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**Harriman Utility Board Fiber Construction Project**

***Voice Services RFP***

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# Project Overview

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.

# RFP Terminology:

|  |  |
| --- | --- |
| **RFP Terminology** | |
| Harriman Utility Board | Harriman Utility Board is the project sponsor. They may also be referred to as "HUB" or The Client. |
| Entrust / EN Communications / Consultant | Entrust is the project consultant for HUB and may also be referred to as the Consultant. |
| Voice Supplier / Bidder | The Contractor or Bidder refers to a service provider responding to this RFP. |

# RFP Package Documents

This RFP package is comprised of the following documents:

|  |  |
| --- | --- |
| HUB VOIP RFP Instructions.docx | This document), which contains a project schedule summary, RFP schedule summary, and instructions to successfully submit bid response packages. |
| HUB VOIP RFP Workbook.xlsx | The workbook provides detailed project requirements. It is also the primary document for the bidder to respond to the necessary business, legal, and pricing inquires. |
| Iran Divestment Affidavit.docx | This affidavit is a Tennessee state requirement for Suppliers. |
| Non-Boycott of Israel Certification.pdf | This affidavit is a Tennessee state requirement for Suppliers. |
| Non-Collusion Affidavit of Prime Bidder.docx | This affidavit is a Tennessee state requirement for Suppliers. |

# Bid Package Contents Checklist

The bid package submitted for consideration should contain the following documentation in the order listed. ***Any required items that are missing may result in disqualification.***

|  |  |  |
| --- | --- | --- |
| **Count** | **Item** | **Requirement** |
| 1 | HUB VOIP RFP Workbook.xlsx  Printout of all tabs of the workbook including responses to all questions, bid pricing, and signed authorization. | Required |
| 2 | Drug Free Workplace Affidavit  Printed and signed. | Required |
| 3 | Iran Divestment Affidavit.doc  Printed and signed. | Required |
| 4 | Non-Boycott of Israel Certification.pdf  Printed and signed. | Required |
| 5 | Non-Collusion Affidavit of Prime Bidder.docx  Printed and signed. | Required |
| 6 | Certified Device List | Optional |
| 7 | Feature Matrix | Optional |
| 8 | Additional documents introducing company, brand, value proposition, etc. | Optional |

# Bid Package Submission Instructions

Please note, the bid package submission process requires two steps in the sequence listed below. Failure to follow the first step or the proper sequence will result in immediate disqualification from the bid.

**Step 1 – Physical delivery of sealed envelope bid package for public open**

This RFP process will require a sealed bid open of physical documents. Sealed bid packages must be delivered to the client ***before the scheduled public opening*** by one of the methods documented below.

*\* For all physical delivery options listed below, please ensure the sealed envelope clearly indicates the RFP Name and Bid Company Name.*

**Bid Package Private Carrier Mailing Instructions**

Private carriers (UPS, FedEx, etc.) deliver directly to the HUB main office location.

Ship to:

Harriman Utility Board

c/o Randy Cantrell – HUB VOIP RFP – [Insert Company Name]”

200 N. Roane St

Harriman, TN 37748

**Bid Package USPS Mailing Instructions**

USPS packages are delivered to a PO box and ***must arrive 48 business hours before the Sealed Bid Public Open to be included in the Sealed Bid Public Open.***

Ship to:

Harriman Utility Board

c/o Randy Cantrell – HUB VOIP RFP – [Insert Company Name]”

PO Box 434

Harriman, TN 37748

**Bid Package Hand Delivery Instructions**

Hand delivery of packages to the main office cashiers is allowed.

Deliver to:

Harriman Utility Board

c/o Randy Cantrell – HUB VOIP RFP – [Insert Company Name]”

200 N. Roane St

Harriman, TN 37748

**Step 2 - Bid Package Electronic Submission Instructions**

Electronic packages should be transmitted after the Public Open within 24 hours. ***Electronic package submissions transmitted before the Sealed Bid Public Open will disqualify the bidder.***

Email instructions are as follows:

1. Attach RFP package items to email and send to:
   1. [randy.cantrell@entrustsol.com](mailto:randy.cantrell@entrustsol.com)
   2. [ashley.hawkins@entrustsol.com](mailto:ashley.hawkins@entrustsol.com)
2. Subject line should read: “HUB VOIP RFP – [Insert Company Name]”

# Bid Submission Terms & Conditions

* Submit only 1 bid per envelope.
* Sealed Envelopes received after the public open may be disqualified.
* Bids that do not include all the required content listed above may be disqualified.
* Submitting the electronic copy before public opening may result in disqualification.
* Failure to mark the bid company name clearly on the envelope may result in disqualification.

The Client reserves the right to reject any and all proposals, to waive any irregularities in the proposal, to make the award to more than one bidder, to accept any part or all of the proposal, or to accept the proposal which is in the best interest of the Client.

# Sealed Bid Opening

The sealed bid opening will be conducted by the Client at their main office facilities at the address below. Bidders are welcome to attend the bid opening by arriving onsite at least 15 minutes before the scheduled opening and requesting to be escorted to the RFP meeting room. A conference call will be established and emailed out to registered bidders to attend the opening remotely.

Sealed Bid Opening Meeting Location:

Harriman Utility Board

200 N. Roane St

Harriman, TN 37748

# RFP Timeline

The RFP timeline is shown in the table below:

|  |  |  |
| --- | --- | --- |
| **EVENT** | **DUE DATE (All Times EST)** | **COMMENTS** |
| Intent to Bid Form Available  RFP Documents Published | August 27 | ITB form will be available to register for the Q/A Portal & email correspondence. RFP documents will be made available for download to all registered bidders by COB. |
| Pre-Bid Call Bridge Info | September 3 | Call bridge information for the Pre-Bid Conference call will be provided to all registered bidders by COB. |
| Pre-Bid Conference Call  Q/A Portal Opened | September 4  10:30 AM | Pre-Bid kick off meeting will be hosted online by the Client. First bidder questions may be submitted via the portal. |
| Q/A Portal Closed | September 16 | The portal is closed for new questions by COB. |
| Sealed Envelope Call Bridge Info | September 18 | Call bridge information for the Sealed Envelope Public Opening will be emailed to registered bidders by COB. |
| Sealed Envelope Public Open | September 23  4 PM | The Sealed Envelope Public Open meeting will be hosted by the Client. |
| Digital Proposal Copies Due | September 24 | Electronic bid packages must be received before COB. |
| Award Announcement | October 1 | All bidders will be notified via email of the final award status by COB. |

# Project Milestones:

The table below outlines key project milestones associated with the Drop Installation Service schedule. Target dates may shift and require coordination.

|  |  |
| --- | --- |
| **EVENT** | **DATE** |
| Mainline Fiber Construction Start | 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 |

# Overall RFP Evaluation Criteria

|  |  |  |
| --- | --- | --- |
| **Criteria** | **Comments** | **Weighting Factor** |
| Price | Overall best value for purchased services. | 50% |
| Integration | Solution should have a robust integration with the billing system. | 10% |
| References | Feedback from references. | 20% |
| Company Experience | Experience and quality in the fiber drop and install installation business. | 20% |