



**CLARKE COUNTY DEVELOPMENT FOUNDATION**

**REQUEST FOR PROPOSAL**

**April 1, 2008**

**WIRELESS BROADBAND NETWORK**

**FOR**

**CLARKE COUNTY**

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## **REQUEST FOR PROPOSAL (RFP)**

### **WIRELESS BROADBAND NETWORK**

The CLARKE COUNTY DEVELOPMENT FOUNDATION (Foundation) invites prospective companies (Proposers) to submit a written proposal to design and construct a wireless broadband network (Network) that will offer broadband wireless Internet access to residential customers, schools, government agencies, outdoor venues, businesses, and visitors in the required areas of the County specified below. Proposals are solicited in accordance with the terms, conditions and instructions as set forth in this Request for Proposal (RFP).

All materials related to the FINAL RFP will be available on the Internet at <http://www.clarkecountydf.org>.

In the event you do not have download capability, all materials may be obtained from the Foundation at P O Box 305, Thomasville, Al 36784, phone 334-636-0122.

Proposers must submit any questions concerning the RFP no later than April 11, 2008 using the instructions provided at <http://www.clarkecountydf.org>. All questions submitted will be correlated and made available on the Internet at this address.

Proposers will be asked to indicate their intent to submit written proposals no later than April 7, 2008...

The Foundation will receive proposals at the P O Box 305, Thomasville, AL 36784 until 4:00 PM on April 30, 2008. No proposals will be accepted after the stated deadline. The top four (4) proposals that are received by 4:00 PM will receive a date and time in May to make a presentation.

All proposals will be required to comply with the Equal Employment Opportunity Contract Compliance Act. The Foundation reserves the right to reject any or all proposals or to accept any proposal or portion of a proposal deemed to be in the County or Foundation's best interest.

# 1. GENERAL INSTRUCTIONS

## 1.1 Submittal Procedure

Proposers must submit ten (10) copies of their Executive Summary, plus one (1) printed original proposal, signed in ink, in a sealed envelope. Proposers may elect to either personally deliver, or mail, their proposals to the addresses provided below:

Personal Delivery: Clarke County Development Foundation  
16 West Front St.  
Thomasville, Al 36784

Mail Delivery: Clarke County Development Foundation  
Attention: Danny D'Andrea  
P O Box  
Thomasville, Al 36784

The deadline for the submittal of proposals is no later than April 30, 2008. Proposers may submit their proposals at any time prior to the above stated deadline. Failure to submit the required number of copies by this deadline may be subject for disqualification from the RFP process.

The Foundation shall bear no responsibility for submitting proposals on behalf of any Proposer.

## 1.2 Proposal Format

All proposals should be electronically generated and the printed original signed in ink. Proposals should not be submitted in elaborate or expensive binders. Legibility, clarity and completeness are important and essential. One (1) electronic disk containing an Adobe Portable Document Format (PDF) version of all proposal materials should also be provided.

The proposal must be signed by individual(s) legally authorized to bind the Proposer(s) and must contain a statement that the proposal and the prices contained therein shall remain firm for a period of one hundred-eighty (180) days after receipt by the Foundation.

## 1.3 Additional Information and Questions

Requests for additional information and questions should be submitted using the instructions provided on the website at <http://www.clarkecountydf.org> , no later than April 7, 2008 **at 5:00 P.M. CST**. Questions received from all Proposers shall be answered and posted to the website at <http://www.clarkecountydf.org>. Any changes to the RFP or the RFP process shall be made in writing by addendum to the RFP and posted to the website as addenda.

Oral instruction or information concerning this RFP given out to prospective Proposers shall not bind the Foundation. No member of the Proposer's team or their respective firms shall contact any member of the Evaluation Committee, except for questions or clarity. Doing so will constitute grounds for disqualification.

#### **1.4 Addenda & Modifications**

All addenda, amendments, and interpretations to this solicitation shall be in writing. Any amendment or interpretation that is not in writing shall not legally bind the Foundation. Only information supplied by the Foundation in writing or in this RFP should be used in preparing proposal responses. All contacts that a Proposer may have had before or after receipt of this RFP with any individuals, employees, subcontractors, consultants or representatives of the Foundation and any information that may have been read in any news media or seen or heard in any communication facility regarding this RFP should be disregarded in preparing responses.

Written questions pertaining to the RFP must be received by the deadline specified in Section 1.3.

The Foundation does not assume responsibility for the receipt of any addendum sent to Proposers.

#### **1.5 Examination of Documents and Requirements**

Each Proposer shall carefully examine all RFP documents and thoroughly familiarize themselves with all Requirements prior to submitting a proposal to ensure that the proposal meets the intent of this RFP.

Before submitting a proposal, each Proposer shall be responsible for making all investigations and examinations that are necessary to ascertain conditions and requirements affecting the Requirements of this RFP. Failure to make such investigations and examinations shall not relieve the Proposer from obligation to comply, in every detail, with all provisions and Requirements of the RFP.

#### **1.6 Post-Proposal Discussions with Proposers**

It is the Foundation's intent to commence final negotiation with the Proposer(s) deemed most advantageous to the Foundation. The Foundation reserves the right to conduct post-proposal discussions with any Proposer(s).

#### **1.7 Terms, Conditions, Limitations and Exceptions**

1. This RFP does not commit the Foundation to award a contract, issue a Purchase Order, or to pay any costs incurred in the preparation of a proposal in response to this request.
2. The proposals will become part of the Foundation's official files without any obligation on the Foundation's part. All proposals shall be held confidential from all parties other than the Foundation until after the contract is awarded. Afterward, the proposals shall be available to the public.

3. The Foundation shall not be held accountable if material from proposals is obtained without the written consent of the Proposer by parties other than the Foundation, at any time during the proposal evaluation process.
4. In the event a Proposer submits trade secret information to the Foundation, the information must be clearly labeled as a "Trade Secret". The Foundation will maintain the confidentiality of such trade secrets to the extent provided by law.
5. Proposer(s) shall not offer any gratuities, favors, or anything of monetary value to any official or employee of the Foundation (including any and all members of proposal evaluation committees).
6. Proposer(s) shall not collude in any manner, or engage in any practices, with any other Proposer(s), which may restrict or eliminate competition or otherwise restrain trade. This is not intended to preclude subcontracts and joint ventures for the purposes of: a) responding to this RFP, or b) establishing a project team with the required experience and/or capability to provide the goods or services specified herein. Conversely, the Foundation can combine or consolidate proposals, or portions thereof, for the purposes mentioned above.
7. All proposals submitted must be the original work product of the Proposer. The copying or paraphrasing of the work product of another Proposer is not permitted.
8. The RFP and the related responses of the selected Proposer may by reference become part of any formal agreement between the selected Proposer and the Foundation. The Foundation and the selected Proposer may negotiate a contract or contracts for submission to Foundation Council for consideration and approval. In the event an agreement cannot be reached with the selected Proposer, the Foundation reserves the right to select an alternative Proposer. The Foundation reserves the right to negotiate with alternative Proposer(s) the exact terms and conditions of the contract.
9. Proposers, their authorized representatives, and their agents are responsible for obtaining, and will be deemed to have, full knowledge of the conditions, requirements, and specifications of the RFP at the time a proposal is submitted to the Foundation.
10. If necessary for the completion of tasks required under the project, the Foundation will provide reasonable working space to the Proposer.
11. Clerical support and reproduction of documentation costs shall be the responsibility of the Proposer. If required, such support and costs shall be defined in the contract negotiated.
12. The Foundation may terminate its performance under a contract in the event of a default by the Proposer and a failure to cure such default after receiving notice of default from the Foundation. Default may result from the Proposer's failure to perform under the terms of

the contract or from the Proposer becoming insolvent, having a substantial portion of its assets assessed for the benefit of creditors, or having a receiver or trustee appointed.

13. The Foundation has sole discretion and reserves the right to cancel this RFP or to reject any or all proposals received prior to contract award.
14. The Foundation reserves the right to waive any formalities canceling this RFP, or to reject any or all proposals or any part thereof.
15. The Foundation reserves the right to request clarification of any proposal after all proposals have been received.
16. The Foundation reserves the right to select elements from different individual proposals and to combine and consolidate them in any way that best serves the Foundation's interest. The Foundation reserves the right to reduce the scope of the project and evaluate only the remaining elements from all proposals. The Foundation reserves the right to reject specific elements contained in all proposals and to complete the evaluation process based only on the remaining items.
17. Proposers must furnish a "Certificate of Vote" signed by their Chief Executive Officers or managing partners, which lists the specific officers who are authorized to execute agreements on behalf of the Proposer.
18. The selected Proposer must furnish a "Certificate of Registration" which authorizes them to conduct business in the State of Alabama prior to the awarding of the contract. Such Registration is obtained from the Alabama Secretary of State's Office, which will also provide the certification thereof.
19. The Foundation shall not be responsible for any costs incurred by Proposers related to the development of and/or submission of the information requested in this RFP.

### **1.8 Foundation Contractor Ownership Disclosure Ordinance**

Foundation Council requires knowledge of the identities of the owners of entities seeking to contract with the Foundation in order to review their indebtedness to the Foundation prior to entering contracts. Therefore, all Proposers to this RFP must comply with all ordinances relating to the disclosure of owners of entities bidding on, proposing for or receiving Foundation contracts.

Completion of Exhibit F –“Affidavit of Ownership or Control” will satisfy this requirement. Failure to provide this information may be just cause for rejection of your proposal.

### **1.9 Project Administration**

Overall project administration shall be provided by Danny D’Andrea, Chairman of Clarke County Wireless for the CLARKE COUNTY DEVELOPMENT FOUNDATION. Questions regarding the

scope of the project, Requirements, etc. may be addressed to the Project Manager using the instructions provided on the Internet at <http://www.clarkecountydf.org>

### 1.10 Schedule

Listed below are important dates and times by which actions related to this RFP should be completed.

<b>EVENT</b>	<b>DATE</b>
Date of Issue of the RFP	April 1, 2008
Written Questions from Proposers Due to Foundation	April 7, 2008
Responses to Questions Due to Proposers	April 18, 2008
Proposers Indicate Intent to Participate	April 7, 2008
Proposals Due from Proposers	April 30, 2008
2 <sup>nd</sup> Round of Proposers	May 5 – 14, 2008
Contract Negotiation with Highest Rated Proposers	May 15, 2008
Council Action on Contract	May 23, 2008
Begin Implementation by	September 1, 2008

## 2. PROJECT OVERVIEW

### 2.1 Introduction and background

The Foundation has been engaged in a project to design, build and operate a wireless broadband network for the purpose of developing a complete wireless broadband access network that meets the Foundation's initial requirements. These requirements being:

- ***Provide a fixed wireless broadband access network design to support network access for specific government and county locations in the cities of Coffeerville, Fulton, Grove Hill, Jackson, and Thomasville. In Exhibit C***

AND

- ***Provide a mobile wireless broadband access network design for public safety and public works applications covering the cities of Coffeerville, Fulton, Grove Hill, Jackson, and Thomasville. In Exhibit D***

AND

- ***Provide a fixed wireless broadband access network design capable of providing Internet access to some businesses and/or residents of Coffeerville, Fulton, Grove Hill, Jackson, and Thomasville. In Exhibit E***
- **Public Works** – This includes expanding the Network's use to include the ability to support applications such as meter reading, work-order management for field personnel, automated traffic signaling and other municipal applications to better serve the public.
- **Public Access** - This includes available Internet access for residents, businesses and visitors of Coffeerville, Fulton, Grove Hill, Jackson and Thomasville, helping to promote economic development and digital inclusion.
- **Public Safety** – This includes longer-term plans to leverage the Network to improve the safety of the public – and the safety of Public Safety Officers - by providing field personnel of Coffeerville, Fulton, Grove Hill, Jackson and Thomasville with better access to information.

### 2.2 Vision

The Foundation's vision is to provide low-cost wireless Internet access as a service for the communities of Coffeerville, Fulton, Grove Hill, Jackson and Thomasville to become the most efficient, effective and responsive Non-Profit Foundation providing wireless broadband access in Alabama - while stimulating economic development and promoting digital inclusion for low-income and disadvantaged residents.

Low-cost wireless Internet access will:

- Stimulate economic development, job growth and increased competitiveness for Clarke County - statewide, nationally and internationally - attracting new human, financial, physical and technological capital to the region; and
- Provide Public Works and Public Safety entities the ability to leverage the Network – and save tax-payer dollars – to better serve the communities of Coffeerville, Fulton, Grove Hill, Jackson and Thomasville.
- Promote digital inclusion throughout the County.

### **2.3 Mission Statement**

Clarke County Wireless will assist all citizens, businesses, schools, and community organizations by embracing wireless technology, while strengthening each City and County's economy, enhancing the visitor experience, and streamlining City and County services.

### **2.4 Use of Foundation Assets**

The Foundation intends to leverage significant public and private real estate holdings, as well as rights it may secure to assets owned by the local electric utility, to stimulate private investments and provide maximum value for the community.

The Foundation's assets include:

INCLUDE ASSETS THAT MAY NOT BE OWNED BY FOUNDATION BUT SECURED THROUGH FOUNDATION, AS WELL AS FUTURE PLANS FOR SECURING OF ASSETS, RIGHTS OF WAY, ETC. SCHOOLS, BUILDINGS, ROOF TOPS, STRUCTURES/FACILITIES, RIGHT-OF-WAY, TOWERS, AND WATER TANKS.

Details of the assets referenced above will be provided to prospective Proposers upon request following the release of the RFP. These details will be provided as addenda to the RFP and will be made available at <http://www.clarkecountymd.org>

### **3. PROPOSAL PREPARATION**

#### **3.1 Proposal**

Proposals must be clear, succinct, and not exceed 350 pages, excluding Attachment materials. Proposers who submit more than the pages indicated may not have the additional pages of the proposal read or considered.

All submittals will be evaluated on the completeness and quality of the content. Only those Proposers providing complete information as required will be considered. The ability to follow these instructions demonstrates attention to detail.

To be considered responsive, Proposers must respond to all the items listed in this Section. Proposal responses must use the same numbering sequence as in this Section of the RFP. Additional materials in other formats, or pages beyond the stated page limit(s), may not be considered. The Foundation may reject as non-responsive at its sole discretion any proposal or any part thereof, which is incomplete, inadequate in its response, or departs in any substantive way from the required format.

Joint Proposals will NOT be accepted.

#### **Submissions**

##### **3.2.1 Cover Letter**

By submitting a response, the Proposer is accepting the General Instructions and Conditions contained in Section 1 of this Request for Proposal.

The Cover Letter will state the name of the person(s) authorized to represent the Proposer in any negotiations, the name(s) of the person(s) authorized to sign any contract that may result, the contact person's name, street addresses, phone and fax numbers and email addresses. A legal representative of the Proposer, authorized to bind the Proposer in contractual matters must sign the Cover Letter.

Prior to contracting, the Successful Proposer must have a business license within the State of Alabama and be certified as an Equal Employment Opportunity (EEO) employer. If your firm currently has a business license and is EEO certified, include your firm's business license (city, county, etc.) number as well as the EEO expiration date.

Provide information on your firm's background and qualifications which addresses the following:

- Name, mailing address, e-mail address, telephone number and fax number of the primary contact person for your firm;
- A brief description of your firm, to include number of years in business, major business lines, major markets served, company history, relevant operating segments, primary vision and strategy, number of employees, office locations and any Joint Venture Partners;
- Financial details that demonstrate your firm's financial capability to undertake and complete the project as proposed, which shall include;

- A current audited statement of financial condition and financial statements for the two (2) prior years prepared by an independent certified public accountant and a non-audited statement for the most recent quarter-end with a comparable statement for the prior year. Financial statements should include all of the following;
  - Income/operating statements
  - Balance sheets
  - Cash flow statements and/or statements of change in financial position
  - Appropriate footnotes to above statements and all related schedules, including debt terms and schedules, and contingent liabilities
  - A statement of capital investments made over the last five years
- A list of other business pursuits of similar size and scope to this RFP that your firm is currently involved in;
- A statement disclosing any state or federal bankruptcy or insolvency proceeding that Proposer has filed or with which Proposer is otherwise involved;
- Electronic copies or Internet links to the most recent Form 10-K filed by the Proposer with the U.S. Securities and Exchange Commission; and
- Electronic copies or Internet links to all Form 8-Ks filed since the filing of the most recent 10-K.
- Provide references for projects - similar in size and scope - performed by your firm including client, reference and telephone numbers, staff members who worked on each project, budget, schedule and project summary. Descriptions should be limited to one page for each project.
- Describe any strategic changes your firm has undertaken in recent years, such as businesses acquired or divested, reorganizations, etc;
- Describe your firm's ownership structure;
- Identify your firm's board of directors, indicating "inside" and "outside" members;
- Describe any and all lawsuits, liens, restraining orders, consent decrees, foreclosures or other legal/financial actions either now pending, in progress or which have been brought against your firm or any of its officers/principals in the past three years. For lawsuits, include date initiated, plaintiff, and description, name of court location, docket number, resolution and current status. Regarding product liability issues your firm would typically face during the normal course of business, indicate who would review these issues (e.g. corporate legal counsel, "outside" counsel, etc.) and identify what their opinion is as to your firm's exposure to product liability issues;
- Indicate whether your firm (i.e. management, key employees, large stockholders) would enter into any conflicts of interest by conducting this arrangement;

Provide any other information not specifically itemized above that is believed to be demonstrative of your firm's financial capability.

### **3.2.2 Executive Summary**

Provide a concise synopsis of the highlights of the proposal and its overall benefits to the Stakeholder and users of the Network, the Proposer's qualifications and experience, and a description of the capabilities of the Proposer that pertain to the RFP. This section should provide summarized information on the Proposer's vision and understanding of the overall project and the key characteristics of the Network being proposed. Proposers should indicate their current installed customer base in other locations of the proposed equipment. Please limit this summary to a maximum of four pages.

Provide a summary of your overall response to this RFP. Make sure to address the following as part of your response:

- How key requirements will be met.
- Use of available Stakeholders assets.
- Timelines and phases for deployment.
- Coverage Areas for WiMAX and Wi-Fi Tiers.
- Breakdown for cost in four sections
  - Infrastructure or Backbone for a Wireless Broadband Access Network.
  - Fix Wireless Broadband Access Network for Exhibit C
  - Mobile Wireless Broadband Access Network for Exhibit D
  - Fixed Wireless Broadband Access Network for Exhibit E

### **3.3 Solution Description**

Provide information on your firm's proposed solution to address the following:

- A description of the solution that is being proposed to meet the Detailed Requirements in Exhibit B. Proposers shall enumerate their responses according to the outline in Exhibit B; and
- A completed Requirements Compliance Matrix.

### **3.4 Economic/Financial Projections**

The Foundation requires that each Proposer provide Economic/Financial projections for the costs, benefits and return on investment for the financing and management of the Network. The projections should be based on assumptions each Proposer makes regarding:

- The estimated capital cost to design and build the network;
- The estimated operating and maintenance expenses for a ten-year period;
- All other estimated cost related to the Detailed Requirements in Exhibit B;
- The amount and types of compensation paid in exchange for the use of Foundation assets;

- The estimated number of commercial subscribers for all services for a ten-year period;
- The proposed fees to be charged to the Foundation for Public Services and Public Safety usage of the Network; and
- The proposed rates for any promotional and/or discounted retail services to be provided to low-income subscribers as retail-branded services by the winning Proposer. Please describe, from your experience in similar projects, any proposed methods that may be used to qualify low-income subscribers for these services.

The Foundation seeks to ensure that any infrastructure deployed and/or leased services provisioned for the Backhaul Tier, Distribution Tier and Internet POP – as described in Section B.7(b), B.7(c) and B.7(d) – are the most suitable and cost effective options available. The Foundation also seeks to ensure that existing public and/or private infrastructure that may already be deployed in the County (e.g. optical fiber) is used to the extent possible. To that end, Proposers are required to estimate the costs (capital costs if new infrastructure will be built, and operating costs if infrastructure will be leased) for the Backhaul Tier, Distribution Tier and Internet connectivity at the POP. These estimated costs should be itemized separately as noted in Exhibit D. The company proposed to provide any leased services should also be stated. The Foundation reserves the right to work with the winning Proposer during negotiations to maximize the suitability and cost-effectiveness of these services, including through collaboration with local providers.

### **3.5 Deployment Plan**

The Foundation desires an expedited deployment strategy and plan in order to realize the benefits of the initiative. Proposers shall provide a strategic outline for deployment with a high level plan for deployment over a proposed period of time. Proposers shall also describe the project management methodology that will be used to execute on the deployment strategy and plan.

The winning Proposer will be expected to execute a proof of concept following the approval of any agreement with the Foundation in order to demonstrate and validate that the solution can meet the requirements in this RFP and all service levels that may be agreed to. Please summarize your firm’s proposed scope and terms for such a proof of concept.

### **3.6 Organizational, Service and Quality Experience**

- Outline your company’s proposed account management and customer service representative teams to support all locations relating to your proposed solution;
- Describe any “value added” services your company provides that should be considered in the evaluation process;
- Describe internal performance metrics used to quantify key customer support responsiveness;
- The Foundation’s ability to manage its risk throughout the implementation and ongoing relationship is critical. Pertinent issues include sustainability, relationship flexibility, strong contracts, competent project management, system and data security, minimal

business impact, and the Proposer's stability. Describe the resources and methods that will be used by your firm to manage these risks.

## **4. EVALUATION CRITERIA**

The process for selecting a winning Proposer for the design and implementation of the Network will be an open, competitive and fair process that is in compliance with Alabama statutes.

Firms with extensive experience in partnering with local governments to finance and manage wireless broadband infrastructure - consistent with the vision, objectives, policy goals and requirements defined in this RFP - are encouraged to respond.

Following an evaluation of written proposals, the Proposer(s) receiving the highest scores may be invited to participate in a second round of competition. The second round of competition will be consisting of a 1 hour presentation to the evaluation committee. This may be followed by a second scoring, and the highest rated Proposer(s) may be invited into contract negotiations.

### **4.1 Financial Capability**

This will be determined by the financial capability of the Proposer demonstrated in response to Section 3.2 of this RFP.

### **4.2 Experience**

This will be determined by the relevance and quality of references demonstrated in response to Section 3.2 and organization, quality and service experience demonstrated in response to Section 3.6 of this RFP.

### **4.3 Deployment Strategy and Plan**

This will be determined by the timeliness and reasonableness of the proposed deployment strategy and plan demonstrated in response to Section 3.5 of this RFP.

## **EXHIBIT A – DEFINITION OF TERMS**

**Capture Portal** shall refer to the web page that unauthenticated users will be redirected to when their computing device first attaches to the Network.

**CBO** shall refer to Community Based Organizations such as nonprofits, churches, faith-based organizations, social service organizations and community technology centers.

**Foundation** shall refer to the CLARKE COUNTY DEVELOPMENT FOUNDATION.

**Core ISP Services** shall refer to value added features which are bundled with Internet access such as email accounts, newsgroup access and virus and/or spam protection.

**CPE** shall refer to Customer Premise Equipment.

**CTC** shall refer to Community Technology Center

**Fixed Broadband** shall refer to a service that provides Internet access for a stationary subscriber at a single location (the location where service is provisioned).

**Joint Venture Partner** shall refer to any organization proposing to provide products or services in response to this RFP through a partnership with the Proposer.

**Mbps** shall refer to Megabits per second.

**MPH** shall refer to Miles per Hour.

**MTBF** shall refer to Mean Time between Failures.

**MW/DBE** shall refer to Minority/Women/Disadvantaged Businesses Enterprises

**Network** shall refer to a wireless broadband Internet access system that is deployed throughout the required coverage area.

**Network Operator** shall refer to the agency responsible for the financing and management of the Network, as designated by CLARKE COUNTY DEVELOPMENT FOUNDATION.

**NOC** shall refer to Network Operations Center.

**Nomadic Broadband** shall refer to a service that provides Internet access for a stationary subscriber at a variety of locations throughout the required coverage area.

**Open Access** shall refer to the winning Proposer's commitment to design a network accessible to multiple unaffiliated Service Providers.

**Perimeter Room** shall refer to a room within a building that has at least one wall facing a public street.

**PMSA** shall refer to Primary Metropolitan Statistical Area.

**POP** shall refer to an Internet Point of Presence.

**Portable Broadband** shall refer to a service that provides Internet access for an in-motion subscriber at a variety of locations throughout the required coverage area.

**Proposer** shall refer to a prime bidder to this RFP.

**RFP** shall refer to Request for Proposal.

**Requirements** shall refer to items defined in Exhibit B of the RFP.

**Service Provider** shall refer to any organization, whether affiliated with the winning Proposer or not, who markets, sells and supports services over the Network.

**Tier 1 Support** shall refer to the process of responding to, diagnosing and attempting to resolve issues reported by users of the Network.

**Tier 2 Support** shall refer to the process of responding to issues escalated by Tier 1 Support representatives who are unable to resolve issues reported by users of the Network.

**Tier 3 Support** shall refer to the process of responding to issues escalated by Tier 2 Support representatives who are unable to resolve issues escalated from Tier 1 Support representatives.

**VPN** shall refer to Virtual Private Network.

**VLAN** shall refer to Virtual Local Area Network.

**Wi-Fi (Wireless Fidelity)** shall refer to wireless technologies adhering to the IEEE 802.11b and 802.11g technical standards.

**WiMAX (Wireless Interoperability for Microwave Access)** shall refer to wireless technologies adhering to the IEEE 802.16 technical standards.

## EXHIBIT B - DETAILED REQUIREMENTS

### B.1 Business Model

- The winning Proposer will design and construct a County-wide wireless broadband network in the communities of Coffeerville, Fulton, Grove Hill, Jackson and Thomasville.
- The Foundation will use its best effort to work with County and City entities to grant rights to street and/or utility-poles, rooftops, electricity and other assets on a competitively-neutral and non-discriminatory basis to the winning Proposer.
- The Foundation will retain the right to review and suggest alternative providers and solutions for the Internet connectivity required at the POP.
- The Foundation and the winning Proposer will collaborate with social service, nonprofit and other community groups to affect low-cost computer purchase, training and content for low-income and disadvantaged residents.

### B.2 Coverage

- a. Wireless Internet access shall be provided in the communities of Coffeerville, Grove Hill, Fulton, Jackson and Thomasville. Solutions that provide access in only parts of the County that are more densely populated or commercially attractive, or that leave entire neighborhoods underserved, may not be considered.
  - b. Outdoor coverage shall be provided for a minimum of 90% of all areas of the communities of Coffeerville, Fulton, Grove Hill, Jackson and Thomasville. An area is considered covered under this requirement if a laptop, handheld or other personal computing device can access the Network using either an 802.11b/g (Wi-Fi) interface or wired connection to any portable CPE.
  - c. Indoor coverage shall be provided for a minimum of 90% of all residential and commercial buildings throughout the communities of Coffeerville, Grove Hill, Fulton, Jackson and Thomasville. A building is assumed covered under this Requirement if a laptop, handheld or other personal computing device located in the building can access the Network using either an 802.11b/g (Wi-Fi) interface or wired connection to any fixed CPE. This coverage requirement may be met by using a Wi-Fi interface built into a user's device, a signal amplifier, a high-gain antenna and/or a dedicated Wi-Fi bridge or other type of CPE.
- c. Proposers shall address the following as it relates to this Requirement:
- Does your solution propose to meet this coverage Requirement using Wi-Fi or another wireless technology?
  - If so, will your solution meet this coverage Requirement using an indoor or outdoor mounted antenna?
  - If not, what commitment is your organization willing to make to outreach to - and cooperate with - building owners, landlords, the Foundation or other parties to meet this Requirement using in-building distribution networks?

### B.3 Multi-Use

- a. The Network shall support concurrent usage by County agencies (Public Service and Public Safety), residents, businesses, institutions and visitors to the Foundation. Examples of usage scenarios and demand may include:
- Residents and visitors may use the Network for such uses as E-mail, web browsing, instant messaging, and entertainment and voice services. To assist Proposers in forecasting demand for residential usage, and planning for the required capability, summary residential demographics and links to additional resources are provided below.
    - The communities of Coffeenville, Grove Hill, Fulton, Jackson and Thomasville within Clarke County is 36.84 square miles with a population of 13,574
    - General information about the Clarke County is published [www.swalcc.com](http://www.swalcc.com) . The Website contains information about Clarke County's people, culture, history, recreation and education. Along with census information, this information covers topics from basic socioeconomic and housing issues to the climate in the County.
    - The Planning and Development Department uses information from the U.S. Census Bureau along with other agencies to develop demographic data<sup>1</sup> and estimates for the County. This Demographic data includes, but is not limited to: population, housing, household, income, and other social characteristics.
  - Businesses may use the Network for such uses as remote office connectivity, supply chain integration, customer relationship management and inventory control.
  - Institutions such as libraries, universities, healthcare organizations and nonprofits may use the Network for increased interaction between their institutions and constituents.
- b. The Network shall support the logical segmentation of different "domains" of users (e.g. secure access by Public Service and/or Public Safety usage, secure and/or open access for public users, residential users, business users, etc.). This shall include the ability to define and manage different profiles (e.g. VLAN's) for authentication, encryption and other service characteristics based on the requirements of each user-domain.
- c. The Network shall support the ability to prioritize traffic for Public Service and/or Public Safety usage in cases of emergency or as required by the Foundation. Proposers shall define the methods that will be used to prioritize municipal traffic in cases of natural disaster or other emergency.

## **B.4 Open Access**

- a. The winning Proposer shall design the Network such that other agencies may also provide retail-branded services over the Network.

## **B.5 Services and Provisioning**

- a. The Network shall provide a Fixed Broadband service. This service must support wired Ethernet devices at a best-effort minimum 256 kbps data transmission rate, and other Core ISP Services.
- b. The Network shall provide a Nomadic Broadband service. This service must support wired Ethernet or 802.11 b/g devices at a best-effort minimum 256 kbps data transmission rate, and other Core ISP Services.
- c. The Network shall provide a Portable Broadband service. This service must support wired Ethernet or 802.11 b/g devices at a best-effort minimum 256 kbps data transmission rate, and other Core ISP Services.
- d. The Network shall provide free public access in Foundation-designated areas surrounding convention centers, libraries, parks and other public spaces, not to exceed 5% of the geographic coverage area of the Network. Additional detail on Foundation-designated spaces will be provided in the FINAL RFP.
- e. The Network shall provide a Fixed Broadband service at a discounted rate for low-income subscribers or a free service throughout the Foundation, which may be made available at a reduced data transmission rate.
- f. The Network shall offer a Fixed Broadband business-class service at a guaranteed minimum 3 Mbps symmetric data transmission rate (e.g. wireless T-1 alternative) where coverage allows.
- g. Proposers shall include in their proposal the expected costs of any required CPE for each Coverage Requirement and Service defined above. Proposers shall also state who will be responsible for CPE costs during the provisioning process.
- h. The Network shall support a wide variety of devices (e.g. personal computers, laptop computers, handheld devices, smart phones, etc.) as well as proprietary, standards-based and open source operating systems (e.g. Microsoft Windows, Apple Macintosh, Linux, etc.)

## **B.6 Service Pricing**

- a. Proposers shall propose specific wholesale rates in their proposals for each service defined in the Services and Provisioning Requirements above.
- b. Proposers shall estimate the retail rates for any services to be marketed to the public by the winning Proposer.
- c. Proposers shall describe the trade-offs between any proposed discounted rate for low-income subscribers and any proposed Foundation-wide free service tier in terms of their impact to the Foundation's digital inclusion goals, community program Requirements and economic viability and sustainability of the Network.

## **B.7 Network Infrastructure**

- a. The Network shall include a wireless Access Tier that supports connectivity from 802.11b/g devices through the Foundation.
- b. The Network may include a fixed wireless point-to-multipoint solution as a Backhaul Tier for aggregating Wi-Fi traffic from the Access Tier. Other technologies (wired or wireless) may be proposed for this Backhaul Tier if they are demonstrated to be more suitable and/or cost effective, however the "wireless T-1 alternative" requirement defined in Section B.5 (f) must still be met.
- c. The Network may include a fixed wireless point-to-point solution, using licensed or leased spectrum, as a Distribution Tier for aggregating traffic from the Backhaul Tier back to an Internet POP. Optical fiber may be used as an alternative to wireless technology for this Distribution Tier if it is demonstrated to be more suitable and/or cost-effective.
- d. All Network traffic shall be aggregated back to a high-speed Internet backbone service at a POP, which shall support layer-three network transit for registered Service Providers. Provisions shall be made for redundancy of the POP facility.
- e. The Network shall support fault tolerance mechanisms to mitigate and/or eliminate single points of failure and ensure high reliability. The Network shall support reliability levels of 99.9% for the Access Tier and 99.999% for the Backhaul Tier, Distribution Tier and POP. Proposers shall identify the MTBF for any proposed network equipment and explain the processes that will be used to guarantee these service levels.
- f. The Network shall support contingency mechanisms to insure operation during a natural or other disaster. Proposers shall describe their proposed disaster recovery plan for the Network.
- g. The Network shall be easily scaled and upgraded in a modular fashion to support additional subscribers, new applications and new requirements, in order to meet evolving user demands. Proposers shall estimate the percentage of the initial Network capital cost that will be invested in upgrades during the contract term and will describe the technology roadmap for any planned upgrades.

- h. All outdoor equipment must withstand operating temperature ranges of –30 C to +50 C and must adhere to all other applicable local ordinances.
- i. Proposers shall define any initial and/or future ability for their solution to provide, integrate with, coexist with or complement 4.9 GHz wireless public safety technology that may be of value to the Foundation’s public safety agencies. The Network shall not prohibit or negatively impact any initiative by the Foundation during the contract term related to the deployment of wireless or other public safety technology.
- j. The Network shall support backup power for all network equipment sufficient to ensure continuous operation during a loss of electrical power. Proposers shall state the amount of time their solution will operate without electrical power and elaborate on any initial or future commitments they will make to increase backup power support.

## **B.8 Customer Service**

- a. Tier 1 Support for all services shall be provided by the Network Operator unless agreed upon separately.. Tier 1 Support shall provide subscribers with phone, web, e-mail and instant messaging support options for at least the following issues:
  - Sales inquiries
  - Order status
  - Service cancellation
  - Service setup
  - Connectivity problems
  - Service interruption/degradation
  - Credits and refunds processing
  - Account and billing inquiries
  - Disconnect and relocation requests
- b. Tier 2 Support shall be provided by the winning Proposer to the Network Operator. Tier 2 Support must provide the Network Operator with phone and email support options for at least the following issues:
  - Escalation of issue not resolved by Service Provider’s Tier 1 representatives
  - Proactive network status information
  - Three-party calling with Tier 2 Support agents, Tier 1 Support agents and subscribers
  - Settlement and billing inquiries between Service Provider and the winning Proposer

- c. Tier 3 Support shall be provided by the winning Proposer to the Network Operator. This shall include at least the following:
- 7x24x365 management of personnel at the NOC
  - 7x24x365 pager and phone support for the Network Operator
  - Call escalation of critical issues not resolved by Tier 2 Support representatives
  - Proactive publishing of network status information, alerts, etc. by the winning Proposer

## **B.9 Security**

The Network shall support multi-layered security protocols and methods, to include at a minimum the following:

- a. Physical security for all critical network equipment components via secured facilities.
- b. Mechanisms to prevent or mitigate the risk of hackers, spammers, denial of service and other forms of malicious attacks on or through the network. These mechanisms should balance the need to prevent these attacks, while at the same time not punishing or burdening unnecessarily all users of the Network.
- c. No client software that is specific to the winning Proposer shall be required on PCs, laptops or other mobile devices in order to use the network.
- d. Support for Media Access Control ("MAC") addresses filtering.
- e. Support for Wired Equivalent Privacy ("WEP") encryption, including both 64 and 128 bit keys.
- f. Support for Temporal Key Integrity Protocol ("TKIP") encryption.
- g. Support for Advanced Encryption Standard ("AES") encryption.
- h. Support for Wi-Fi Protected Access ("WPA").
- i. Support for 802.1x authentication using Extensible Authentication Protocol ("EAP") and Remote Authentication Dial-In User Service ("RADIUS").
- j. Support for the suppression of Extended Service Set Identifier ("ESSID") broadcasts.
- k. Support for multiple ESSIDs and the ability to map ESSIDs individually to Virtual LANs ("VLAN's").
- l. Support for filtering of traffic based on Internet Protocol ("IP") addresses, subnets and Transmission Control Protocol ("TCP") ports.
- m. Support for VPN tunneling using Internet Protocol Security ("IPSec"). This VPN support must support true end-to-end encryption, regardless of at what point in the Network users elect to terminate their session.
- n. Support for encryption of all control and network management traffic.

- o. The Network's systems infrastructure (nodes, servers, access points, etc.) must offer compliance with applicable regulatory requirements; monitoring and logging of device activity (i.e., logon, logoffs, privileged/authorized user access activity; program access activity, file/folder access activity, security violations, and production environment changes); real-time alerts and notifications; and allow detailed customizable reporting for audit ability and ensuring the privacy, integrity and accountability over the network information and assets.
- p. The Network's system infrastructure must be capable of real-time identification, monitoring, auditing and alerting of inappropriate network access activity (i.e. denial of service attacks).

## **B.10 Privacy**

The Foundation requires that consumer privacy be protected for all users of the Network.

- a. A full disclosure of the privacy policy for all Proposers is required. This privacy policy shall adhere to all applicable federal and state laws, shall be communicated to all users on the Network and shall require users' explicit acceptance before any service is provisioned.

Proposers' privacy policy should, at a minimum, address the following:

- b. What information is collected, how it will be used, how long it will be stored, who it will be shared with (under what conditions) and whether it is correlated to a specific user, device or location.
- c. Mechanisms are provided to allow users to opt-in or opt-out of any service that tracks information about the user's physical location.
- d. Mechanisms be provided to allow users to opt-in or opt-out of any service that collects, stores, profiles, shares or markets information - whether correlated to a specific user, device or location or on an aggregate basis - on the searches performed, websites visited, emails sent or any other use of the network or transmission of data by users.
- e. Users not be "enumerated" or assigned any unique number that can be used to track individuals from session to session without their express consent.
- f. Data about users may not be commercialized in any way without their express consent.
- g. Policies be in place to respond to legal demands for users' personal information in accordance with applicable laws.
- h. Personal information about users be kept only as long as it is operationally necessary.
- i. No blocking of applications, ports or other communication be used, except in situations where this blocking is solely to prevent Network abuse or is required by law.

- j. Users be allowed reasonable access to any information collected about them, including a reasonable opportunity to review information and to correct inaccuracies or delete information.

## EXHIBIT C – SPECIFIC GOVERNMENT AND COUNTY LOCATIONS

Town	Type	Location and Name	Latitude	Longitude
Coffeeville		Town Hall - 100 River St.	31.452936	88.051594
Coffeeville	Schools	Coffeeville High School – 22974 Hwy 69	31.454052	88.051962
Coffeeville	Schools	Coffeeville Elementary School - 1740 Hwy 84	31.450452	88.041578
Coffeeville	Water Towers	Coffeeville Water Tank	31.4529	88.051528
Coffeeville	Cell Site	Highway 84 - Southern Linc Tower	31.3537	-88.0517
Fulton	Government Structures	Fulton Head Start - 241 Bassett Creek	31.47039	87.434796
Fulton	Government Structures	Town Hall - 140 Main St	31.471991	87.434158
Fulton	Government Structures	Town Reservoir - 535 Reservoir Rd	31.471577	87.432072
Fulton	Water Towers	Fulton Water Tank	31.47159	87.431646
Grove Hill	Government Structures	City Hall - 111 South Church	31.423173	87.462913
Grove Hill	Government Structures	Ala Dept of Transportation - 129 Hwy 84	31.414527	87.462525
Grove Hill	Government Structures	State Trooper Tower - 360 Jackson St.	31.412377	87.464387
Grove Hill	Government Structures	Sewer Lift Station - 635 Hurd St.	31.413005	87.470663
Grove Hill	Government Structures	Airport Hanger - Hwy 84	31.41302	87.454431
Grove Hill	Government Structures	National Guard Armory - 2251 Hwy 84	31.412669	87.452959
Grove Hill	Government Structures	Department Human Resources - 22609 Hwy 84	31.41222	-87.45263
Grove Hill	Government Structures	Courthouse - Court St	31.423173	87.464068
Grove Hill	Schools	G.H. Elementary School - 450 W Cobb St.	31.423219	87.472914
Grove Hill	Schools	G.H. High School 151 South Church St.	31.422192	87.462919
Grove Hill	Schools	G.H Wilson Middle School – 401 Carter Dr.	31.4211	87.455308
Grove Hill	Schools	G.H. Bus Shop - 167 Grove Hill Ave. E	31.414132	87.462245
Grove Hill	Schools	Clark Prep - 20100 Hwy 43	31.440991	87.454988
Grove Hill	Water Towers	New Water Tank	31.42.624	-87.47319
Grove Hill	Water Towers	G.H. Tower North	31.42247	87.461351
Grove Hill	Water Towers	G.H. Tower South	31.420314	87.463137
Jackson	Communication Tower	Industrial Rd Microwave Tower #2	31.3216	87.522227
Jackson	Government Structures	George Skipper Fire station - 3725 Hwy 43	31.330032	-87.52456
Jackson	Government Structures	Jackson Health Care 2616 College Ave	31.321123	87.532486
Jackson	Government Structures	Ala State Employment security 3090 Hwy 43	31.31592	87.534088
Jackson	Government Structures	Ala Career Center 3090 Hwy 43	31.315315	-

	Structures			87.535171
	Government			-
Jackson	Structures	Kimball House 136 Mayton Dr	31.314638	87.533737
	Government			-
Jackson	Structures	Ala. Dept Rehab Serv 1401 Forrest Ave	31.313355	87.533117
	Government			-
Jackson	Structures	White Smith Memorial Library 213 College Ave	31.304437	87.533808
	Government			-
Jackson	Structures	Jackson Courthouse 126 College Ave	31.304066	87.533556
	Government			-
Jackson	Structures	City Hall 400 Commerce St	31.302784	87.534626
	Government			-
Jackson	Structures	Jackson Nutrition Center 320 Vanity Fair Dr	31.301462	87.532343
				-
Jackson	Schools	Jackson High School 321 Stanley Dr	31.530425	87.530425
				-
Jackson	Schools	Jackson Academy 1954 Coffeerville Rd	31.321514	87.543089
				-
Jackson	Schools	Jackson Intermediate School 2950 Hwy 43	31.315095	87.534922
Jackson	Schools	ASCC Jackson Campus 325 College Ave	31.304943	-87.534
				-
Jackson	Schools	Harper High School Headstart 1560 Commerce	31.303175	87.544933
				-
Jackson	Water Towers	Hospital Water Tower	31.315427	87.534235
	Communication			-
Thomasville	Tower	Relay Tower	31.544675	87.440255
	Government			-
Thomasville	Structures	Bashi Rd - Power Substation	31.561893	87.440255
	Government			-
Thomasville	Structures	Bashi Rd - Dept Youth Services	31.561659	87.450011
	Government			-
Thomasville	Structures	1501 Bashi Rd - Fire station #3	31.555119	87.442646
	Government			-
Thomasville	Structures	1401 Mosley Dr - Thomasville Public Library	31.55477	87.441597
	Government			-
Thomasville	Structures	Foster Ave - Ball Park - Wilkinson Memorial	31.553554	87.442679
	Government			-
Thomasville	Structures	629 Highland Ave – Thomasville Recreation Center	31.551459	-87.44197
	Government			-
Thomasville	Structures	Adams Ave - Billy Strickland Memorial Park	31.550824	87.441602
	Government			-
Thomasville	Structures	145 Adams Ave - Thomasville Nutrition Center	31.55092	87.441088
	Government			-
Thomasville	Structures	116 Adams Ave - Thomasville Police Dept	31.550883	87.440985
	Government			-
Thomasville	Structures	116 Adams Ave - Thomasville City Hall	31.550855	87.440892
	Government			-
Thomasville	Structures	Wilson Ave - McFadden Park	31.545025	87.444056
	Government			-
Thomasville	Structures	Wilson Ave - Thomasville Clinic	31.544972	87.442331
	Government			-
Thomasville	Structures	30 West 2nd St - Fire Station #1	31.545.02	87.441252
	Government			-
Thomasville	Structures	138 Wilson Ave - V C Wilkinson Building	31.544907	87.441185
	Government			-
Thomasville	Structures	East Front St - Fraternal Order of Police #42	31.544638	-87.4402
	Government			-
Thomasville	Structures	361 Wilson Ave - Sewage Lift Station	31.54462	87.434751
	Government			-
Thomasville	Structures	Highway 43 – Street Maintance Building	31.5408	87.443373

<b>Town</b>	<b>Type</b>	<b>Location and Name</b>	<b>Latitude</b>	<b>Longitude</b>
Thomasville	Government Structures	800 Old Highway 5 – Fire Station #2	31.540375	87.434658
Thomasville	Government Structures	1303 RoundHill Rd - County Land Field	31.534802	87.430002
Thomasville	Schools	200 Adams Ave - Faith Christian Academy	31.550984	87.441318
Thomasville	Schools	318 Wilson Ave - Education Station Child Care Center	31.55002	87.441629
Thomasville	Schools	30755 Highway 43 - Alabama Southern College (10 Buildings)	31.532254	87.444007
Thomasville	Water Towers	Thomasville Industrial Park Tank	31.535114	87.440674
Thomasville	Water Towers	Tower & Water Pumping Station	31.531093	87.435561

## **EXHIBIT D – MOBILE UNITS**

Plan for 125 Mobile Units – Police Department, Sheriff Department, All Volunteer Fire Departments, Ambulances, EMA Department, 5 City Departments in each of the 5 Communities.

## EXHIBIT E – FIXED WIRELESS BROADBAND

		<b>Coffeeville</b>	<b>Fulton</b>	<b>Grove Hill</b>	<b>Jackson</b>	<b>Thomasville</b>	<b>Popula</b>
<b>Population</b>		28,867	360	308	1,438	5,819	5,649
<b>Households</b>		12881	206	189	684	2341	1994
<b>Sq. Miles</b>		1238.37	4.52	2.49	4.97	15.11	8.75
<b>All 6 areas</b>	<b>Bus</b>	7	10	47	192	186	
	<b>Res</b>	69	63	228	780	665	
<b>Towns Only</b>	<b>Bus</b>	7	10	47	192	186	
	<b>Res</b>	69	63	228	780	665	
		7	10	16	64	62	
		69	31.5	76	260		
<b>10% Increase base on Households</b>							
	<b>All 6</b>	2007	2008	2009	2010	2011	
	<b>Business</b>	498	548	603	663	729	
	<b>Residential</b>	3466	3813	4194	4613	5075	

