualifications, risks, whole-life cost and the reasons for the decision?
Delivery assurance	Can the adviser stay involved through design approval, implementation, validation and handover?

How Connected Hospitality approaches this

We agree the client-side role and decision process at the outset. Where we are engaged to run a competitive tender, we use documented requirements, controlled bidder communications, visible evaluation criteria and an auditable clarification process. Where the client prefers a direct design-and-deliver route, we make that route explicit and still define the scope, acceptance evidence and lifecycle costs.

Our hospitality focus means the RFP covers the wider operating environment: the guest journey, front-of-house continuity, PMS and payment dependencies, television and casting, staff systems, events, support and brand governance.

14 Next Steps

The first step is a short scoping discussion. We will establish the property, business driver, current network position, likely procurement route, target dates and the decisions the client needs the RFP to support. We can then propose a clear scope for discovery, survey, design, tender management, evaluation and delivery assurance.

Route	When to use it
RFP scoping call	For a planned hotel network upgrade, new build, conversion or multi-property programme.
Existing RFP review	For a tender pack that needs technical, commercial or hospitality-specific improvement before issue.
Bid evaluation support	For proposals already received that need compliance review, normalisation and recommendation.
Direct design and delivery	For clients who do not require a competitive tender but still need a controlled technical outcome.

[Book a hotel Wi-Fi RFP scoping discussion](#)

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Connected Hospitality Limited specialises in hospitality networks, Wi-Fi, CCTV, IPTV, IoT, telephony and VoIP. We help hotel owners and operators define the requirement, select the right approach and deliver technology that works in a live hospitality environment.