



Request for Proposal

Gigabit Internet Service for Dover, VT

November 21, 2016

Town of Dover, VT

Town Representative: Ken Black, Economic Development Director

PO Box 428

102 Route 100

Dover, VT 05356

(802) 464 5100 x4

A. Introduction and Background.

The Town of Dover, VT, a municipality in southern Vermont, is seeking a company to install and maintain all necessary infrastructure and software to implement a fiber optic based shared gigabit level Internet service to the entire town. This consists of approximately 3462 residential and business locations. We are seeking qualified organizations to provide all facets of the design, development, maintenance and delivery to meet this objective. Our goal is to receive designs from 3 perspectives:

- Fiber to the home (structure/premises)
- Fiber to the pole
- Fiber to the neighborhood

where each design would provide 8 pricing tiers of service ranging from 50 Mbps to 1 Gbps as detailed below. Feel free to add any additional designs that you believe would be beneficial and applicable.

We wish to develop this network to attract high tech and other Internet based businesses to town. This is done to promote professional level, higher paying jobs to the area.

B. Project Description

The purpose of the project is to provide up to gigabit level shared Internet service to the entire town of Dover. In that regard, not everyone will require gigabit level service, so we will look towards a multi-tiered approach offering numerous levels of service at obviously different rates. The town would like to utilize this approach to attract businesses that require high level digital connections and offer a level of professional jobs to either individuals who are already in the area or attract new individuals to our area. In addition, we would like to provide the ability of part time individuals to effectively telecommute to their jobs in other areas. We anticipate that these applications will improve dramatically over time and require more bandwidth to provide the level of service required. Also, new applications such as telemedicine or distance learning,

for example, will become popular and require additional bandwidth as well. It is for these reasons that the town wishes to promote this project.

C. Submission Requirements and Guidelines

1. Only qualified firms with prior experience on projects such as this should submit proposals in response to this Request for Proposal.
2. Bidders must list at least 2 projects that are substantially like this project as part of their response, including references for each. Examples of work should be provided as well.
3. A technical proposal must be provided and include
 - a. An overview of the proposed solution
 - b. Resumes of all key personnel performing the work
 - c. A description of similar projects
 - d. A description of bidder's organization including number of employees
 - e. Proposed schedule and milestones for the entire buildout
4. A price proposal must be provided and should indicate the overall fixed price of the project as it relates to the scope of work and any hourly rates should any portion of the proposal dictate this.
5. Proposals must be signed by a representative that is authorized to commit bidder's company.
6. If you have a standard set of terms and conditions, please submit them with your proposal. All terms and conditions will be subject to negotiation.
7. Proposals must remain valid for at least 90 days.
8. The Town of Dover may at its discretion, invite one or more firms to have more in-depth discussions with.
9. The request for proposal timeline and submission instructions are:
 - a. Request for Proposal Deadline: **January 13, 2017**
 - b. Selection of Top Bidder/Notification to Unsuccessful Bidders: **January 27, 2017**
 - c. Send 1 copy digitally to dovervtrfp@gmail.com
 - d. Send 1 hard copy signed by an authorized representative of the company to
Town of Dover
Economic Development, Gigabit Internet RFP
PO Box 428
102 Route 100
West Dover, VT 05356
 - e. Direct any questions to Ken Black

D. Scope of Work

1. The bid must include the detailed design of a fiber network from 3 perspectives
 - a. Fiber to the home (building)
 - b. Fiber to the pole
 - c. Fiber to the neighborhood
2. Each design must include supplying shared bandwidth from the following levels and the cost to the consumer for each in the form of download/upload speeds. Also, include a minimum timeframe that these costs will be effective for and a prior history of cost increases in other areas that the bidder installed. It is assumed that if the Town of Dover absorbs most or all

- the cost to develop the entire network infrastructure, then the cost at the various tiers will be adjusted downward accordingly from the bidder's typical rates.
- a. 50 Mbps/25 Mbps
 - b. 75 Mbps/35 Mbps
 - c. 100 Mbps/50 Mbps
 - d. 150 Mbps/75 Mbps
 - e. 250 Mbps/100 Mbps
 - f. 500 Mbps/250 Mbps
 - g. 1 Gbps/500 Mbps
 - h. 1 Gbps/1 Gbps
3. The bid must include the fixed price cost to develop the entire network. Cost items to be broken out in the bid must include at a minimum
 - a. Laying of fiber and the fiber count
 - b. Use of existing fiber
 - c. Network central office equipment
 - d. Other hardware such as cabinets, splitters, etc.
 - e. Customer equipment and installation costs
 - f. Cost for pole or underground access
 - g. Conduit costs
 - h. Tree trimming
 - i. Traffic control
 - j. Permitting
 - k. Engineering
 4. All bid documents should detail any variable costs in the project (if any) and why they are variable. A cost range should be specified.
 5. Costs for data and associated quantities (if any)
 6. Detail how connection to the customer will occur and the time to respond for this installation.
 - a. Describe the installation (provisioning) process from the following perspectives
 - i. New customer
 - ii. Reconnect an existing customer
 - iii. Will on-line initiation and status of service requests be available
 7. Can a third party perform the connection to the premises?
 8. Detail how to connect multi-family dwellings and their related costs
 9. Length of time to install the project including phases and milestones. Detail how bandwidth to the customer will be activated (i.e. at the project completion, in sections, etc.)
 10. Expected payments based on completion of these milestones and demonstration that the work is completed satisfactorily
 11. Bids should account for servicing the network from a hardware and software perspective. These include the following at a minimum such that there are no additional costs to the town or customer
 - a. Billing
 - b. Cost to purchase and deliver the proposed bandwidth
 - c. Cost for hardware at the customer site

- i. Purchase or rental
 - ii. Can it be bought from a third-party?
 - iii. Costs associated with customer hardware from bidder
 - d. Cost to maintain the hardware and software infrastructure
 - e. Customer servicing
 - f. Troubleshooting and repair
 - i. Describe the trouble reporting process
 - ii. Describe any self-testing and/or help desk capabilities
 - g. Installation
 - h. Describe any network performance and problem resolution indicators available to the customer and/or Town of Dover, i.e.
 - i. % Network Availability
 - ii. Mean Time to Repair a problem
- 12. Detail how the bidder will market the service to the town and the timeframe to for this effort.
- 13. Add any additional information that is deemed necessary and pertinent to decide.

E. Evaluation Factors

The Town of Dover will rate proposals based on the following factors:

- 1. Cost, including an assessment of total cost of ownership
- 2. Adherence to the requirements set forth in this Request for Proposal
- 3. Relevant past performance/experience
- 4. Perceived ability to complete the project including organization and staff
- 5. Samples of past work
- 6. Technical expertise/experience of bidder and bidder's staff

F. The Town of Dover, VT reserves the right to award to the bidder that presents the best value to the Town of Dover, VT as determined solely by the Town of Dover, VT in its absolute discretion.