

Request for Proposal (RFP)

FIBER TO THE PREMISE INTERNET SERVICE AND NETWORK OPERATOR PROVIDER

Old Town - Orono Fiber Corporation

2020

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1. Introduction

The Old Town - Orono Fiber Corporation (OTO Fiber) seeks proposals from qualified respondents to operate and provide internet service over a fiber optic network in the communities of Orono and Old Town as discussed below. Respondents shall include their approach and cost proposal for operating the fiber optic network described in Section 4 and Attachment A, and providing internet service to the end user. It is expected the selected respondent will operate independently and be responsible for network operations, provisioning, maintenance, and materials purchasing. A full enumeration of the responsibilities is contained herein.

2. Background

2.1. About the Network

OTO Fiber network was built to improve the access to ultra-high speed broadband for businesses and residents of Old Town and Orono. A “dark fiber” network was constructed in the fall of 2019. OTO Fiber’s service area is bounded by the municipal boundaries of the City of Old Town and Town of Orono. This pilot project has been successfully funded through a combination of a Northern Border Regional Commission grant and Municipal funding.

2.2. General Overview

Old Town - Orono Fiber (OTO Fiber) is a non-profit 501(c)(3) corporation formed with three members, the City of Old Town, Town of Orono and the University of Maine System. OTO Fiber has built a pilot Fiber to the Premises (FTTP) network with plans to build more if the pilot project is determined to be successful. The current FTTP Network consists of approximately six (6) road miles of aerial fiber optic cable that passes approximately 400 premises (homes, churches, government offices, and businesses). While drop cables to the premises have not been installed, OTO Fiber will pay for and own the drops. We are seeking a single provider as the Internet Service Provider (ISP) and Network Operator (NO).

2.2.1. Network Operator (NO) Responsibilities

The Network Operator (NO) has the responsibility for operation and management of the physical infrastructure through a Network Operations Center (“NOC”), including:

- Monitoring of network devices and electronics
- Traffic optimization
- Providing IP connectivity to a national/international Internet Provider(s)
- Field dispatch
- Performance monitoring
- Subscriber usage data collection
- Problem troubleshooting
- Storage of spare material (material purchased by OTO Fiber)
- Quarterly spares inventory review and recommended replenishment
- Coordinating physical plant repair, including maintenance and emergency repair
- Coordinating drop installation, including installation of Optical Network Terminals (ONTs)

2.2.2. Internet Service Provider (ISP) Responsibilities

The Internet Service Provider (ISP) has responsibility for all retail functions for broadband internet and telephone services, including:

- Subscriber bill generation and disbursement
- Collection and processing of subscriber payments
- Handling subscriber service and technical support communications
- Oversight of necessary contractual obligations with subscribers
- Payment of operating and maintenance costs
- Developing and implementing account acquisition plans
- Creating and initiating (in collaboration with each community) an educational campaign specifically targeting digital literacy
- Actively marketing to and attracting new customers to use the services provided
- Actively monitoring existing and emerging technologies and integrating these technologies into the OTO Fiber Network

2.2.3. Financial Relationship

OTO Fiber and the ISP/NO will enter a cooperative relationship to develop and operate the network. The ISP/NO will be responsible for collecting all customer revenues and compensate OTO Fiber for use of the dark fiber infrastructure. Responses to this RFP should include a proposal on how OTO Fiber will be compensated including structure, magnitude, and scaling.

3. General Information

3.1. RFP Contact Information

All questions and comments should be directed, via email, to Belle Ryder, President, OTO Fiber, at bryder@otofiber.com. Responses should be mailed or delivered to:

Belle Ryder
Town of Orono/OTO Fiber
59 Main Street
Orono, ME 04473

3.2. Notification of Intent to Respond

OTO Fiber requests that prospective bidders who intend to respond notify OTO Fiber by the date noted in Section 3.5 of this RFP. Notifications should be sent via email to Belle Ryder at bryder@otofiber.com. Upon receipt of the notification, prospective bidders will be provided with the as-built documentation of the existing network.

3.3. Questions and Inquiries

An optional pre-bid conference call will be held on the date noted. All prospective bidders who have notified OTO Fiber of their intent to respond will be provided details on how to participate no later than three (3) days before the conference call. Please note that the mandatory deadline for notification of intent to respond is after the pre-bid conference. To accommodate bidders who have not yet responded, participation details will

also be posted on OTOFiber.com no later than three (3) days before the conference call.

Prospective respondents should email questions to the designated contact by the dates noted in the table below. Responses to questions that involve a change or interpretation to the RFP will be issued in writing and emailed to all parties that have expressed an intent to respond to the RFP. Only written responses to questions will be considered binding. If any changes are made to this RFP, e-mail notification will be provided to all bidders who have notified OTO Fiber of their intent to bid.

Materials submitted in response to this request become the property of the OTO Fiber and may become a part of any resulting contract. Respondents agree that they will bear all costs associated with responding to this RFP.

3.4. Response Delivery

Please mail nine (9) hard copies and one (1) digital copy of the complete response, including all relevant attachments, to the designated contact in Section 3.1.

3.5. Schedule

Event	Date
RFP Released	December 08, 2020
Pre-Bid Meeting via Zoom at 2:00 PM (Optional)	December 16, 2020
Questions due at 5 PM EST	December 23, 2020
Notification of Intent to Respond (Mandatory)	December 30, 2020
Responses to Question Posted on OTOFiber.com	December 30, 2020
RFP Responses due by 2 PM EST	January 22, 2021
Finalist Named (Expected)	February 05, 2021
Award Announced (Expected)	March 01, 2021

3.6. Evaluation Process

OTO Fiber hereby reserves the right to reject any or all Proposals, or to accept any Proposal that in the opinion of OTO Fiber may be in its best interest. Responses to this RFP will be confidential at least until the time a contract is signed. OTO Fiber shall evaluate each Proposal that is properly submitted. OTO Fiber may request subsequent interviews with a Proposer for further clarification of a Proposal. After review of all Proposals, OTO Fiber will select a finalist to conduct in-person interviews, undertake due diligence, and discuss negotiation of definitive agreements. These interviews, due diligence, and discussion will result in selection of the NO/ISP and final negotiations.

3.7. Evaluation Criteria

OTO Fiber seeks firms that:

- Can meet the project's timeline.
- Can demonstrate past performance and experience on similarly sized fiber operations.
- Are flexible and can efficiently work around the kinds of issues that often arise in new projects.
- Are stable and well-capitalized enough to undertake the initial deployment prior to positive cash-flow.

Respondents shall describe in their responses to this RFP their project understanding and approach, experience operating similar networks, customer service experience and philosophy, maintenance experience and philosophy, financial proposal consisting of cost to the customer and revenue return to OTO Fiber, and financial wherewithal to provide the service proposed. For bids consisting of teams of firms, one firm should identify itself as the Principal. The Principal shall be responsible for the scope of work detailed in this RFP, insurance, and bonding.

Respondents that address the entire RFP will be evaluated by the evaluation criteria in the below table:

Item	Points Possible
Project Understanding and Approach	25
Experience With Similar Networks	20
Customer Service Experience and Philosophy	15
Maintenance Experience and Philosophy	15
Financial Proposal	20
Financial Wherewithal *	5
Total	100

*Submission of a proposal indicates your willingness to submit required financial documentation if selected as the successful proposal.

- **Project Understanding and Approach.** OTO Fiber seeks to partner with a company that understands the goals for the project. Respondents should demonstrate their understanding of the project and its goals and provide a project plan in sufficient detail to provide a high degree of confidence they will successfully operate the network as scoped, scheduled, and budgeted.
 - Method of Points Award
 - Proposed project schedule that conforms with the RFP requirements: 0-10 points
 - Clearly articulated plan, including all sales, marketing and customer provisioning plans: 0-15 points

- **Experience With Similar Networks.** The ideal respondent will have at least five years of experience successfully deploying municipal-scale or similar fiber optic networks on time and on budget. Respondents should demonstrate ability to provide sufficient manpower and equipment rapidly enough to achieve the project’s operational objectives.
 - Method of Points Award
 - Experience with similar networks: 0-20 points

- **Customer Service Experience and Philosophy.** OTO Fiber is a non-profit organization, formed for the express purpose of providing ultra-high-speed broadband services to residents of Orono and Old Town. As such, the expectation is that the customer experience on the OTO Fiber network will be superlative. Respondents should demonstrate their ability and expertise in providing an excellent service to their customers as well as detail their approach to resolving customer issues.
 - Method of Points Award
 - Customer service experience and philosophy: 0-15 points

- **Maintenance Experience and Philosophy.** OTO Fiber understands that even newly constructed networks will need maintenance. Respondents should demonstrate their experience with maintaining networks of a similar size and discuss their philosophy around preventative vs. corrective maintenance.
 - Method of Points Award
 - Maintenance Experience and Philosophy: 0-15 points

- **Financial Proposal.** OTO Fiber understands there are existing providers and various levels of pricing and download/upload speeds. Respondents will be evaluated on their ability to provide symmetrical internet with a pricing at or below what a potential customer on the OTO Fiber Network is currently paying.
 - Method of Points Award
 - Financial Proposal: 0-20 points

- **Financial Wherewithal & Stability.** OTO Fiber understands the ability to take the existing “dark” fiber infrastructure to a completely functioning and accessible network takes access to financial capital and/or access to capital and the ability to operate prior to any income generation. Respondents should provide evidence of their financial ability to undertake the project but are not required to provide financial statements at this stage. The final candidate will be asked to provide the past three years of financial statements including, but not limited to, income statements, balance sheets and cash flow will determine financial wherewithal and stability.

- Method of Points Award
 - Financial Wherewithal & Stability: 0-5 points

3.8. Contract Length

The ISP/NO potential contract with OTO Fiber will last three (3), with up to three 1-year extensions with terms agreed to by both parties, depending on final agreement. The ISP/NO shall provide that subscriber contracts end without penalty if the contract between OTO Fiber and the ISP/NO is not renewed. In the event of termination of the ISP/NO contract with OTO Fiber, the ISP/NO shall provide full support and cooperation with the process and requirements of effecting a smooth transition to the incoming ISP/NO.

3.9. Proposal Format

Proposals should be submitted consistent with the format outlined in Appendix B.

3.10. Disqualification of Proposers

More than one Proposal for the same work from an individual, or a firm, partnership, corporation or an association under the same or different names will not be considered. Reasonable grounds for believing that any Proposer has interest in more than one Proposal for the contract may be cause for disqualification of that Proposer and the rejection of all Proposals in which that Proposer is interested.

The following, without limitation, are additional causes that may be considered as sufficient for the disqualification of a Proposer and the rejection of their Proposal:

- Evidence of Collusion among Proposers;
- Poor performance in the execution of work under a previous contract or contracts;
- Failure to achieve reasonable progress on an existing contract;
- Default on previous contracts or failure to execute contract documents after award.

4. Operational Expectations and Requirements

4.1. Customer Service Responsibilities

4.1.1. Sales

The ISP/NO will be responsible for all sales of broadband internet and telephone services to subscribers on the network. The ISP/NO shall make full efforts to sell internet and optional services on the FTTP network. It should be noted that residents of Old Town and Orono are not required to purchase services on the FTTP network.

4.1.2. Marketing

All marketing material must be approved by OTO Fiber before it becomes public. A marketing plan, including digital literacy and inclusion outreach, is part of the submission requirements for this RFP.

4.1.3. Branding

OTO Fiber expects the successful ISP/NO to market and co-brand the service as “OTO Fiber powered by (successful company)”. We are open to alternative wording but co-branding is required.

4.1.4. Customer Pricing Transparency

Pricing information for standard service tiers and bundles will be made available to the general public on the Company’s web site without the requirement to provide contact or any other information.

4.1.5. Billing, Collections & Payments

The ISP/NO shall handle all retail billing and collections for the FTTP network from subscribers, and ensure proper billing and service. Flexible methods of monthly billing and payment should be offered at no cost to subscribers. Subscriber choice of method should not result in additional charges.

Billing methods to include:

- Monthly paper statements sent by US Postal Mail; and/or

- Monthly statements sent by electronic means, (i.e. email, text message, etc.) approved by each customer.

Payment methods to include:

- Payments accepted by US Postal Mail
- Automatic billing to subscriber's credit or debit card
- Automatic checking account drafting
- Telephone-based payment of bill using credit card, debit card, or checking account drafting.

4.1.6. Billing and Subscriber Contracts

The ISP/NO shall have a secure web portal for subscribers to login and view their billing history, add or delete services, report technical issues, and register complaints.

- All contracts for retail services shall be between the ISP/NO and subscribers. OTO Fiber neither guarantees nor mediates on behalf of either party with respect to contracts. The ISP/NO must perform its own credit checks, as needed, before signing up subscribers. The ISP/NO must bear all risk of subscriber payment default.
- The ISP/NO shall provide clearly defined service level agreements as part of subscriber contracts, covering every aspect of subscriber service, usage, and billing, including an acceptable use policy.
- The ISP/NO shall provide subscribers the option of paper and/or electronic bills, as described in section 4.1.5, above.
- The contract between OTO Fiber and the ISP/NO regarding the revenue stream between the two will not in any way be a substitute for contracts between the ISP/NO and subscribers.

4.1.7. Net Neutrality

The ISP/NO shall demonstrate understanding and commitment to abiding by the provisions in Maine revised statutes Sec. 1. 35-A MRSA c. 94 - BROADBAND INTERNET ACCESS SERVICE CUSTOMER PRIVACY and Sec. 1. 5 MRSA c. 143 §1541-B -NET NEUTRALITY and shall assure all regulatory agency compliance.

4.1.8. Broadband Internet Service

The ISP/NO will provide each residence and/or business an ONT with the ONT being powered by a UPS if voice services are provisioned. The ONT will become the property of OTO Fiber at the termination of the full contract term. The ISP/NO shall have capability to provide virtual local area network (VLAN) per subscriber or equivalent protections for the separation of subscribers' traffic from inappropriate interception.

4.1.9. IP Address and Domain Name Service

The ISP/NO shall have the capacity to provide subscribers with dynamic addressing by default, and a permanent static IP address if requested by the subscriber. The ISP/NO shall have the ability to manage DNS in such a way that all assigned IP addresses have fully consistent forward and reverse lookups.

4.1.10. Telephone Service

Telephone service may be offered to internet subscribers as an option. VOIP telephone service shall include capacity to provide 'plain old telephone' connectivity utilizing subscriber's built-in connections for premise copper wire connections and retention of existing telephone numbers. If an additional VOIP analog to digital converter box will be required, please provide a description, including cost. The ISP/NO shall have the ability to manage routing of telephone calls throughout the public switched telephone network (PSTN) and interconnection points of the PSTN with the Internet Protocol (IP) realm.

4.1.11. Additional Services

With the approval of OTO Fiber, the ISP/NO may offer broadband-related services beyond Internet and telephone at additional cost to subscribers, subject to assurances to OTO Fiber that such other services are within the capacity of the network design and operation. For example, OTO Fiber would find an optional WiFi service offering to be an acceptable add-on service. Subscribers will be provided a means to OPT-OUT of all solicitations if desired.

4.1.12. Subscriber Support Services

The ISP/NO will provide subscriber support services via multiple contact points, including trouble reporting by phone (toll-free, one-call) and/or email. OTO Fiber, with guidance from its ISP/NO and technical advisors, will track subscriber satisfaction and network performance, using items such as number of help desk tickets, response times, and other reports provided by the ISP/NO. The ISP/NO shall provide education and support to assist subscribers switching from existing DSL, satellite or other broadband services.

4.1.13. Premise Installations

The ISP/NO may undertake interior premise installations beyond the ONT, under contract between the ISP/NO and the subscriber. The ISP/NO may sell or lease equipment to the subscriber beyond the ONT and shall provide appropriate technical support to users. Any service or equipment provided other than that necessary for internet and phone connection must be approved by OTO Fiber.

4.1.14. Network Operations & Capacity

The ISP/NO will be responsible for 24/7/365 network monitoring. Troubleshooting and technical support also shall be provided 24/7/365. The ISP/NO shall have sufficient upstream bandwidth and peering arrangements to handle the load of the OTO Fiber network, including telephone service. The ISP/NO's overall upstream/peering capacity shall be 2 Gbps symmetrical (or greater) to start with such capacity being increased as utilization reaches 50% on any individual link. Note: The Northern New England Internet Exchange ([NNENIX](#)) has a point of presence in Neville Hall on UMaine campus in Orono.

4.1.15. Maintenance & Repairs

The ISP/NO will be required to provide timely and efficient customer maintenance and repair services. The ability to meet customer maintenance requests should be reliable, available and consistent over the duration of the contract. It is expected that a customer maintenance request as a result of total loss of connectivity be addressed within 24 hours. The costs associated

with customer maintenance and repairs will be the responsibility of the ISP/NO and will not be passed onto the customer or to OTO Fiber.

4.2. Retail Services Offered

The ISP/NO will be expected to offer a broadband service that is meaningfully different from current market offerings. This means higher speeds and symmetrical service for both residential and commercial customers at competitive rates. Tiered pricing for different services is acceptable and OTO Fiber encourages the respondent to consider different options for residential, commercial, and multi-dwelling-units (MDUs).

In addition to the required broadband service, the ISP/NO is encouraged to offer optional services such as voice services, WiFi, or linear television service.

4.3. Wholesale Service

The ISP/NO will make its services offered on OTO Fiber's network available on a wholesale basis to third party service providers.

4.4. Maintenance and Service

4.4.1. Unplanned Outages

The ISP/NO shall propose targets for allowable number and extent of Service Outages as defined by the FCC in [CFR Title 47 Chapter I §4.5 \(a\)](#) and a financial penalty structure in the event the allowable number or extent of outages is exceeded in a calendar year. Outages in internet service and telephone shall be explicitly covered. Planned maintenance and outages due to equipment, software, and services not owned, provided, or managed under contract with OTO Fiber by the ISP/NO to serve OTO Fiber subscribers shall not be included.

4.4.2. Planned Maintenance

Routine network maintenance as well as the repair or replacement of failed network equipment will be the sole responsibility of the ISP/NO. Both planned

and unplanned repair of the fiber plant will be coordinated by the ISP/NO with related costs covered by OTO Fiber.

4.4.3. Customer Equipment

The ISP/NO will be responsible for replacing or repairing failed customer equipment in a timely manner.

4.5. Financial Proposal

4.5.1. Customer Pricing

4.5.1.1. Residential

For the purposes of this RFP a residential customer is a dwelling used only for private, primary, permanent residential purposes, where no business or commercial activity of any nature shall be conducted, unless in accordance with rules and regulations and applicable law of a home-based business.

4.5.1.2. Commercial

For the purposes of this RFP a commercial customer shall mean a business which operates in an area within the network that is classified for assessment and/or zoning purposes as commercial or industrial, unless the main purpose of the building is residential (see 4.5.1.3).

4.5.1.3. Multiple Dwelling Units (MDU)

For the purposes of this RFP a multiple unit dwelling is defined as a dwelling with three or more separate units. Each unit of a MDU will be treated as a distinct customer and required to have a service agreement/account with the ISP/NO unless the owner of the MDU contracts with the ISP/NO to provide service for the entire building. The ISP/NO is encouraged to provide a rate structure for MDU owners that balances a fair price to the owner with revenue to both the ISP/NO and OTO Fiber. Both Orono and Old Town have numerous MDU properties and expect landlord uptake to be a driver in network take rate.

4.5.1.4. Wholesale

Wholesale pricing should be non-discriminatory and published on the ISP/NO's website.

4.5.2. Revenue Return Proposal

Included in the response will be a proposal for the compensation paid to OTO Fiber for use of its fiber infrastructure and any and all equipment owned by OTO Fiber. OTO Fiber is open to a fee per customer, percent of revenue, or other proposal put forth by the respondent. The proposal should reflect the division of responsibility between the ISP/NO and OTO Fiber (i.e., OTO Fiber pays for physical network construction and repairs, ISP/NO pays for initial equipment, failure replacement, and customer service).

4.6. Reporting Responsibilities

4.6.1. Maintenance

Maintenance details performed by the NO shall be submitted on a monthly basis for review by OTO Fiber. The ISP/NO shall maintain backup configurations of all network elements and provide such information to OTO Fiber on a monthly basis or as otherwise agreed, in a format approved by OTO Fiber.

4.6.2. Performance Reports

The ISP/NO will be required to submit quarterly performance reports to OTO Fiber concerning the financial and operational performance of the network. Key Metrics would include, but not be limited to, the following:

- Number of total subscribers, acquired customers by month, customers lost;
- Subscriber complaints, categorized by type of complaint ;
- Service tickets: outstanding, closed, total, average daily new tickets;
- Network outages, stratified by repair time (1hr, 4hrs, etc) and by location;

- Number of customer-initiated contacts required to resolve a single issue;
- MTTR (Mean Time to Resolution) by issue category;
- Fulfillment percentages;
- Provisioning intervals;
- Bill accuracy & timeliness;
- Network Congestion.

As part of the RFP process, the Company should propose sample Service Level Agreements and Key Performance Indicator/Indices (SLAs and KPIs) against which the ISP/NO would be measured.

4.6.3. Subscriber Information

The ISP/NO shall maintain subscriber usage information available to OTO Fiber. This information will be the property of OTO Fiber to allow identification of system capacity issues. The ISP/NO will not have any right to sell or otherwise benefit from any such information. The ISP/NO will have the right to use subscriber information for service, billing, and collections purposes.

5. Company Qualifications

5.1. Company Experience

The respondent shall identify at least one (1) project where they are currently providing or have within the last three (3) years provided internet services. A brief description of the services and a point-of-contact and the telephone number of the network owner must be provided.

The respondent shall unambiguously specify if it intends to use any third party contractors in providing any services covered under this RFP. ISP/NO selection of third party contractors is subject to approval by OTO Fiber.

The respondent shall have all required permits and licenses from federal, state and local authorities to provide retail network telecommunications services in the State of Maine.

5.2. Documentation of Prior and Concurrent Commercial or Residential Internet and Telephone Projects

The respondent shall include client contact information for all commercial or residential ISP/NO projects engaged with currently or in the last five (5) years.

5.3. Financial Stability

The successful RFP respondent will be required to submit for review, prior to executing a contract, documents demonstrating financial stability over the previous three years, including annual income statements, balance sheets, and statements of cash flow. A successful respondent's ability to financially operate the establishment of the network prior to any revenue generation is important to a successful launch of this service.

5.4. Technical Expertise

The respondent shall employ professionals who are experienced in managing an ISP/NO and in providing customer support in an internet and telephone environment. Documentation or statements concerning their qualifications and certification shall be provided.

The respondent shall employ professionals who have experience in marketing and selling FTTP services to rural audiences unless they are only proposing to be the Network Operator. Documentation or statements concerning their qualifications shall be included in the RFP.

6. Indemnification

To the fullest extent permitted by law, the ISP/NO shall indemnify, defend (with OTO Fiber counsel), and hold harmless OTO Fiber, the Town of Orono, the City of Old Town, and the University of Maine System their officers, agents, and representatives, from and against all claims, damages, losses and expenses, including but not limited to court costs and attorneys' and experts' fees, arising out of or resulting from the performance of the contract that results from this RFP. The provisions of this Article are intended to survive any termination of the Contract that results from this RFP.

Appendix A - System Specifications

[As-Built map will be provided to bidders that file a Notification of Intent.]

Fiber Plant

The fiber plant is primarily an aerial system attached in the communication space of existing utility poles based on Corning's pre-connectorized OptiSheath products. The system is expected to use GPON technology, with splitters mostly located centrally at the Fiber Concentration Points (FCPs) in Orono and Old Town and/or at the service entrance of MDUs.

Fiber Concentration Points

The two FCPs only have convenience power available and as such will need investment in appropriate power systems and HVAC in order to support the installation of active electronics. It is expected that the ISP/NO will install their network electronics either in their own point of presence or a Consolidated Central Office. As a third option, OTO Fiber has secured rack space in Neville Hall on UMaine campus in which the ISP/NO may install their network equipment. A 48 strand fiber optic riser cable has been installed from each FCP to a nearby FirstLight splice case. From there the ISP/NO may lease fiber from FirstLight to whichever location houses their network electronics.

Customer Premises

The existing fiber plant passes 363 parcels, 219 in Old Town and 144 in Orono. To facilitate timely installation of service drops, pre-terminated OptiTap connectors are used to break out the fiber at the distribution splice cases or Fiber Access Terminals. Drop cables and NID enclosures have not been installed. While OTO Fiber will provide the funding for and retain the ownership of the drop cables and Network interface Device (NID) enclosures, it is the ISP/NO's responsibility to coordinate the installation of drop cables and NID enclosures with their own installation of an ONT or other such equipment required to deliver their service as new subscribers are turned up.

Planned Expansion

OTO Fiber has secured funding to build out to additional neighborhoods passing an additional 229 parcels in Orono. Make Ready work and licensing has been completed and it is anticipated that construction will begin late winter, early spring 2021.

In addition OTO Fiber has licensed and completed Make Ready in additional neighborhoods in Old Town passing an additional 348 parcels. Currently there is no timeframe for the construction of the fiber plant in these neighborhoods, however a revolving loan fund has been established to fund additional drops in those neighborhoods.

Appendix B - Proposal Format

Proposals should respond to the expectations outlined in the RFP and should be addressed in the following order.

1. Cover Letter on company letterhead
2. Project Understanding and Approach
3. Operational Expectations & Requirements
 - a. Customer Service Responsibilities
 - b. Maintenance & Service
 - c. Financial Proposal
 - d. Reporting Responsibilities
4. Company Qualifications
 - a. Company experience
 - b. Prior experience on similar projects
 - c. Financial Stability
 - d. Technical expertise/qualifications
5. Additional Attachments as necessary