**Harriman Utility Board (HUB), Roane County, TN**

**Request for Proposals (RFP) for Voice Services**

**Project Summary:**

Harriman Utility Board (HUB), in partnership with Entrust Solutions Group, is currently engaged in a broadband fiber construction project with electric grid modernization capabilities. This fiber network will pass all 7,317 electric customers of HUB with availability for connection. With an estimated 40% take rate, the projection is that approximately 2,927 broadband service installs will be needed to onboard initial customers receiving the service. Voice services will be included as part of the broadband offering for both residential and business subscribers. HUB and Entrust will utilize a Request for Proposal (RFP) process to select a Voice Services Supplier for this project.

**Project Timeline Key Points:**

* Mainline Fiber Construction Start Date: June 2025
* First Network facility Commissioned: September 2025
* First Home Install Broadband Connectivity Test: September 2025
* VOIP RFP Awarded: October 2025
* VOIP Service Onboarding: November 2025
* First Home Install VOIP Test: TBD based on implementation timeline

**Bid Registration and Q&A Portal:**

Interested bidders are encouraged to register for the bid by filling out an Intent to Bid (ITB) form. This registration will enable bidders to be invited to the Q&A portal as well as to receive any additional email instructions and correspondence during the RFP process. Wednesday, August 27, 2025, is the first day the form will be available to register. The Intent to Bid form and all RFP package documents will be made available for download at https://hub-tn.com/bids/. The RFP package documents will provide a more detailed timeline for the RFP process as well as the fiber project.

**Submission Requirements:**

Proposals should include:

* Response to provided workbook including:
  + Detailed Voice Services Pricing
  + Client References

**Sealed Bid Public Open Deadline:**

Bids for this RFP will be read publicly at the HUB Headquarters facility. Registered bidders will be invited to attend this Sealed Bid Public Open at the headquarters facility or by call bridge. Sealed bid packages containing physical copies of the bid documents must be submitted in time to be properly routed to the RFP facilitator by hand ahead of the public opening. All successful candidates in the running for this bid award must submit a sealed envelope in this fashion.

**Sealed Bid Public Open:** Tuesday, September 23, 2025 @ 4:00 PM EST