



Cleveland Utilities Authority Fiber Construction Project

Voice Services RFP

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**Cleveland Utilities Authority
Fiber Construction Voice Service RFP**

Project Introduction

Cleveland Utilities Authority, provides electric, water, and wastewater services to more than 34,000 Cleveland Utilities Authority customers in Cleveland, TN serving Bradley County TN.

Cleveland Utilities Authority electric system relies on over 1,100 miles of primary and secondary service lines to serve approximately 34,000 Cleveland Utilities Authority customers each day. To meet the changing needs and expectations of its Cleveland Utilities Authority customers, Cleveland Utilities Authority will make upgrades to its electric grid and implement innovative technologies that improve reliability and efficiency.

In addition to improving Cleveland Utilities Authority's electric system, the fiber network required for these systems will position Cleveland Utilities Authority to provide broadband services to meet the growing needs of its customers and community. Many applications needed for these improvements depend on fast and reliable communication throughout the service territory that can be best provided by an extensive fiber system.

Project Overview

During the first year, there will be areas built to serve between 7,000 and 9,000 electric Cleveland Utilities Authority customers. The infrastructure for the remaining approximately 22,500-24,500 Cleveland Utilities Authority electric customers will be built over the next year of deployment, resulting in a two-year deployment for the entire electric service territory.

Cleveland Utilities Authority anticipates approximately 440 miles of fiber to be constructed over the 18-month construction period and the completed build is projected to serve almost 10,000 Cleveland Utilities Authority customers while passing more than 29,000 homes and over 5,000 businesses with internet and voice services.

The network will be built using PON to interconnect Cleveland Utilities Authority devices and also offer Broadband service to 100% of Cleveland Utilities Authority's electric customers with multi-gig services via XGS-PON.

Key Project Milestones

The Table below outlines key milestones associated with the project:

EVENT	DATE
Sign Voice contract	May 17 th , 2024
VoIP Implementation	June 2024
Field Trial Starts	June 2024
First Telephone Service Offered	June 2024

RFP Terminology:

- Throughout the RFP documents references to “Bidder”, “Company”, “Contractor”, and “Supplier” mean the company making the proposal to Cleveland Utilities Authority for this project.

RFP Key Documents/Guidelines

The RFP is comprised of the following documents,

- This MS Word document “Cleveland Utilities Fiber Construction Voice RFP” which contains project details and instructions.
- The MS Excel workbook “Voice Services” which contains the questions to be answered and the pricing worksheets.
- Intent to Bid document.

Included in the RFP packet is an Intent to Bid notification which must be returned by the Intent to Bid deadline in order to receive access to the Q&A forum portal. After Cleveland Utilities Authority has received the completed Intent to Bid form, the Supplier will receive access to an online Question-and-Answer portal. While the Intent to Bid form and questions can be submitted electronically, the final proposal must have physical paper copies in a sealed bid in the hands of Cleveland Utilities Authority by the deadline provided.

The final proposal must have physical paper copies in a sealed bid in the hands of Cleveland Utilities Authority by the Proposals Due Date. Any proposals received after that will not be accepted. Unsigned proposals will not be considered. Telephone or electronic versions of proposals will not be accepted. All Proposals must clearly reference the RFP name on the outside of the returned proposal. There will be multiple RFPs for this project overall. If a Supplier chooses to provide a proposal on additional RFPs that are issued, each RFP must be sent in separately with the RFP clearly marked on the outside of the envelope. Do NOT include multiple RFP responses in the same envelope.

The proposal documents submitted to Cleveland Utilities Authority should contain:

- Paper copies of the worksheets in the attached workbook with answers
- Paper copies of any referenced Attachments / Exhibits
- Paper copies of the bidding company’s profile and qualifications
- Digital copies of all the MS Excel Workbook
- Digital copies of any referenced Attachments / Exhibits

Digital copy instructions:

1. Attach to email and send to the following address: wineyard@clevelandutilities.com
2. Subject line should read: “Voice Service RFP – [Insert Company Name]”

Cleveland Utilities Authority 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 Cleveland Utilities Authority.

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The opening of the proposals will be conducted by Cleveland Utilities Authority at the Cleveland Utilities Authority Board - Tom Wheeler Training Center at 2455 Guthrie Ave NW, Cleveland, TN 37311. A remote session will be established for those wishing to join the bid opening remotely.

RFP Timeline

The RFP timeline is shown in the table below:

EVENT	TIME (EST)	DUE DATE	Comments
Advertise RFP		April 3, 2024	
RFP sent via email		April 3, 2024	
Intent-to-Bid document	5:00 pm	April 8, 2024	Intent to Bid document returned via email confirmation and/or paper copy.
Q&A Portal set up	5:00 pm	April 9, 2024	Q&A Portal available for bidders to review
Question Submission Deadline	5:00 pm	April 16, 2024	Q&A Portal closes at 5:00 pm EST
Proposals Due/Public Opening	Proposals Due: 3:00 pm Bid Opening at 3:00 pm	April 23, 2024	Proposal Due Date. Sealed Proposals returned. Names of the bidders read.
Target Award		May 3, 2024	All bidders will be notified of final selection status

RFP Scope

Cleveland Utilities Authority is looking for a partner who can supply voice service solutions which include but are not limited to:

- Ability to deliver existing legacy phone service applications via SIP, i.e., analog (POTS) & PRI.
- Ability to provide VoIP/Hosted, Cloud and SIP based services.
- Ability to port existing phone numbers in zip codes 37311, 37312, 37323 and 37353.
- Provide pre and post sales to CUA and their customers.
- Act as the Service Provider of Record.
- Ability to provide tax calculations.
- Ability to make tax payments to appropriate government agencies.
 - CUA will collect calculated taxes based on information provided by voice provider.
 - CUA will make payment for calculated taxes to voice provider.
 - Voice provider will submit tax payments to required tax authorities.
- Integration with CSA billing service.

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Proposal Instructions and Pricing

The proposal should address all the questions and pricing worksheets included in the MS Excel workbook. This MS Word document provides additional expectations and comments in support of the MS Excel workbook.

The associated workbook contains all the pricing related items in the proposal. The quantities shown reflect estimates for projects of similar size and scope-actual quantities will likely vary from these estimates. **Any deviations from the quantities estimated (positive or negative) will be adjusted and reflected in the actual invoicing as the project is implemented.**

Step	Instructions	Worksheet
1	Print, sign, and return the worksheet with the authorization to make a proposal for this work.	"Authorization"
2	Answer questions about the Company related to this project and performing the work.	"Bidder Profile"
3	Answer questions related to the Company's ability and approach to address the various requirements of this project.	"Project Questions"
4	Provide pricing information as detailed in worksheet.	"Pricing"
5	Provide details regarding voice features.	"Feature Set"
6	Provide details regarding supported equipment.	"Equipment"

Bond Requirements

- The bidder is to submit a bid bond equal to 10% of the project costs at the time of the bid submission.
- The winning bidder will have its bid bond released upon execution of the contract. The winning bidder must then submit a payment bond in amount no less than 25% of the contract price. The winning bidder can substitute U.S. treasury bonds, Tennessee bonds, letters of credit, or a certificate of deposit in lieu of providing a payment bond. The winning bidder will also be required to have a performance bond in the amount of 50% of the contract price.
- Alternatively, if the winning bidder does not submit a bid bond, then the winning bidder must submit a payment and performance bonds at the time of contracting in the amounts equal to the combined monetary value of the services of the bidder and the value of the work to be managed.

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Insurance Requirements

- Insurance Supplier and any sub-suppliers will maintain the following insurance coverage during the entire term of the contract. Supplier will provide copies of its Certificates of Insurance to Cleveland Utilities Authority.
 - i. Workers’ Compensation -- as required by law.
 - ii. Employer’s Liability -- \$100,000
 - iii. Commercial General Liability -- \$2,000,000 per occurrence. Cleveland Utilities Authority must be named as an additional insured on this policy.

Overall RFP Evaluation Criteria

Criteria	Comments	Weighting Factor
Price	Overall best value for purchased equipment, material, and services	60%
Company Experience	Experience and quality providing voice services in fiber networks	20%
References	Feedback from references	20%