Residential Retrofit Technical Assistance Session

RFP II - 10/16/2024

Please add your name, organization, and World Series/Superbowl/NBA Playoffs prediction to the chat!

Please keep yourself on mute until the Q&A.

This meeting will be recorded and posted on the solicitation page.

Technical Assistance Session Objectives

Objectives

1. Ensure Potential Applicants Fully Understand Threshold and Scored Criteria Program Structure

2. Provide general best practices for submitting a complete and compliant application.

3. Document and respond to any final questions prior to application submission.

Agenda

- Q&A Update
- Review of Scored/Threshold Criteria
- Best Practices
- Selected Application Components for Review
- Completing the Online Application
- Questions

Q&A Update

Q&A Document for RFP II has been posted to solicitation website:

Full details included in the solicitation linked below.

Team Lead:	Josh Eichen, proposals (at) masstech (dot) org
Date Issued:	September 16, 2024
Bidders Conference:	September 24, 2024 at 1:00 p.m. Recording (Video)	Presentation (PDF)
Questions Due:	October 4, 2024
Answers to Questions Posted:	October 11, 2024	Download Q&A Document (PDF)
Technical Assistance Session:	October 16, 2024	Register
RFP Responses Due:	October 30, 2024
Final Applicants Notified:	November 13, 2024
Site Visits:	November 18 – December 6, 2024
Final Applicants Deadline for Resubmission of Application Materials:	7 business days from site visit
RFP Award Notifications:	January 2025

MBI Recommends reviewing both the RFP II and RFP I Q&A documents in advance of submitting an application.

RFP Sections

Threshold Requirements	Scored Criteria	Bonus Points
Section 7.1 of RFP	Section 7.2 of RFP	Section 7.3 of RFP

- Network Design
- Customer Premise Equipment
- Project Schedule
- Fiber Reservation of Rights
- Service Level Agreement
- Affordability
- Agreement with Property Owners

- Service Subscription Costs
- Proposed Project Costs
- Experience implementing Similar Projects.
- Community Benefits
- Organizational Capacity and Resources
- Labor and Workforce Standards
- Financial Capability

- Use of Public Broadband Infrastructure.
- Open Access Network
- Bulk Service

MBI recommends reviewing and becoming familiar with the RFP prior to beginning the online application!

Application Tips for Success

1. Prep all responses in a document outside of the application!!

2. If there are elements of your application you wish MTC to maintain as confidential and exempt from public records requests, please refer to section 6.1.2 of the RFP for direction on making a request to MTC General Counsel Jennifer Saubermann.

3. All content and materials requested as Threshold Requirements MUST be submitted. TBD is not an acceptable response and will warrant a disqualification under the RFP.

4. An officer certification of compliance with local and federal laws MUST be submitted in ALL applications. An example letter is available on the procurement website. **This is in ADDITION to the signed letter from the CEO or CFO accompanying unaudited financials.**

5. To gain community benefits points please address the specific requirements described in the community benefits section. Describing general corporate activities related to community benefits will not warrant points allocated.

6. When submitting example projects be sure to describe how the example projects meet the requirements outlined in the RFP and are contextually relevant to the Project Group.

7. Review the sample contract posted on the solicitation website – eligible expenses are further outlined.

Selected Application Components for Review

- 2.1: Technical Program Requirements (Not Scored)
  - SLA
  - Property Owner Access Agreement
  - Fiber Access Description
- 2.2: Pricing Matrix (Scored)
- 2.4 Financial Statements (Scored)
  - Request for Confidentiality
  - Officers Certificate

- 3.1 Network Design (Not Scored)
  - Construction Methods
  - Fiber Handoff
  - Aerial/Underground
  - CPE
- Section 3.3: Experience in implementing projects of similar size and complexity (Scored)
- Section 3.5: Community Benefits
- Section 4: Bonus Criteria
  - Open Access

Application Section 2.1: Service Level Agreement

- *Applicants must submit a Service Level Agreement (SLA) that confirms that service plans for residents of properties funded under the Residential Retrofit Program will not subject end-users to data caps, surcharges, or usage-based throttling.*

- *Submitted SLA's must also outline information regarding the service provider's typical response time, data sharing, communication standards to close feedback loop on service requests (including delays, other agencies' timeline impacts, service resolution or completion, maintenance related outages, etc.).*

Application Section 2.1 Property Owner Access Agreement

Applicants must submit a draft agreement that they propose be signed by the Property Owner(s) that indicates the proposed ==*service level(s) and price(s) along with building access requirements*==*. MBI will review this draft agreement and share any feedback or changes needed before a successful Applicant enters into the agreement with a Property Owner.*

Notes MBI Has Provided Include:

- 100% Grant Funded Program - no costs or liability on housing operator
- ISP owns all equipment, including wiring
- ISP maintains and repairs equipment

Application Section 2.1 Fiber Access Description

Please provide a description of how your organization will ensure ongoing <mark>access to service coils at egress/ingress points of any fiber extension and drop to any Property.</mark>

Examples:

- Example #1 – (ISP/MSP) will install a 24 strand fiber optic cable as outside plant, originating at a splice enclosure on a pole span (A point) and terminating inside of a cabinet in the MDF within the building (Z point). (ISP/MSP) will make service coils available to MBI at the A and Z ends of the fiber optic cable for 3 of the 24 strands.

- Example #2 – (ISP/MSP) will subcontract with (commercial fiber provider) to provide lit service at the project group. (Commercial fiber provider) will provide 24 strands of dark fiber to (ISP/MSP) that will terminate in the building utility closet (Z point). (Commercial fiber provider) will make the 21 strands of dark fiber available to (ISP/MSP) and 3 strands of dark fiber available to MBI at a location such as on a pole or in a colocation facility (A point).

- Example #3 – (ISP/MSP) does not intend to use funds to construct fiber cable into the building. Either usable fiber cable already exists in the building, or (ISP/MSP) intends to lease lit service(s) from a commercial fiber provider and that provider will construct the fiber without subsidy from MBI.

Application Section 2.2: Pricing Matrix

If you do not plan to offer a pricing option for a service level, please indicate N/A

	Broadband Download Speed (Mbps)	Broadband Upload Speed (Mbps)	Standard Price per Month	Income Eligible Price per Month	Income Eligible Price per Month with Lifeline Benefit, if Applicable
Broadband Only (minimum 100/20)					
Broadband Only (minimum 100/100)					
Broadband Only (minimum 200/200)					
Broadband Only (minimum 500/500)					
Broadband Only (minimum 1000/1000)					

Application Section 2.4: Financial Statements

- *If an applicant wishes to have MBI treat certain information or documentation as confidential, the ==Applicant must submit a written request to MassTech's General Counsel, Jennifer Saubermann - saubermann @masstech.org - prior to submission.==*

- *The request must precisely identify the information and/or documentation that is the subject of the request and provide a detailed explanation supporting the application of the statutory exemption(s) from the public records cited by the Applicant.*

- *The MassTech General Counsel will issue a written determination within ten (10) business days of receipt of the written request.*

- *If the MassTech General Counsel approves the request, the Applicant shall clearly label the relevant information and/or documentation as "CONFIDENTIAL" in the application.*

- *Any statements in an application reserving any confidentiality or privacy rights that is inconsistent with these requirements and procedures will be disregarded.*

Financial Statements Cont.

- *Five (5) years of audited financial statements or financial records of the Applicant and parent company;*

Or

- *If the Applicant does not have audited financial statements, the Applicant must submit five (5) years of unaudited financial statements along with a statement signed by either the Applicant's chief executive officer or chief financial officer affirming that the unaudited financial statements are true and correct.*

Financial Statements Cont.

- *Applicants **must also** provide evidence of officer certification of compliance with local, state, and federal tax laws and compliance with all applicable regulatory requirements.*

An example of such a certification letter is available for download on the solicitation webpage.

Application Section 3.1: Network Design

- Applicants must provide a response to all segments of this section. TBD or contingent upon site visit, are not an acceptable responses and will warrant disqualification.
    - Construction Methods
    - Fiber Handoff
    - Aerial/Underground
    - CPE

Application Section 3.1: Network Design

- If an applicant cannot make a firm determination regarding components of the network design (construction methodology, underground vs aerial, CPE, etc) the applicant is recommended to provide criteria for consideration that would inform an approach or reference to their standard practice in other locations as an example of how they typically conduct similar work.

Application Section 3.3: Experience in implementing projects of similar size and complexity

- Applicants must provide examples of at least 1, and up to 4 successful projects of a similar size and scale to meet the requirements of this section.

- In examples, the following criteria must be included.

  - a) Overview of project size and scale, making specific reference to number of units/customers served, timeline for project execution, subcontractors used.
  - b) Project narrative outlining the key project activities, processes (construction, installation, service delivery) and outcomes.
  - c) Technical summary outlining the technologies and equipment used along with specific notation of how the technology deployed aligns with the minimum network requirements outlined in section 7.1.1 of this RFP.
  - d) Description of what funding sources were used to support these programs. If grant funds were used, please describe the conditions and reporting requirements of the grant and how the applicant met those requirements.

Note: The above descriptions of experience and readiness should justify the number of units the Applicant has proposed to serve in its Application.

Each project submitted will be eligible for 4 or 0 points for a total of 16 points.

Application Section 3.5: Community Benefits

- Commitment to provide free WiFi in common areas of the building.

- Commitment to provide devices (laptops w/ minimum 8GB RAM, 128GB storage, CPU equivalent to Intel Core i3) to residents at a ratio of at least 1 device for every 4 units.

- Commitment to contract with a third-party digital literacy or navigation training partner to provide services on site. Must be supported by a signed letter of commitment from that service provider.

MBI will not award points for anything other than the above items.

Application Tips

After completing the General Applicant and Standard Business Practices Information sections of the online application, the applicant will select which of the Project Groups they are interested in providing improved broadband service to under this grant program.

Once an applicant moves to this section of the application they will not be able to return to Sections 1 or 2.

Application Tips

In Sections 3 & 4 of the online Application (Project Group Specific information) Applicants will have the ability to apply certain responses to all project groups. This feature is available for nearly all questions, except timeline & budget information.

Use this feature carefully and make sure there are no nuances specific to a project group that you wish to have reflected in your response.

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Questions and Answers Session