

**WiredWest Communication Cooperative Corporation**

**Request for Proposals**

The WiredWest Communication Cooperative Corporation hereby requests proposals for Internet Service Provider, Network Operations and Maintenance Services for the WiredWest Fiber Optic Network to be provided in accordance with the terms, conditions and specifications established herein.

Proposals will be received by mail or courier by 5pm, prevailing local time, on April 1, 2023, or by email, at the addresses set forth below.

Proposals can be sent by mail (or delivered in hand) with the envelope or heading in the email prominently marked:

**RFP #1 2023 Internet Service Provider/Network Operation and Maintenance Services**

**for the WiredWest Fiber Optic Network**

**Request For Proposal**

If mailing a proposal, the envelope must be addressed to:

Jim Drawe – Executive Director

28 Wilder Road

Cummington, MA 01026

Proposals sent by email should be addressed to: jim@wiredwest.net, with a delivery receipt attached to the email.

Additional Copies of this Request for Proposal are available on the WiredWest Website, wiredwest.net.

If mailing the proposal, the proposer must provide one (1) master (hardcopy) and (1) electronic version in PDF format on a flash drive of their submission for evaluation purposes.

WiredWest reserves the right to reject any or all proposals, and to waive technicalities and informalities when such waiver is determined by WiredWest to be in its best interest. Nothing in this RFP shall be construed as requiring WiredWest to enter an agreement with any proposer and all costs of preparing a response to this RFP are borne solely by the proposer.

Information that the proposer requests WiredWest to handle as competitively sensitive/proprietary information should be labeled as “confidential” in theproposer’s response.

WiredWest encourages the participation of minority and women-owned businesses.

**Laws and Regulations**

All applicable federal and state laws, licenses and regulations of all authorities having jurisdiction over the operation of the network shall apply to the proposer and resulting agreement, if any, and shall be deemed to be incorporated herein by reference.

**RFP Process**

Questions regarding this RFP shall be addressed to:

Jim Drawe, Executive Director

WiredWest

jim@wiredwest.net

Respondents must include the following information

* Name of the firm and complete address
* Names and addresses of each subcontractor
* Contact name, title, phone number and email address
* Name and title of person authorized to sign contracts
* Name and CV of senior personnel responsible for servicing our account
* Number of years firm has been in business
* Whether the firm has ever filed for bankruptcy protection

**Background**

WiredWest is a Municipal Light Plant Cooperative Corporation formed under Chapter 164 Section 47C of the Massachusetts General Laws. WiredWest was incorporated in 2011 and currently has 6 Western Massachusetts towns’ Municipal Light Plants as members. The member town’s MLPs are Becket, Heath, New Salem, Rowe, Washington, and Windsor.

Each member town owns a GPON network within their borders, including the huts, OLTs, ONTs, Pole Licenses, and Fiber. Each town’s hut will be linked to a neighboring town’s hut as a ring or mesh during the spring and summer of 2023. These ring/mesh networks consist of the following:

Northern Mesh - **Rowe, Heath**, Charlemont, Leyden, and Colrain

Central Mesh – **Windsor**, Cummington, Chesterfield, Goshen, Ashfield, and Plainfield

Southern Ring – **Washington, Becket**, Otis, and Blandford

Eastern Ring – **New Salem** and Wendell

All of the electronics in the network are Nokia with 7260’s for the OLT and 7250’s for the switches operating the ring/mesh network. The ring/mesh networks are using RSVP-TE protocol under MSRP.

Each ring/mesh network will have at least two 10Gbps backhaul circuits that will be shared by all of the MLPs participating in each ring/mesh network. Each backhaul circuit will be leased by a participant in each ring/mesh network. The backhaul vendors will be a mix of MBI, Crown Castle, and Verizon. Each cluster will have circuits will terminate at 1 Federal Street in Springfield and circuits that will terminate at Stanley Park in Westfield. The network is designed to be ISP/NO agnostic so that each of the ISPs in the ring/mesh network are free to choose which vendor they wish to contract with for ISP/NO services.

Currently Becket is peaking at 2.75Gbps, Heath is peaking at 1.4Gbps, New Salem is peaking at 1.6Gbps, Rowe is peaking at 0.7Gbps, Washington is peaking at 0.8Gbps, and Windsor is peaking at 1.9Gbps.

WiredWest currently has a total of 2865 customers in the six member towns that are being serviced by Westfield Gas and Electric for ISP/NO services. 2362 customers are taking 1 Gbps symmetrical service, 496 customers are taking 25Mbps symmetrical service and 833 customers are taking VoIP service with some of these VoIP customers taking VoIP only and no internet. WiredWest offers the following services: Residential 1 Gbps at $75/mo, Residential 25 Mbps at $59/mo, Municipal at $90/mo, Small Business at $100/mo, Medium Business at $150/mo and Large Business at $250/mo, VoIP with internet $19.99/mo, and VoIP without internet at $49.00/mo. Each MLP is allowed to add an MLP fee to each of the customers in their town. New Salem currently adds $10/mo and Becket adds $9/mo. None of the member MLPs except Rowe currently charges their municipal buildings for internet service.

WiredWest’s current contract with Westfield Gas and Electric will expire on November 30, 2024.

Westfield Gas and Electric currently owns the SmartRG SR400AC and Adtran 834-5 wireless routers with remote management (TR069) and Ooma Telo Smart Phone VOIP units and a few Plume HomePass devices that have been deployed in our customer’s premises.

**Minimum Qualifying Services**

The respondent must provide the following services at a minimum in order to be considered. Describe the services you provide and indicate which of these services are subcontracted and who the subcontractor is:

* Customer Service, with phone and web/email access, including
* Web applications for new service signups
* Installation scheduling
* Seasonal service suspensions
* Transfers of service
* Service cancellation
* Monthly customer billing and online payment collection/processing
* Technical Support, with 24/7 phone and web/email access, including
* Wi-Fi router setup
* Remote router management and firmware updates
* Remote router troubleshooting
* Onsite troubleshooting and router replacement
* VoIP troubleshooting, support, and replacement
* Website for customer marketing and information
* MLP Manager web portal for monitoring customer relationship management, billing & payments, trouble tickets, and repair tickets
* Monthly KPI reporting as outlined in the Appendices in the attached Sample Contract
* Eligible Telecommunications Carrier (ETC) designation and program support
* Affordable Connectivity Program participation and support (130 WiredWest customers currently enrolled)
* Network Operator(NO) services, including:
* Outside Plant fiber maintenance and emergency repair
* Network engineering
* Performance monitoring
* Hut electronics maintenance and repair
* Coordination of support for the ring/mesh backhaul networks with other ISP/NO vendors
* Required Performance Measure Management and Quarterly testing for CAFII participation in cooperation with Westfield Gas & Electric
* All services will be white labeled as WiredWest services to the customers with a separate phone number and email address for WiredWest customers to contact customer service and tech support.

All service contracts will be between the Respondent and WiredWest

**Information required responding to this RFP**

Interested parties should respond by providing the information listed below:

1. General overview of your company/organization
2. At least two examples of entities that are using your services with contact information
3. Discussion of how your billing and collection systems work
4. Discussion of your trouble ticket system
5. Discussion of how you would address the replacement or acquisition of the wireless routers owned by Westfield Gas and Electric
6. Discussion of how you would support the acquisition or replacement of the Ooma Telos owned by Westfield Gas and Electric. The ONTs owned by the member MLPs do not have RJ11 connections.
7. Pricing of your wholesale ISP services on a per customer basis
8. Pricing for break/fix and maintenance of the WiredWest network.
9. Any additional services you would offer to the MLPs or end customers.