



**REQUEST FOR PROPOSALS**  
**for**  
**Broadband Services**

**Due Date: December 1, 2018**  
**by 5:00pm**

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# Request Summary

Grayson County, Virginia (“County”) seeks a qualified private partner (“Vendor”) to construct, deploy, maintain, own and operate a “fee-for-service” broadband network to provide Internet Service to underserved areas throughout the County with the goal to serve as many as possible of the more than 5,222 unserved/underserved homes and businesses. Grayson County Board of Supervisors has prioritized expanding Internet access on behalf of residents who lack access to broadband at the FCC’s current definition (25Mbps/3Mbps) which is the majority of Grayson citizens. The County recognizes the challenges of deploying broadband in rural areas and is prepared to financially and politically support a private partner’s deployment of Internet service. The Grayson County Board of Supervisors wants to ensure Internet connectivity is available for their citizens and visitors to facilitate economic growth, education, healthcare and public safety while acknowledging their leadership role in expanding access and improving utilization. This Request for Proposals (RFP) describes, at a high level, the requirements for services related to the desired Broadband Public/Private Partnership.

Grayson County is a member of the Wired Road Regional Broadband Authority and is publishing this Request for Proposals in coordination with the Wired Road. However, Grayson County retains decision authority over the selection of a private Internet service provider partner and the location of any new infrastructure to support the deployment of a broadband network in Grayson County. If the proposed network is based on wireless technology, any new vertical assets deployed in support of this initiative will be owned by the Wired Road Authority and the Authority will grant Grayson’s chosen partner exclusive access to deliver wireless Internet service to Grayson County for 5 years from those assets. There will be a renewable option to extend the agreement in 5-year increments.

Grayson County currently has very limited fixed (excluding cellular/satellite) ‘true broadband’ (based on the FCC’s current definition of 25M download and 3Mb upload speeds). There is limited last mile fiber in Independence and cable exists only on the eastern County boundary around the city of Galax and limited service in Independence. Skyline Telephone out of North Carolina serves less than 100 homes on the southwest border with fiber. The majority of Grayson citizens have no fixed Internet access (60% of households) or DSL service only which does not meet the definition of broadband and has significant limitations due to distance constraints of the copper infrastructure.

This request for proposals is based on a two-phase procurement process. The first phase will assess the Vendor’s abilities, current service offerings and pricing plans, financials and experience to identify the best potential partner for the County. The chosen Vendor(s) will be asked to move to the Detailed Design Phase where the County will fund a portion of the detailed design. Grayson County has the option to not move to the Deployment Phase if they believe the delivered Detailed Design is not going to accomplish their broadband goals. If the County decides to move forward with the design, the County and Vendor will negotiate and collaborate to refine the detailed deployment plan based on available funding (private and public) and funding opportunities before moving to the Deployment Phase.

# **1. Project Overview**

## **1.1. Introduction to Grayson County**

Grayson County is located in Southwest Virginia in the heart of Appalachia. With a population of roughly 16,000 people it is home to some of the most vibrant and tight knit communities in the Blue Ridge Mountains. Along with this sense of community, Grayson County is home to the two highest peaks in Virginia, White Top and Mount Rogers, several miles of the New River, 100s of acres of national forest, and Grayson Highlands, one of Virginia's most popular State Parks. These unparalleled natural assets have proven to be a major driver for a budding sense of entrepreneurship toward the establishment of a thriving tourism industry in the County. Internet access is important to support tourism and the public's safety while they enjoy all the natural beauty of Grayson County. The establishment of broadband connectivity is a critical foundation for vast growth of the economy of Grayson County.

Many of Grayson's school aged children do not have Internet access at home which creates a severe disadvantage to the children of this County. Resolving the 'homework gap' is critical to the education of our young people. Much of the County must travel several miles to access medical care, and with the growing trend of telemedicine these citizens could access medical help directly from their homes if they were able to have reliable Internet service. County officials have been approached by citizens of all ages and backgrounds about their severe need for better connectivity to help them live a healthier, happier, and more productive life. Broadband access throughout the County would allow the area to grow this already vibrant community to the next level and offer exponential growth in both our economy and our quality of life.

## **1.2. Overview of Scope of Service provided by Vendor**

The County desires a broadband Public/Private Partnership to provide quality internet service to its citizens at the FCC's current definition of broadband (25Mbps/3Mbps) and above. The Vendor is to provide, but not limited, to the following services:

- Provide seamless and reliable broadband access that does not impose caps on a user's total upload and download data capacity and is neutral in respect to applications, websites, type of use and type of end user device
- Research and prepare all necessary FCC related forms and submittals required to provide services
- Procurement of any permits required for the distribution of Internet content or FCC licensing
- Design, implement, operate and maintain the broadband network
- Provide a coverage map showing predicted coverage and number of households estimated to be served
- Provide marketing, sales, customer billing and account billing and collections
- Perform a post-construction verification for coverage and speeds and quality

### **1.3 Overview of Scope of Services/Assets provided by County**

The County plans the following actions to facilitate the deployment of a solution:

1. A portion of funding for procurement and construction of infrastructure
2. A exclusive five-year lease for the Vendor to use the County/Authority-funded portion of the infrastructure
3. Support and assistance in permitting and navigation of other County processes
4. Support in negotiating access to bandwidth and/or vertical assets from the Wired Road Authority
5. Where possible, access to County facilities for mounting wireless infrastructure and hosting equipment
6. Promotion of County library digital literacy training to increase adoption rates
7. A community computer refurbish program to provide devices to lower-income families.
8. Public meetings within each district to solicit committed demand, awareness and education of the broadband expansion initiative and offered services.

### **1.4 Intent of the RFP**

The intent of this RFP is to set forth the requirements, and general terms and conditions for all services for which the County is requesting bids and to solicit detailed proposals from Vendors that include pricing and service descriptions in the format specified herein. It is the County's expressed intent to include all representations provided in the Vendor's RFP response in the contract for services.

The County intends to fully participate in this project as a partner. The division of responsibilities in the partnership, while suggested in this document, are negotiable. Proposals shall completely describe the equipment and methods the Vendor will use to implement the system. The intent of this document is to allow Vendors to use the best equipment, technology, and methods available to provide a state-of-the-art broadband system of highest quality and performance.

The County's 2-phase procurement process will consist of a Design Phase followed by a Deployment Phase. The Design Phase would allow the vendor to gather information and design a network that the Vendor would be willing to build, subject to any conditions or requirements identified in the network design. If the County accepts the detailed network design, the Vendor would move to the Deployment Phase to build and operate the network as designed. This 2-phase process would provide the Vendor an agreed upon "design fee" from the County to offset a portion of the costs associated with designing a rural broadband network that will work effectively and be self-sustaining which the County understands requires substantial time from highly qualified and experienced individuals. The County will have the opportunity to consider the design the Vendor

is committing to build and the resource implications of that design against the County's goals, assets, budget and community demand. The County may then determine whether or not to proceed to the Deployment Phase. If the County elects not to proceed to the Deployment Phase the Vendor shall refund any portion of the Design Fee that it has not expended during the Design Phase. Such refund will be based on the Vendor's actual time and expenses allocated to development of the design. The County will have the option to purchase the detailed network design at a previously agreed upon one-time fee.

The County reserves the right to include additional legal terms and conditions upon selection of the final Vendor. The issuance of this RFP and the acceptance of proposals (*or designs*) do not bind or impose legal obligation upon the County or the Vendor in any way, nor does it limit the County's right to negotiate in its best interest with any Vendor.

## 2. Grayson County Broadband

Grayson County is technology agnostic and understands the challenging business case of deploying broadband networks in rural areas that are sparsely populated with hilly terrain. Should the chosen partner choose to deploy wireless technology, the County seeks guidance from the partner to identify the ideal locations and specifications for new vertical assets to facilitate the network. As such, the new vertical assets will be owned by the Wired Road and the chosen partner will have exclusive access to deliver broadband services for five-years with up to three auto-renewals. The County desires a partner committed to providing service that meets demand for years to come leveraging whatever fixed technology is available that meets demand and makes the business case. Grayson County anticipates growth in demand as applications advance and adoption increases. The County will consider all reasonable responses to this RFP regardless of the suggested terrestrial technology.

The County recently completed a detailed identification of current broadband access and existing infrastructure to develop a phased geographical approach based on estimated demand. Demand was estimated based on census data regarding demographics and national studies published in recent years providing formulas for identifying potential demand and estimated take based on household income, education attainment and age. The County understands the challenges of serving rural areas and is providing as much information as available to expedite a private sector evaluation of the proposed partnership.

### **Current Broadband Strategies**

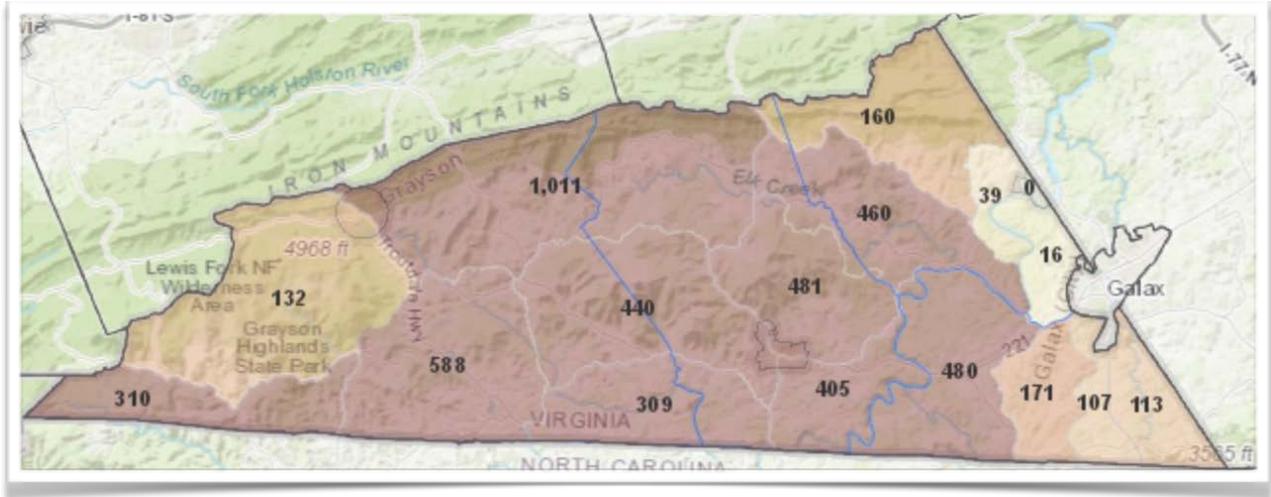
Grayson County conducted a comprehensive assessment of the broadband needs beginning in March 2018. The Wired Road Authority conducted a citizen survey in the summer of 2016. The combined findings of the two efforts have provided Grayson County with clarity as to the extent of the problem with lack of Internet access across the County. The findings of the latest study were presented to the Grayson County Board of Supervisors on May 10, 2018 with the following recommendations approved unanimously by the Board.

- **Improve residential and public safety (fire/rescue) broadband access**
  - Over 57% (> 5,222) of Grayson households do not have access to fixed broadband
  - Six (6) of Grayson fire/rescue stations do not have access to fixed broadband
  - Grayson County has the least connectivity and not the lowest spend of any locality in the region (in comparison with every locality that touches Grayson including Ashe and Alleghany counties in North Carolina.
- **Improve capacity at the schools and libraries**
  - Grayson's schools and libraries do not meet the national bandwidth goal and the current access is too costly
  - Consideration of a county wide-area-network to aggregate demand and lower costs
    - The County is very open to working with the chosen partner to identify any areas that may need fiber for additional capacity
- **Adjust local policies to lower costs of deployment**

- Modify zoning ordinance to allow for local tower construction in coordination with communications deployment (support for small tower/community data poles)
- Modify tower ordinance to accommodate County/County partner's space on new towers
- Review/modify local ordinances regarding open access conduit
- Review/modify permitting procedures and lower/eliminate permit fees to facilitate communications infrastructure deployment
- **Consider actions to make uneconomic areas profitable to service**
  - Consider a community computer refurbish program to provide devices to lower-income families
  - Lessen broadband deployment costs by providing market research data, broadband planning data and facilitate marketing efforts for the new network
  - Leverage public **funding** — local, state and federal — to offset capital costs of network deployment
  - Grayson County is budgeting for the broadband expansion and fully understands the need for public funding to offset the capital costs of deploying a network.
  - Additionally, the Wired Road Authority was awarded a small grant (\$150,000 for Grayson and the same for Carroll County) to construct vertical assets to support a wireless deployment.
  - The County is aware of the Commonwealth's Virginia Telecommunication Initiative (VATI) and the potential federal broadband grants such as USDA's Community Connect grant and is prepared to work with the Partner on all available funding opportunities.

### Demand Based Phased Plan

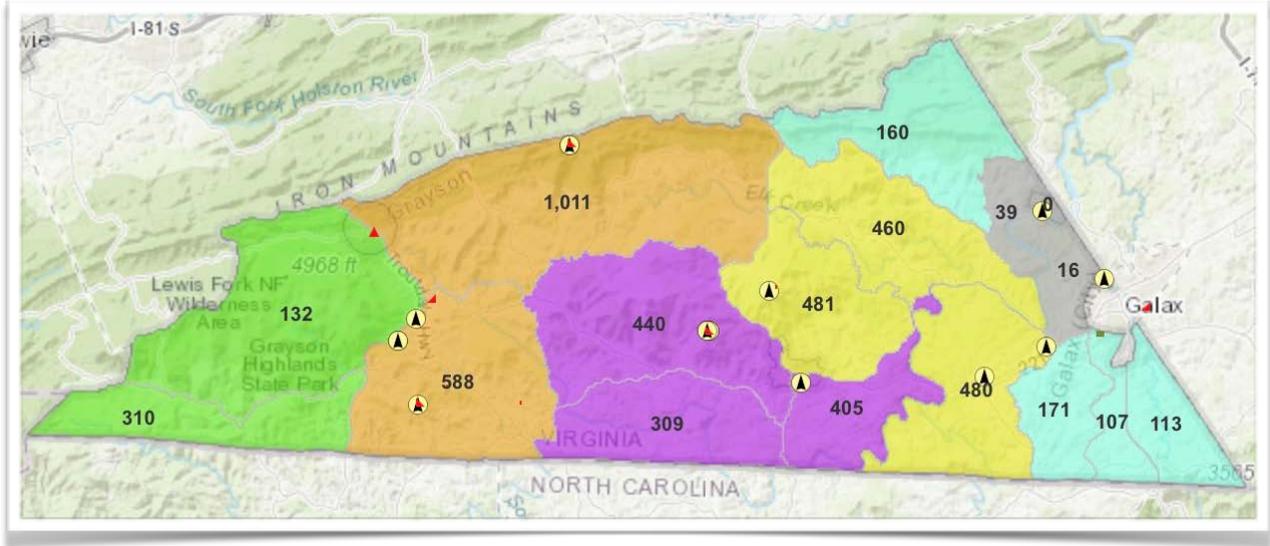
The majority of Grayson households and fire/rescue stations have no access to broadband. The following map shows the census block groups within the County with a conservative estimate of



the unserved households in each block group.

Phase	Areas (CBGs)	Est Unserved Households	Est Subscriptions	Take Rate %	% HH with school-age children	Unserved County Public Safety Facilities	County Land Parcels	Existing Vertical Assets
1	Wilson & Elk Creek Districts; Mouth of Wilson, Rugby, East of Troutdale, Comers Rock (510770602021, 510770603003)	1,599	1,012	63%	34%	3	2	8
2	Providence, Elk Creek and Old Town; Elk Creek, Independence, Baywood (510770601021, 510770602011, 510770602012)	1,421	915	64%	37%	2	2	4
3	Wilson & Elk Creek Districts; East Mouth of Wilson, Buck Mountain, Big Ridge, Bridle Creek; (510770602022, 510770602013, 510770602023)	1,154	735	64%	34%	0	6	2
4	Wilson District; West Mouth of Wilson, Whitetop (510770603002, 510770603001)	442	277	63%	19%	1	1	3
5	Providence, Old Town Districts; Fries, Baywood (east) (510770601011, 510770601022, 510770601023, 510770601024)	551	353	64%	32%	0	0	1

An analysis of residential access, public safety facilities, estimated take rate (based on household income, age and education attainment), percentage of households with school age children, county owned property (to possibly facilitate vertical assets) and existing towers provided a sequencing of the geographic areas. The census block groups were placed into phases to support a network deployment that is demand driven. The following map provides the geographic demand based phases followed by the supporting data.



## Vertical Assets

Vertical asset data was obtained from Virginia's Vertical Asset Tool hosted by Virginia Tech's Geospatial Information Technology team in partnership with the Center for Innovative Technology (<https://broadband.cgis.vt.edu/VerticalAssets/>) and combined with information from the Wired Road Authority. The inclusion of any asset in the data below is no indication that space is available on that asset. Space availability will need to be determined during detailed design.

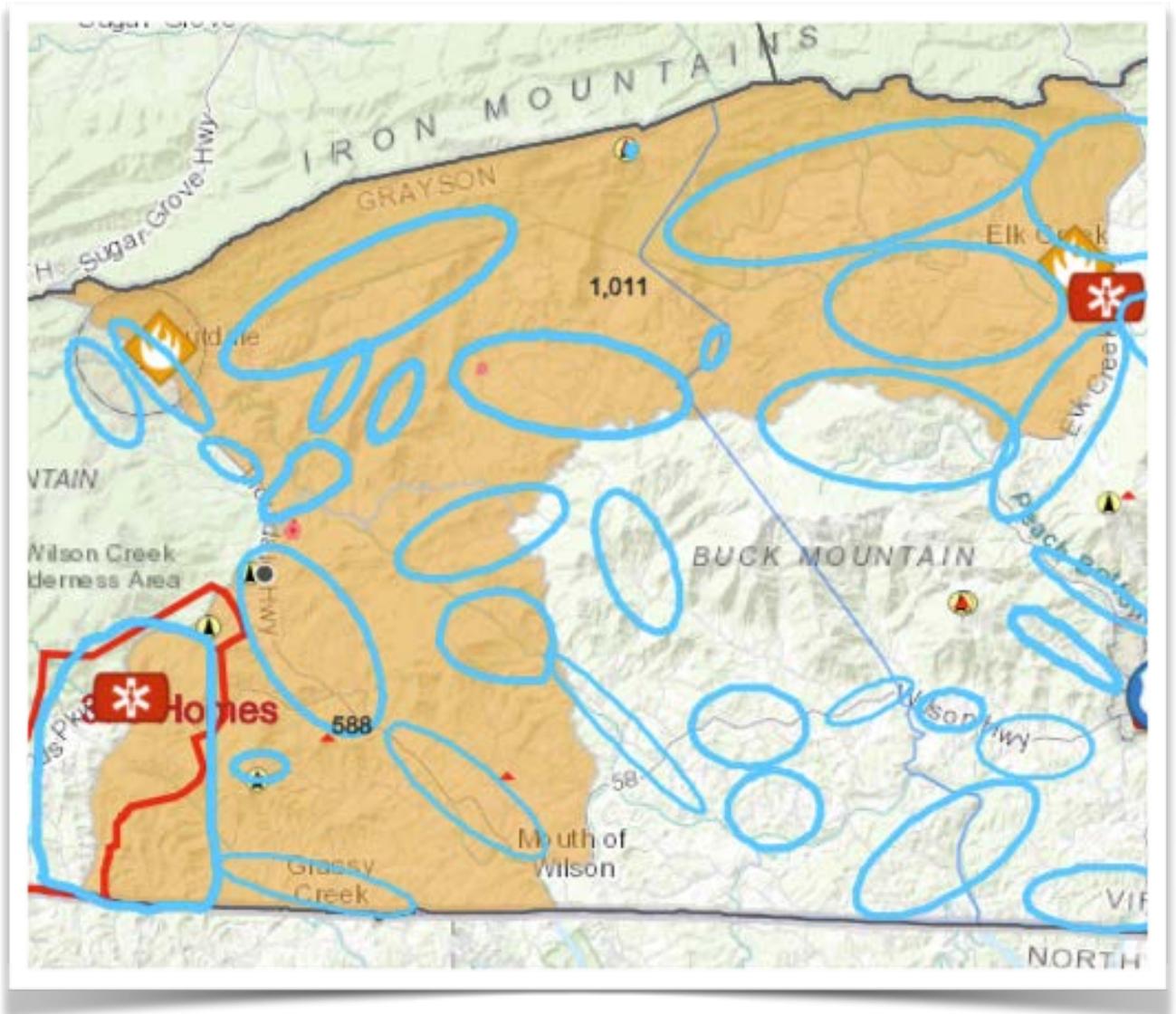
FCC_ID	Structure_Type	Height	Elevation	Structure_Latitude	Structure_Longitude	Structure_City	Structure_Name
1250518	Tower	57.9	768.4	36.6736	-80.93631	Fries	
1284110	Pole	59.4	1015.2	36.6143	-81.38856	Troutdale	
1246099	Tower	59.4	769.6	36.6365	-80.97600	Galax	
1245995	Pole	59.7	898.6	36.6166	-81.14425	Independence	
1241654	Tower	91.4	789.4	36.6196	-81.01778	Baywood	
1209846	Tower	30.5	1386.8	36.6679	-81.16731	Independence	
1044059	Tower	121.9	1274.1	36.6450	-81.20806	INDEPENDENCE	
1250511	Tower	58.5	780.2	36.7111	-80.97897	Fries	
1119118	Tower	None	None	36.7479	-81.30400		VIRGINIA TECH FOUNDATION, INC.
2386486	Unknown	None	None	36.6398	-81.42206		RUGBY RESCUE SQUAD AND FIRE DEPT. INC
1234027	Building with Antenna	None	None	36.6519	-81.41008		GRAYSON, COUNTY OF
3272793	Unknown	None	None	36.6450	-81.20806	Independence	RADYN, INC
1268310	Tower	54.8	1272.8	36.6454	-81.20875	Independence	
3259032	Unknown	None	None	36.6052	-81.40806		RADYN, INC
3259029	Unknown	None	None	36.6618	-81.39839	Grant	RADYN, INC
3259028	Unknown	None	None	36.6052	-81.40806	Mouth of Wilson	RADYN, INC
3259025	Unknown	None	None	36.6057	-81.33700	Mouth of Wilson	RADYN, INC
1302021	Lattice Tower	59.4	806.5	36.6304	-81.07944	Independence	
	Tank (water, gas, etc.)	None	None	36.6439	-80.93866	Galax	W. Galax Reservoir
	Tower			36.6581	-80.90630	Galax	Wired Road
	Tower			36.6695	-81.16200	INDEPENDENCE	Wired Road
	Tower			36.6998	-81.43900	Troutdale	Wired Road
	Tower			36.7484	-81.30370	Elk Creek	WVTF/WR

## Proposed Phase Area Details

The maps in this section include the unserved more populated areas outlined in light blue, vertical assets in either yellow or red (Wired Road assets), fire and rescue stations and schools denoted by icons and county owned parcels in light red (small) polygons.

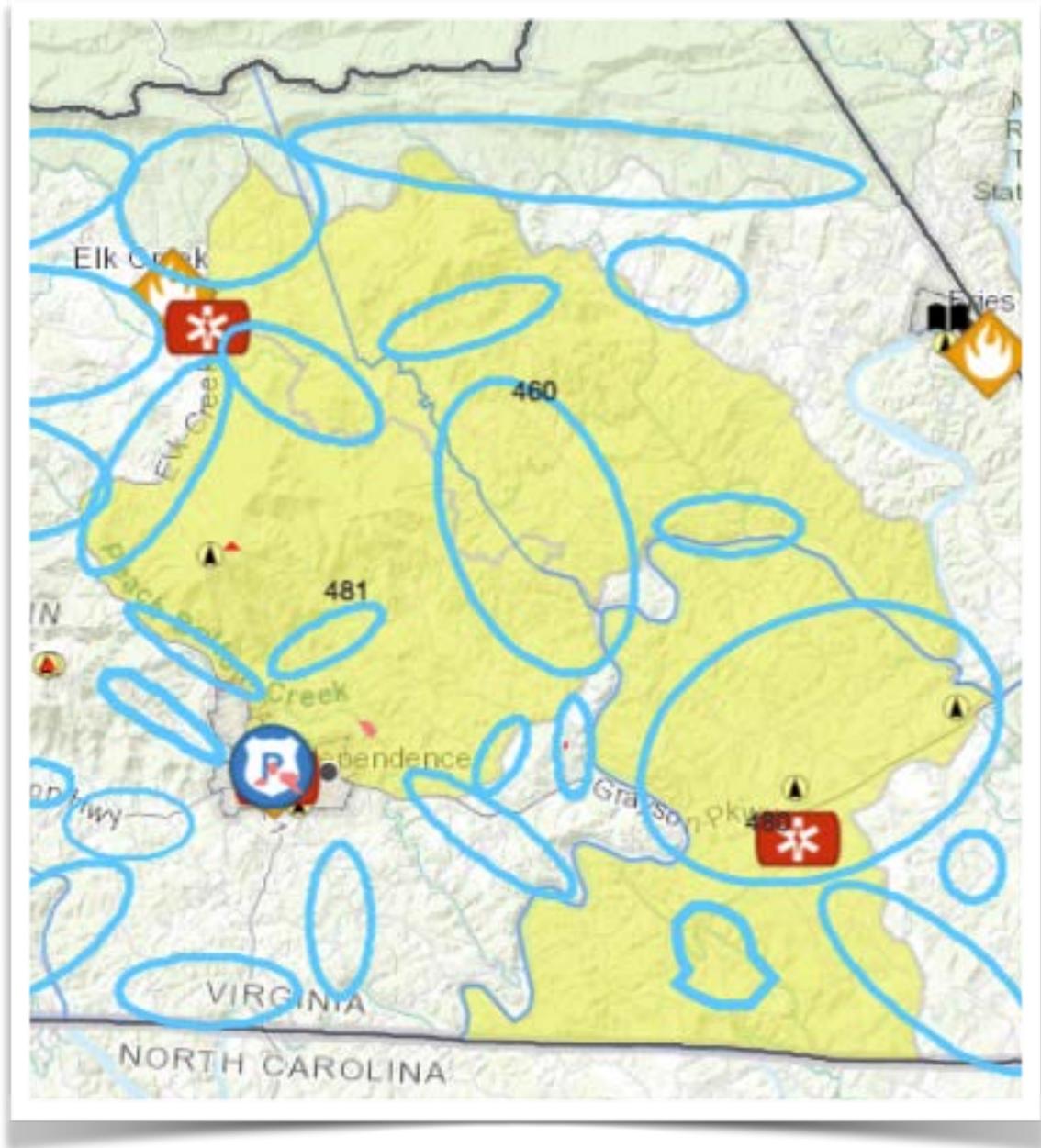
**Phase 1 - Elk Creek & Wilson Districts**

Mouth of Wilson, Rugby, East of Troutdale, Comers Rock (Census block groups 510770602021 & 510770603003). This area represents 1,599 unserved homes (34% with school aged children) with 2 unserved public safety stations (Rugby and Troutdale). The area outlined in red represents an area Skybest is applying for a USDA Community Connect Grant for a fiber build to 370 homes as well as the Rugby Rescue station which would serve as the community center which is required by the grant.



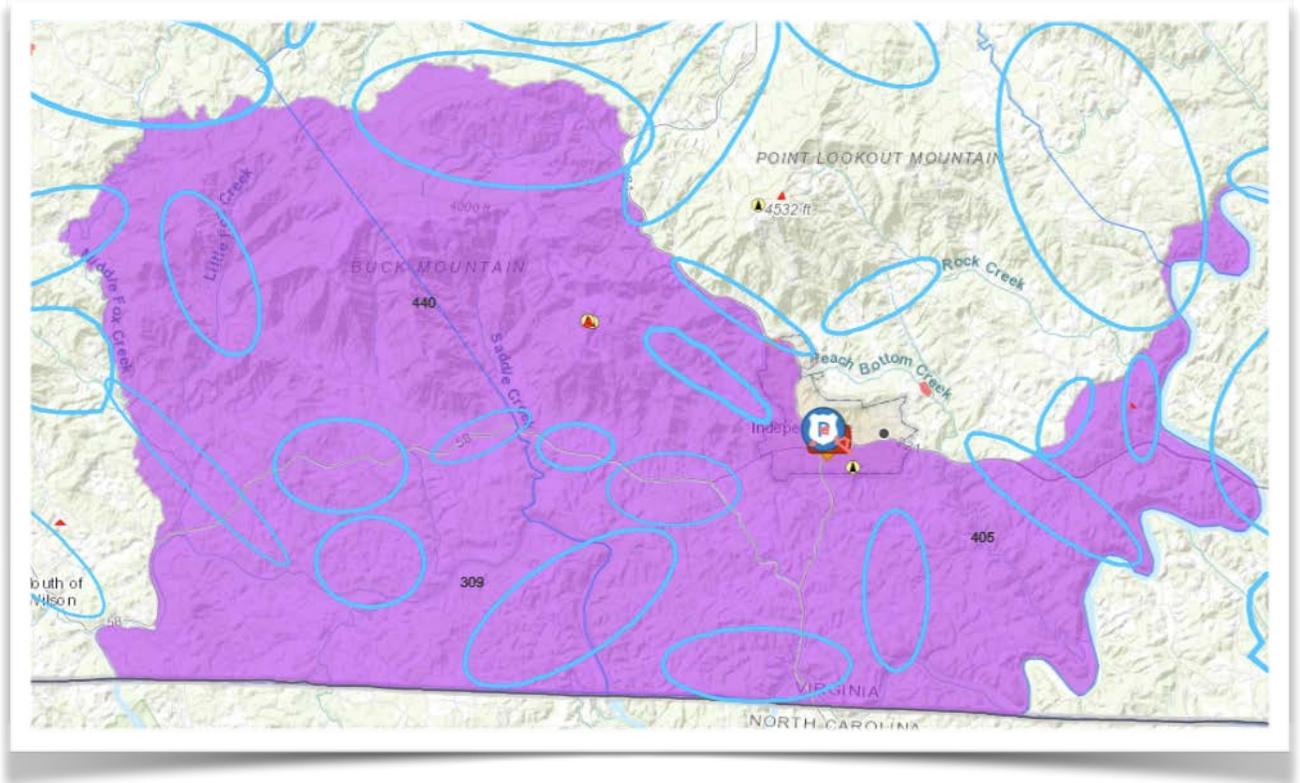
**Phase 2 - Providence, Elk Creek and Old Town**

Elk Creek, Independence, Baywood (Census block groups 510770601021, 510770602011, 510770602012). This area represents 1,421 unserved homes (37% with school aged children) with 2 unserved public safety stations (Elk Creek Rescue and Baywood Rescue).



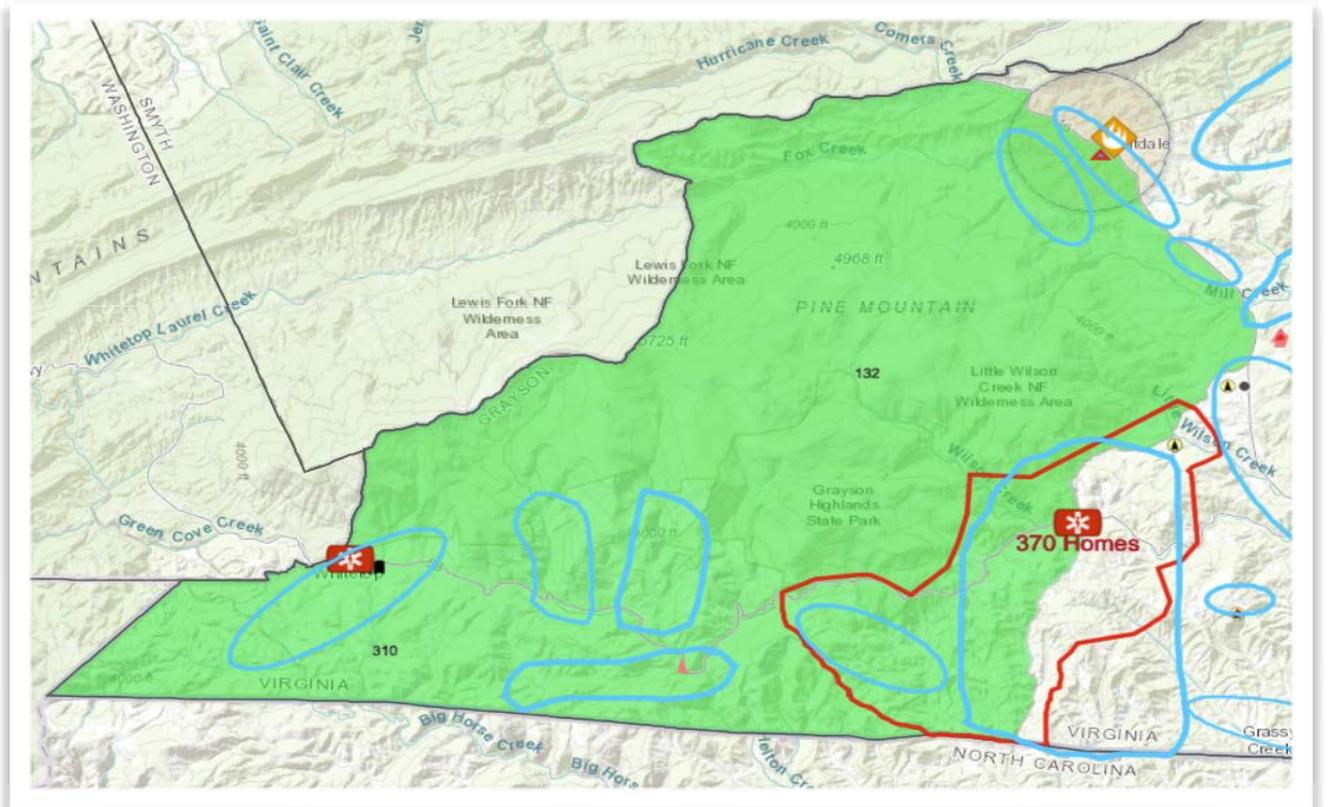
**Phase 3 - Wilson & Elk Creek Districts**

East Mouth of Wilson, Buck Mountain, Big Ridge, Bridle Creek (census block groups 510770602022, 510770602013, 510770602023). This area represents 1,154 unserved homes (34% with school aged children).



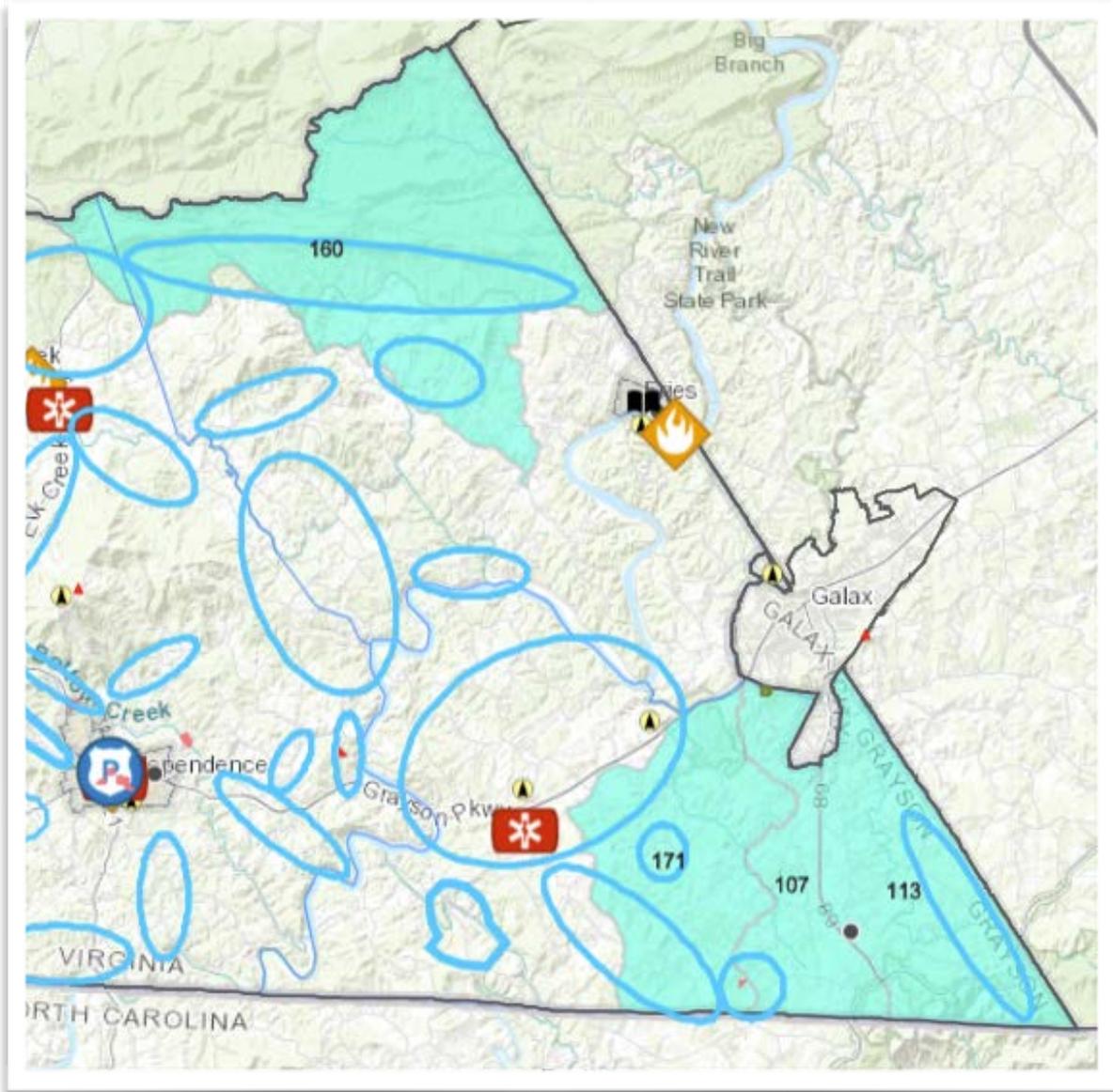
**Phase 4 - Wilson District**

West Mouth of Wilson, Whitetop (census block groups 510770603002, 510770603001). This area represents 442 unserved homes (19% with school aged children) with 1 unserved public safety station (Mt Rogers Rescue). The area outlined in red represents an area Skybest is applying for a USDA Community Connect Grant for a fiber build to 370 homes as well as the Rugby Rescue station which would serve as the community center (required by the grant).



**Phase 5 - Providence and Old Town Districts**

Fries, Baywood (east) (census block groups 510770601011, 510770601022, 510770601023, 510770601024). This area represents 551 unserved homes (32% with school aged children).



## 3. Proposal Instructions

### 3.1 Proposal Format

The Vendor's proposal shall be submitted in its entirety under a single cover letter and one (1) original hard copy **and** one (1) pdf . The proposal document shall be divided into the following two parts for organizational purposes:

**Part I** Provides introductory information and should include the following:

- **Transmittal Letter:** Identifies the prime Vendor and any subcontractor or partnership arrangements involved in the proposal.
- **Table of Contents:** Reflects the three-section format described here.
- **Vendor Contacts:** The Vendor should provide names, addresses, telephone, mobile, and fax numbers for all key Vendor, subcontractor and partner contacts.
- **References** - provide a list of references of other governmental organizations who have successfully utilized the Vendor's services in designing and deploying a similar project. The references must include telephone numbers and names of contact persons. The County also reserves the right to contact undisclosed references in the course of this evaluation.
- **Financials:** Please provide an explanation and data to demonstrate to the County your financial capacity and capability to undertake this project. Among other documents, you may provide audited financial statements, bank statements, or SEC filings. In addition, should you commit to obtaining a Commercial Contract Surety Bond, you will receive the maximum credit under the Financial Viability criterion for scoring of the proposals to this RFP.
- Attach a copy of **your State Corporation Commission Certificate** and a list of officers.
- **Complete the Trade Secrets/Proprietary Information Form** in Exhibit 1D.

**Part II** Should consist entirely and solely of the Vendor's responses to the requirements listed in Exhibit 1C. Information should be provided in exactly the same order as listed in Exhibit 1C.

### 3.2 Cost of Proposals

Each Vendor, by submitting a proposal, agrees that any costs incurred by the Vendor in responding to this RFP, or in support of activities associated with this RFP, are to be borne solely by the Vendor. The County shall incur no obligation or liability whatsoever to anyone, by reason of the issuance of this RFP, or by action of anyone thereto.

The only exception to the cost may be an agreed upon design fee associated with a 2-phase procurement process as explained in Section 1.4 above.

### **3.3 Quality Assurance**

The County shall examine the ability of the Vendor to furnish the required equipment and services. All Vendors shall provide information describing experience and qualifications with similar projects in the proposal.

The Vendor, with the assistance of the County, shall be responsible for procurement of all permit or license applications, including any permits required for the distribution of Internet content or FCC licensing.

If there is potential for the partner to provide services to schools, libraries or other institutions eligible for e-Rate funding: The Vendor must be registered with the Universal Service Administrative Company (“USAC”) and have a Service Provider Identification Number (“SPIN”). This requirement is necessary to support schools, libraries and certain other institutions that are eligible to receive financial support for Internet connectivity and other services through the federal “e-Rate” program. In order to receive this federal funding support, eligible institution must purchase services from a provider who has registered with the USAC and obtained a SPIN.

### **3.4 Proposal Process**

#### **3.4.1 Issuing Office**

The issuing office for this RFP is:

Grayson County Administrator, William L. Shepley  
PO Box 217, Independence, VA 24348

— email Linda Osborne at: [losborne@graysoncountyva.gov](mailto:losborne@graysoncountyva.gov)  
CC: [wshepley@graysoncountyva.gov](mailto:wshepley@graysoncountyva.gov)

#### **3.4.2 Questions and Comments**

It is the Vendor’s responsibility to inquire about and request clarification of any aspect of this RFP that is not understood. Should the Vendor discover any material ambiguity, conflict, discrepancy, omission, or other error in this RFP, the Vendor should immediately notify the County by e-mail of such discovery, with a request for modification or clarification.

All questions related to this RFP should be directed to the point of contact e-mail address provided above in Section 3.4. All inquiries should be submitted via e-mail using the form provided in Exhibit 1B.

The County will accept questions via writing up until 5:00 pm EST, **Thursday, November 15, 2018**. Vendor should use a completed Exhibit 1B as a cover letter for all questions, which should then be submitted via e-mail. At the sole discretion of the County, responses to inquiries will be

provided to all Vendors without attribution to the originating Vendor. Every effort will be made to ensure that answers to clarification questions are returned promptly.

### **3.4.3 Submitting Proposals**

Vendors must submit a total of **one (1)** hard copy of their proposal. Vendors must also submit an electronic version of their proposal in pdf format. The hard copy and the electronic copy should be sent to the issuing office. **All proposal copies must be received by 5:00 pm EST on December 1, 2018.**

### **3.4.4 Rules Regarding Late Proposals and Modifications**

Extension to the response date will not be granted, except at the County's sole discretion. Vendors may use any means of delivery, but it is the responsibility of the Vendor to ensure timeliness. **Please note that Federal Express and other overnight delivery services do not guarantee morning delivery to Independence, VA. Next day delivery usually arrives in mid-to-late afternoon. Also, please note that USPS deliveries may require additional days from the post office to the County.** If you will be using one of these services for delivery of your proposal, please take this information into consideration. It is the Vendor's responsibility to ensure that the package is delivered to the County by the due date and time.

### **3.4.5 Rejection of Proposals**

The County reserves the right to reject any and all proposals, in whole or in part, to waive formalities, and to delete items prior to making the award whenever it is deemed to be in the County's best interest. The County, at its discretions may reject any proposal that is conditional or incomplete, or contains irregularities of any kind.

### **3.4.6 Evaluation of Proposals**

The County shall evaluate proposals on a number of criteria including but not limited to the following:

<b>Criteria</b>	<b>Evaluation Weight</b>
RFP Compliance	<b>15%</b>
Estimated Coverage	<b>15%</b>
Financial Capability	<b>15%</b>
Vendor Experience	<b>15%</b>
Customer Plans and pricing	<b>20%</b>
<b>Cost of Detailed Design</b>	<b>20%</b>

Proposals will be evaluated by the following five step process.

1. The evaluation step will consist of submission of a proposal or proposals for evaluation.
2. Evaluation of the proposals will be conducted by Grayson County Broadband Committee.
3. The Vendor(s) whose proposal is/are selected for further consideration will be notified to schedule an in-person presentation and discussion.
4. The Grayson Broadband Committee will request the Grayson County Board of Supervisors to approve moving forward with a detailed design phase with the selected Vendor(s).
5. If approved by the Grayson Board of Supervisors and the resulting agreement is complete, we will move into the Detailed Design.

### **3.4.7 Term and Conditions**

Any proposal submitted shall be considered a binding bid for a period of no less than six (6) months from the date of receipt.

#### **3.4.7.1 Acceptance, Invoicing and Payment**

Grayson County will make payment to the Vendor, net 30 days or in accordance with discount terms, if offered, after receipt of an acceptable invoice for design work under an agreement resulting from this RFP.

Nothing herein, or in the process, shall be construed as having obligated the County to pay for any expenses incurred by respondents to this RFP, or to the selected firm prior to the Board of Supervisors' approval of a contract.

#### **3.4.7.2 Attorney's Fees**

In the event of any action brought by either party against the other to enforce any of the obligations hereunder or arising out of any dispute concerning the terms and conditions hereby created, each party shall pay their own attorney's fees, costs and expenses, except in a case of default by the Vendor, the Vendor shall be responsible for any resulting additional purchase and administrative costs including, but not limited to fees and charges of engineers, architects, attorneys, and other professionals and all court or other dispute resolution costs.

#### **3.4.7.3 Availability of Funds**

It is understood and agreed between the parties herein that the County shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this initiative.

#### **3.4.7.4 Contract Award**

Grayson County has the right to award a contract to more than one Vendor, if it is in the County's best interest to provide broadband services in accordance with the criteria found in the Proposal Requirements. Should Grayson County determine in writing and in its sole discretion that only one Vendor is fully qualified, or that one Vendor is clearly more highly qualified and suitable than the others under consideration, a contract may be negotiated and awarded to that firm. Grayson County reserves the right to award the contract to the most qualified, responsible, and responsive Vendor, resulting in a negotiated agreement, which is most advantageous to and in the best interest of Grayson County citizens. Grayson County shall be the sole judge of the Proposal and the resulting negotiated agreement that is in the public interest, and Grayson County's decision shall be final.

#### **3.4.7.5 Contract Performance Terms**

Any contract resulting from this RFP shall have a term limit of five (5) years and may be automatically renewed for one five (5) year term at the option of Grayson County. This contract may be extended during the term of the existing contract for services allowed to complete any work undertaken but not completed during the original term of the contract.

#### **3.4.7.6 Definitions**

- *COUNTY*: Wherever the word "County" appears, it shall be understood to mean Grayson County, Virginia as represented by the Grayson County Board of Supervisors.
- *VENDOR*: A person or firm who makes an offer in response to this RFP.
- *CONTRACTOR*: A person or firm who enters into a contract with Grayson County to provide the services described herein.



**EXHIBIT 1B      Cover for Questions**

***QUESTION FORM***

**Grayson County Broadband RFP**

**To:** William L. Shepley, Grayson County Administrator

**E-Mail:** losborne@graysoncountyva.gov

CC: wshepley@graysoncountyva.gov

**From:**

**Contact Name** \_\_\_\_\_

**Vendor Name** \_\_\_\_\_

**E-Mail** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Reference to:**

**Page** \_\_\_\_\_      **Section:** \_\_\_\_\_      **Exhibit** \_\_\_\_\_

**Question(s):**

# EXHIBIT 1C      Statement of Work

## ***1B-1: Proposal — System Deliverables and Submittals***

### ***1B-1.1 General***

- A. The Vendor will be required to propose a partnering agreement.
- B. The Vendor will provide a detailed description of the proposed system and services to be provided.
- C, D, E & F are only required for the detailed design (Phase 2 of procurement) and not initial proposal:**
- C. Vendors are required to provide:
  - 1. Maps showing proposed locations for equipment — which vertical assets (existing and proposed) and any relevant engineering drawings.
  - 2. Predicted RF propagation maps showing coverage and anticipated signal strength (broadband speeds in coverage locations).
  - 3. Proposed methods to address limited coverage areas.
- D. Vendor shall submit an Acceptance Test Plan outlining test to be performed with demonstrated proof of performance and final system acceptance by the County including:
  - 1. Field test reports
  - 2. Coverage testing reports
- E. The Vendor will provide a phased project plan outlining the tasks performed by the Vendor to provide the services in this RFP. This plan should include, at a minimum:
  - 1. Physical site assessment for the site(s)
  - 2. Timeframe to perform installation and commission of equipment.
  - 3. Permitting activities.
  - 4. Antenna and line installation.
- F. During the Deployment Phase the selected Vendor will attend a **monthly** deployment meeting and provide **monthly** status reports of the progress of the deployment.
- G. The Vendor must describe the roles, responsibilities and resources required of the County including required public funding per phase.
  - Identify any local, state or federal resources that the Vendor contemplates requesting for the project. Describe the total commitment, if any, expected from governmental sources and the timing of any anticipated commitment.

### ***1B-1.2 Operational Deliverables and Submittals***

- A. Provide Service Level Agreements for subscribers for the County's review.

- B. Vendor will be required to provide operations and maintenance of site equipment.
- C. Vendor will be required to provide tiered severity level response times for subscriber service and outages.
- D. Vendor will be required to provide billing and accounting systems for subscribers.
- E. Vendor will be required to provide all sales and marketing of proposed service. The County may assist in marketing by providing marketing information in direct mailings to citizens and/or provide minimal information with contacts on the County's website.

### ***1B-2: General Vendor Information***

Please provide the following information:

1. Name of company
2. Length of time in business
3. Length of time in business providing proposed services
4. Gross revenue for the prior fiscal year (in US dollars)
5. Estimated percentage of gross revenue generated by proposed services
6. Total number of current customers
7. Number of public sector customers
8. Number of full-time personnel available to perform the work expeditiously
9. Proof of Vendor being registered and licensed in the Commonwealth of Virginia to design, provide and maintain a broadband network
10. Where is the Vendor's headquarters located?
11. Where does the Vendor have field offices located?
12. Which office would serve this County?

13. If the Vendor has had a contract terminated for default during the past 5 years, all such incidents must be described.

### **1B-3: Service Schedules and Cost of Services**

1. Do you offer month to month or minimum contract term for data service?
2. Cost to the customer for: Broadband access full time plan(s)
3. Cost to the customer for: Shipping, normal for placed orders
4. Cost to the customer for: Overnight or expedite shipping
5. Cost to the customer for: Broadband customer premise equipment /Modem device
6. Cost to the customer for: Installation at customer premise
7. Cost to the customer to cancel service: after one month, 1 year, 2 years
8. Cost to the customer for activation/implementation
9. Do you support direct customer service & vendor relations without 3rd party involvement?
10. What are your typical customer service response times?
11. Do you guarantee a particular response time to your customers?
12. Proposed monthly tower rent commencing after the **5th** year?
13. Proposed yearly tower rent escalator after **5th** year (in percentage)?

# EXHIBIT 1D Trade Secrets/Proprietary Information Form

**IF NO PROTECTION IS NEEDED STATE "N/A" ON THE TABLE BELOW AND SIGN**

Trade secrets or proprietary information submitted by any Proposer/Vendor in connection with a procurement transaction shall not be subject to public disclosure under the Virginia Freedom of Information Act, however, the Proposer/Vendor must invoke the protection of §2.2-4342(F) of the Code of Virginia, in writing, prior to or upon submission of the data or other materials, and must clearly and specifically identify the data or other materials to be protected, and state the reasons why protection is necessary. The proprietary or trade secret material submitted must be identified by the Proposer/Vendor on the table below. If the Proposer/Vendor fails to identify any protected information on the table below, the Proposer/Vendor by return of this form, hereby releases the County and all of its employees from any and all claims, damages, demands or liabilities associated with the County's release of such information, and agrees to indemnify it for all costs, expenses and attorney's fees incurred by the County as a result of any claims made by Proposer/Vendor regarding the release of such information. By submitting its bid or proposal, Proposer/Vendor understands and agrees that any language seeking protection from public disclosure, any specific documents or information, unless identified on the table below, are null and void and of no legal or binding effect on the Proposer/Vendor. The classification of line item prices, and/or total bid prices as proprietary or trade secrets is not acceptable. If, after being given reasonable time, the Proposer/Vendor refuses to withdraw such a classification designation, the bid/proposal will be rejected.

SECTION / TITLE	PAGE NUMBER(S)	REASON(S) FOR WITHHOLDING FROM DISCLOSURE

**COMPANY NAME:**

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**SIGNATURE**

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