

City of Gary, Indiana

FIBER AND BROADBAND REQUEST FOR PROPOSAL

RELEASE DATE: August 11, 2023

RESPONSE DEADLINE: September 29, 2023, 5:00 pm



RESPONSES MUST BE SUBMITTED ELECTRONICALLY TO:

<https://secure.procurenow.com/portal/marketplace-city>

City of Gary, Indiana
Fiber and Broadband Request for Proposal

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Attachments:

- A - City of Gary T&C document
- B - City of Gary vacant properties - USPS measure
- C - City of Gary - Community Institutions Map
- D - City of Gary - Broadband Drops
- E - City of Gary - Community Institutions Excel Spreadsheet
- F - Broadband Ready Ordinance
- G - Vendor Questions and Answers from Initial RFP

1. INTRODUCTION

1.1. Summary

The City of Gary, IN is looking to partner with a provider(s) to help deploy ubiquitous, accessible, and affordable high-speed broadband to every home and business within the City. The goal is to partner with a broadband service provider(s) (BSPs) who will leverage the City's \$4.5M in ARPA funds to build, operate & maintain a government middle mile fiber ring while committing to serve all residential and business locations with last mile fiber.

The City of Gary plans to work together with the chosen provider(s) to apply for last-mile residential and business broadband grant funding through Coronavirus Capital Projects Fund (CPF) funding from the US Treasury and Broadband Equity Access and Deployment (BEAD) funding from the National Telecommunications and Information Administration (NTIA). Both of these sources of funding are administered by the State of Indiana. Funding from these grant applications may help BSPs make the business case for addressing the full scope of the project.

The City of Gary is rebidding this RFP, previously released on 12/01/22, due to the prior awardee's last-mile subcontractor withdrawing from the project following a majority ownership change. Prior applicants as well as newcomers to this project are encouraged to apply to be the City's long-term broadband partner.

1.2. Timeline

Release Project Date	August 11, 2023
Proposal Submission Deadline	September 15, 2023, 5:00pm

2. COVER PAGE

2.1. Introduction

Title: Fiber and Broadband Request for Proposal

Background: Technology Procurement

As part of the City of Gary's mission statement to provide fiscally sound, responsive municipal services and deliver those services equitably and with integrity, the City of Gary is working with Marketplace.city for the sourcing and procurement of a suitable broadband partner(s).

For this project, Marketplace.city has worked with City stakeholders to understand the market landscape of companies, solutions, and comparable implementations, and is managing the procurement process. The City of Gary then leverages Marketplace.city's process and expertise to select the provider that best fits their need.

This process helps the City of Gary achieve the goal to use technology to best serve its citizens while providing speed, efficiency, and transparency throughout the process. Through this process, the City of Gary seeks to shorten timelines, lower the resources used by both the City of Gary and the vendor community, and achieve fair partnerships.

The following is an opportunity overview and associated vendor response form for interested vendors to read and complete to be included in the selection process. Thank you in advance for your participation in the process.

All information submitted for review may be subject to the Indiana Open Records Law and may be made available upon request by the public. Vendors should take care not to provide any confidential information, trade secrets or intellectual property that could be disclosed to the public should an open records request be received by the city.

For any questions about the content or the process, please email hello@marketplace.city.

3. OPPORTUNITY OVERVIEW

3.1. Goal

The City of Gary is looking to partner with a BSP(s) to help deploy ubiquitous, accessible, and affordable high-speed broadband to every home and business within the City. The goal is to partner with a BSP(s) who will leverage the City's \$4.5M in ARPA funds to build, operate & maintain a middle mile fiber ring to serve City of Gary endpoints while committing to serve all residential and business locations with last mile fiber.

The City of Gary would like to see proposals and fiber network designs that include a plan for the middle mile portion of the project to extend to the Gary School Corporation's schools and other educational institutions to offer them the potential in future to connect to the service. This will give Gary's educational institutions the possibility of engaging with the selected partner(s) through their own contracting processes. Serving the short-term WAN needs (5 Years) of the School Corporation is not necessary for your response to the City of Gary Government WAN solution. However, service providers should bear in mind that the School Corporation WAN needs will be ongoing. Thus, the ability to serve Gary School Corporation's future WAN needs should be considered in the service providers' response to the City of Gary Government WAN opportunity. For this reason, the Gary School Corporation locations are included in the City of Gary Government WAN opportunity.

3.2. Partner Overview

This is a City-wide initiative led by Mayor Jerome Prince and the Office of Information and Technology.

3.3. Background

Gary is a city in Lake County, IN, that has approximately 75,000 residents located on Lake Michigan, about 25 miles from downtown Chicago, IL. The City has seen population and business declines in recent years but has a beautiful shoreline and visionary leadership eager to propel the City forward into a new age of increased opportunity for the City.

Addressing the issue of digital equity in Gary was determined a priority by the administration of Mayor Jerome Prince as Covid-19 put the City's existing digital infrastructure under the microscope. Data from the National Telecommunications and Information Administration (NTIA) shows that across Gary's 12 census tracts, the percentage of residential users not subscribed to a broadband service range from 26.2% to 50.5%. The lack of broadband availability and adoption is especially noticeable in minority and high-poverty communities in Gary.

Census Tract Number	Percentage of residential users not subscribed to Broadband Service
18089011400	48.20%
18089011600	37.5%
18089012100	46.0%
18089010205	50.5%
18089010400	40.6%
18089010203	42.6%
18089010304	35.5%
18089010302	26.20%
18089011100	29.1%
18089010200	28.7%
18089012400	34.2%
18089012300	30.4%

The City of Gary has over 6000 low-income living units within the City limits. Several of these are in public housing facilities and the rest are in privately-owned subsidized housing. These facilities are mapped on the City of Gary maps. The City will want to prioritize these low-income units as part of the last-mile rollout and in so doing believes that CPF funds will be able to be leveraged to provide this enhanced broadband service to these facilities.

In an effort to tackle these digital equity issues and to equip the City of Gary with future-proof broadband infrastructure, this opportunity is driven by a strategy to deploy modern and scalable digital infrastructure throughout the City to serve government, residential, business, and community anchor institutions (Schools, Libraries, Non-Profit/Public Healthcare providers) needs. There is also a desire for the City to offer free WiFi in six select City parks, through their service or the partner's service.

The City does not own any existing fiber assets today and leases lit fiber for broadband to government buildings and for public safety resources and assets.

In the Attachments section you will find a parcel-level map of occupied/unoccupied properties within Gary's city limits (Attachment B), and a map of all Community Institutions within the City of Gary (Attachment C). Attachment D contains a map of the City of Gary's government institutions where the City desires drops as part of the middle mile/government services fiber ring. Attachment E contains the addresses in Attachments C and D in spreadsheet form. The maps in Attachments C and D can also be accessed here:

[Attachment C](#)

[Attachment D](#)

Please use the maps referenced above to inform your proposals as they relate to the project goals in the Opportunity Overview below. While the City only desires service at the locations in Attachment D, the City would like to see middle mile proposals that incorporate as far as possible the Community Institutions in Attachment C.

The City has chosen to invest a portion (up to \$4.5Million) of its \$80Million allotment from the American Rescue Plan Act's (May 2021) Coronavirus State and Local Fiscal Recovery Fund in the construction of this digital infrastructure foundation and plans to work together with the chosen BSP(s) to apply for Coronavirus Capital Projects Fund (CPF) funding from the US Treasury and Broadband Equity Access and Deployment (BEAD) funding from the National Telecommunications and Information Administration (NTIA), both of which are administered by the State of Indiana, as well as other future funding sources.

As part of these efforts, the City of Gary has achieved the 'Broadband Ready' certification for the State of Indiana, which provides for turnaround time and cost savings relating to the permitting process. More details about the Broadband Ready certification [can be found here](#).

3.4. [Opportunity Overview](#)

The goal of this project is to build a future-proof, high-speed last-mile network off the back of a middle-mile fiber ring through excess capacity and fiber route extensions. The City of Gary wants to achieve this through a model that protects the City from unplanned future financial obligations, and without requirements for the City of Gary to maintain and manage its own fiber.

Below are listed the 5 essential considerations that responses will be asked to address for a successful proposal:

1 - Middle Mile Government private WAN that serves all City-designated endpoints with 5 years of managed service for these sites. The list of government endpoints also includes 5 years of managed service for these sites. Suggested Service Level Agreement Standards for the 5 years of managed service for City-designated endpoints are included in section 5.4.12.

Gary Community School Corporation (GCSC) endpoints and other community anchor institutions will be subject to separate agreements.

2 - Last Mile Business/Residential network that leverages the City of Gary's middle mile investment. Suggested Service Level Agreement Standards for residential service are included in section 5.4.13.

3 - Commitment to bring additional private investment to the City of Gary's last-mile residential broadband infrastructure and to partner with the City to pursue additional funding from State/Federal programs

4 - A residential broadband service offering that recognizes the need to encourage current non-subscribers to subscribe to broadband service. The focus should be on the affordability of the broadband service; access to affordable connected devices (laptops, large tablets, and computers but not smartphones), and training on broadband/Internet usage. This includes leveraging the Federal Communications Commission's (FCC) Affordable Connectivity Program and any subsequent Federal and State subsidy programs for low-income subscribers.

5 - An agreement with the City that drives mutual accountability for the scope, quality, scalability, resiliency, and security of the broadband service provided to residential, business, and government customers. The City would additionally like to see a revenue share agreement with the last mile service provider based on negotiated penetration rates.

The City elaborates below on the above considerations. These should be used as guidelines for a successful response, but BSPs are invited to offer alternative models if they believe that the alternative is better aligned with the City of Gary's service and financial goals. The goal is to deliver City services by the end of 2025.

Middle Mile Government Private WAN:

- The City of Gary has specified both existing (Attachment D) and additional endpoints (Attachment C) where it desires access points and drops. Attachment D lists existing government and community anchor institution endpoints that are to be part of the initial deployment of the Government Private WAN. The serving of these sites needs to be quoted as a dark fiber lease for at least 12 strands terminated at each site and with 5 years of managed layer 2 lit service at 1G scalable to 10G included for all Attachment D sites (including the 6 park sites). Attachment C are sites where the City is interested in leveraging the Government Private WAN to support a variety of IoT applications. The City is looking for a solution that will scale seamlessly to add additional endpoints at a fixed cost to the City.
- The City desires a long-term lease of dark fiber from the provider to serve these endpoints. While the exact details of this long-term lease remain to be negotiated (fiber ring routes, length of the lease, number of strands of dark fiber), the City wants to learn how the BSP offers to structure such a model.
- The desired timeline for delivering City services on this middle-mile fiber ring is the end of 2025.
- Provide proposals that outline how the provider would provide a managed service that would serve the facilities on the Government WAN Ring. This should consist of the provision of Intra-Network Transport service since the City maintains internet connections from its hubs. BSPs are asked to include 5 years of managed WAN Transport service in their bid at no additional monthly charge for the Attachment D sites. BSPs are also expected to provide proposed pricing for managed WAN transport service for the remainder of the 30 year-term (beyond the first 5 years) of the contract for the attachment D sites (including the 6 park sites). Service Level Agreement standards for the five years of managed service are included in section 5.4.12. The City will maintain the right to adjust the managed service Service Level Agreement at the end of the initial term and for any extensions.

Last Mile Business/Residential network:

- The City requires that the selected BSP(s) agrees to contractual guarantees that their network will extend to every resident and business within the City. The City wants more clarity on what the rollout of this last-mile network will look like in terms of timeline and implementation.

- The Service Level Agreement for businesses is identical to the City of Gary Government endpoint standards in section 5.4.12
- The Service Level Agreement for businesses is identical to the residential endpoint standards in section 5.4.13.
- The BSP(s) that constructs the network does not necessarily have to be the last-mile Internet Service Provider for residential and business locations. The BSP is welcome to provide the last-mile ISP role if desired. The City wants additional clarity on who will be providing last-mile service under the proposed model and how respondents will be able to ensure that Internet Service Providers will meet service requirements. A successful partnership model will tie the deployment of middle-mile government fiber to the overall goals of the program. The City's preference is for the last mile and middle mile components to be tied together under a single contract to promote accountability for the full scope of the project.
- The City wants to understand what service packages the provider will offer directly or through their last-mile BSP partner to last-mile residential customers. This should include specifics such as upload/download speeds and expected monthly recurring price. This last mile service will be required to meet SLAs described below (under **Reporting and Accountability**)
- The City has a strong preference for an entirely fiber last mile to the home. However, the City would be prepared to entertain the possibility of an alternative last-mile technology in areas with lower density, abandoned properties, or areas where the provider owns existing infrastructure. These alternative technology areas should be able to migrate to FTTH once a certain level of customer uptake is achieved (proposed by the BSP or its last mile partner and accepted by the City).

Funding/Model:

- In addition to the \$4.5M of committed ARPA funding, the City will work with the provider to support other funding streams from the State and Federal Governments. However, the City does not want the entire program to be contingent on being awarded further grants or funding. The City expects detailed proposals as part of an RFP response describing how much funding is needed to make the business case for the entire scope of the project, including fiber service to every residential location.
- The City would like to understand how much funding the provider will be directly investing to meet the scope of the project
- The City will want to structure its payments in a milestone payment schedule during the construction phase of the network. The City wants to understand how the provider would propose to structure these payments and the details regarding each milestone.
- The City intends on selecting a long-term partner through this process. As part of this partnership, the City is interested in exploring revenue share possibilities with the last-mile

service provider. A suggested structure would be a 6% share of revenue once the last mile service provider has reached a 35% penetration rate. Alternative revenue share structures are acceptable but the City of Gary views this as a key element of a successful long term partnership.

- The City wants additional clarity on the roles and responsibilities of both the partner and the City of Gary, as well as any additional needs from the City of Gary beyond the initial capital investment (governance, right of way, permitting, etc.). The City will want visibility into the infrastructure build and will require the winning vendor to provide protections for the City in the event that the vendor sells, conveys or otherwise transfers the underlying assets.

Digital Equity:

- The provider (and their ISP if separate) will be able to assist with addressing the 3 elements of digital inclusion (access, training, and affordability). The focus should be on the affordability of the broadband service; access to affordable connected devices (laptops, large tablets, and computers but not smartphones), and training on broadband/Internet usage.
- The provider should describe their low-income residential subscription options and the provider's commitment to participation in the Affordable Connectivity Program.
- The City would like to understand how the provider plans to include and prioritize free wireless access in the 6 city park facilities as part of the middle mile build-out and what costs the City of Gary will incur for this service.
- The City aims for this project to support the local economy and employment. While not a specific requirement of the project, the City of Gary will favor partners who seek to utilize local individuals and businesses as part of the construction, implementation, and operation of their broadband solution.

Reporting and Accountability:

- The City wants to understand the Service Level Agreement (SLA) the provider would propose for last-mile residential and business service. This should include standards for uptime, jitter, latency, packet loss, and a guaranteed upstream oversubscription rate that the BSP will meet with the service. These SLAs should meet at a minimum the Federal Communications Commissioner and National Telecommunications and Information Administration (NTIA) Broadband Equity Access and Deployment (BEAD) program minimum service standards (99.94% uptime and less than or equal to 100ms round trip latency). The City's suggested SLA standards are more stringent in some cases than these standards.
- The City wants to agree upon the framework for the provider to report on the quality of ongoing service to the City during the construction of the middle mile and last mile network. A suggested reporting framework would be:

- Provide Construction progress reports to the City administration on a quarterly (first 3 years) basis and twice annually to the City Council.
- The City wants to agree upon the framework for the BSP and its last-mile partners to report on the quality of ongoing service to the City for the operations of the Government Private WAN and of the ISP service to residential and business customers. A suggested reporting framework would be:
 - Provide operational reports and service technical support reports to the City of Gary administration on a quarterly basis to City administration and annually to the City Council.

3.5. Key Functionality

- The City of Gary wants to explore the possibility of delivering connectivity speeds of 500MBPS-1GBPS to all residents and businesses in the City. Symmetrical 100MBPS is the minimum requirement
- Technology that is capable of growing and changing as the City evolves. Please discuss in general terms a planned upgrade path for Government, business, and residential services.
- The BSP's proposed construction and monthly recurring cost for adding endpoints to the Government network after the initial Government WAN build.
- The BSP's approach for extending its residential and business services beyond the City limits to adjacent areas that may be annexed by the City
- Model and approach to support a sustainable business model to ensure continued operation without additional operating costs from the City beyond the City's initial capital investment and any ongoing recurring costs for the City government network. This can be in the form of a 10 to 20-year proforma for the network operation including government, business, and residential customers.
- The BSP's proposed contribution of additional investment beyond what the City of Gary can provide.
- Provide a middle mile/government services fiber ring that serves as a private Wide Area Network (WAN) for the government facilities listed in Attachment D. According to the Interim Final Guidance issued by the US Treasury from ARPA funds, The City of Gary must acquire an asset to invest in government broadband infrastructure. This can be through direct ownership of the underlying middle mile/ government services fiber ring or a long-term capital lease of dark fiber that makes up the Government WAN ring. Maintenance and operation of the dark fiber ring should be included in this part of the proposal.
- Include and prioritize plans for the buildout and operation of free public wireless access in 6 strategically located city park facilities as part of the middle mile build-out.

- Provisions for a managed service that would serve the facilities on the Government WAN Ring that meet the specifications in the RFP section 5.4.12.
- Include the Service Level Agreement for uptime, latency, jitter, and packet loss for the Government Private WAN and for the ISP service to residential and business customers. This must at a minimum meet the NTIA BEAD and FCC standards for uptime and latency.

3.6. [Evaluation Criteria](#)

- Capabilities
- Prior Experience
- Partnership Model
- Implementation and Approach
- Price & Model
- Additional Services
- Government WAN Ring construction
- Government WAN Ring services including provision of equipment, technical support, and ISP services
- Support for the City's Digital Inclusion Programs

3.7. [Approach & Timeline](#)

This request for qualification was released on Friday, August 11, 2023.

We will be accepting responses through Friday, September 15, 2023 at 5:00 pm.

The City of Gary ran a two-stage RFQ-RFP process from July 14th, 2022 to January 29th, 2023. The project was initially awarded, but due to a change of majority ownership the last-mile subcontractor had to withdraw from the contracting process. The City had a strong response and engagement with its previous RFQ/RFP process and is rebidding this RFP to ensure that the City gets the best long-term partner by encouraging both prior and new respondents to submit proposals.

For technical issues or process questions please reach out to hello@marketplace.city.

The City of Gary reserves the right to reject any or all proposals or to accept any one or more complete items of a proposal and to make awards as best benefits the City of Gary.

The City of Gary reserves the right to cancel the solicitation for any reason up to the time of the proposal submission deadline.

The City of Gary reserves the right to reject proposals in whole or in part for failure to comply with any specification, condition, Federal Law, State Law, or Gary Ordinance.

The City of Gary will select a preferred proposer to negotiate the final P3 structure and contract. If negotiations cannot be finalized, the City of Gary may negotiate with other BSPs.

The City of Gary's goal is to have their recommended vendor by the end of September 2023 and move with responsible speed to contract with a final partner by the end of 2023.

3.8. [Partnership with Marketplace.city](#)

The City of Gary has partnered with Marketplace.city to support the sourcing and evaluation of a suitable broadband partner. For this project, Marketplace.city shows the City of Gary the market landscape of companies, solutions, and comparable implementations, and manages the procurement process. The City of Gary then leverages Marketplace.city's expertise to help select the provider that best fits their need.

Pursuant to the agreement entered into between the City of Gary and Marketplace.city, the winning provider(s) will be responsible to Marketplace.city for an administrative fee in the amount of a percentage of the initial contract value that will be collected when the provider(s) receives payments from the City.

Marketplace.city will confirm that agreement through a separate agreement with the selected provider(s).

The administrative fee paid by the winning provider is calculated as a percentage of the initial contract value using a sliding scale model, collected when the vendor receives payments. The administrative fee is described in more detail [here](#). The finalized contract between City and the selected provider(s) will reference the use of the Marketplace process and the associated fee.

4. **VENDOR INFORMATION AND RESPONSE**

4.1. Solution Overview

4.1.1. *Please upload a 2-page solution narrative describing how your proposal meets the City of Gary's needs.**

The City of Gary is especially interested in how responses plan to tie the deployment of middle mile government fiber to the overall goals of the program; the deployment of high-speed last-mile residential and business broadband.

*Response required

4.2. Partner Questions

4.2.1. *Please list all separate companies, including the primary respondent, that would be part of delivery of the solution, both middle mile and fiber to the home.**

Maximum response length: 500 characters

*Response required

4.2.2. *If selected as the primary partner, are you willing to share information with the City of Gary to provide evidence the company and project are appropriately funded and capitalized**

Yes

No

*Response required

4.3. Middle Mile Government Private WAN

4.3.1. *Please upload a map of your proposed fiber ring connecting the City's designated endpoints**

Please reference Attachment D for a finalized list of desired government endpoints.

Attachment C contains a map of all Community Institutions within the City of Gary. While the City only desires to provision for service at the locations in Attachment D, the City would also like to see proposals that take into account as far as possible the Community Institutions in Attachment C.

*Response required

4.3.2. *Please describe your firm's timeline in the construction of the middle mile portion of the build**

The City expects City services to be delivered on this middle-mile fiber ring no later than end of 2025

Maximum response length: 300 characters

*Response required

4.3.3. Please describe your firm's fiber plant mix between aerial, micro-trench, bore/plow bury?

Maximum response length: 300 characters

4.3.4. Please describe your proposed ownership structure for the underlying infrastructure

The City desires a lease of dark fiber from the partner to serve the desired endpoints in Attachment D. The term of the dark fiber lease is desired to be the length of the term of the contract.

Please outline the structure of the proposed dark fiber lease, and include your proposed contract length.

If you wish to propose an alternative ownership structure, with some City ownership stake in the fiber infrastructure rather than a long-term lease, please describe that alternative structure here.

Maximum response length: 500 characters

*4.3.5. In your proposed model, would the private partner take on the role of technology maintenance, technology operations, and customer operations?**

Yes

No

*Response required

4.4. Last Mile Business/Residential network

*4.4.1. Please confirm that a drop or service point will be provisioned at every residential and business location**

Yes

No

*Response required

*4.4.2. Please describe how you will leverage the City's middle mile investment to provide last mile service**

Maximum response length: 500 characters

*Response required

*4.4.3. Please describe how your firm plans to partner with the City of Gary to pursue additional Federal/State funding to help fund the last mile build**

Maximum response length: 500 characters

*Response required

*4.4.4. Please describe if your firm's plan for service to every residential location in Gary is contingent on receiving other Federal/State funding for the last mile builds**

Maximum response length: 300 characters

*Response required

*4.4.5. Please describe your timeline to roll out this last mile service**

The City of Gary is aiming for full deployment by the end of 2026

Maximum response length: 300 characters

*Response required

*4.4.6. Please describe how different levels of additional Federal/State funding will affect the timeline of the last mile build**

The City does not want entire program to be contingent on being awarded further grants or funding, but will entertain varying deployment timelines based on the level of Federal/State funding secured

Maximum response length: 500 characters

*Response required

*4.4.7. Please briefly describe how you would partner with the City of Gary in determining the residential rollout**

Maximum response length: 300 characters

*Response required

*4.4.8. Please describe the expandability of your last mile residential and business service as the City continues to grow and expand**

Maximum response length: 300 characters

*Response required

*4.4.9. Please describe the technology or mix of technologies used to deliver last mile service**

The City has a strong preference for a completely fiber-based build, but will entertain alternative technologies where appropriate.

Please provide justification if proposing a technology other than fiber for any portion of the last-mile build.

Maximum response length: 300 characters

*Response required

*4.4.10. Would your firm provide last mile service direct to consumers and business or recruit last mile ISP providers to use their network to deliver last mile services?**

Maximum response length: 500 characters

*Response required

*4.4.11. Please explain how you would structure a revenue share with the City based on last mile profits.**

The City intends on selecting a long-term partner through this process. As part of this partnership, the City is interested in exploring revenue share possibilities with the last-mile service provider.

A suggested structure would be a 6% share of revenue once the last mile service provider has reached a 35% penetration rate.

Please explain if this is an acceptable framework, or suggest an alternative revenue share approach for the City.

Maximum response length: 500 characters

*Response required

*4.4.12. Please describe the service packages that your firm will offer directly or through their ISP partner to last mile residential customers**

Please be sure to include at minimum upload/download speeds and expected monthly recurring price, as well as taxes, fees and equipment rental.

The City has particular interest in last mile upload speeds so symmetrical service beginning at 100Mbps is preferred.

Maximum response length: 300 characters

*Response required

*4.4.13. Please describe what Service Level Agreement you will propose for the first 5 years of service for managed service for the Government Private WAN and business services**

Here is a suggested framework for a service level agreement:

1. 1G scalable to 10G service for every site
2. Uptime 99.99% (less than 7 hours of unscheduled downtime per year)
3. Latency – 20ms commitment on the transport portion of the network to the ISP Access Point
4. Packet loss - .25% commitment
5. Jitter-10ms commitment
6. Commitment to no throttling
7. Never to exceed 50:1 oversubscription in the upstream connection

If your firm does not agree with this suggestion, what Service Level Agreement would your firm propose for last mile service?

Maximum response length: 300 characters

*Response required

*4.4.14. Please describe what Service Level Agreement you will propose for the first 5 years of service for managed service for residential services**

Here is a suggested framework for a service level agreement:

1. Uptime 99.9% (less than 9 hours of unscheduled downtime per year)
2. Latency – 40ms commitment on the transport portion of the network to the ISP Access Point
3. Packet loss - .25% commitment
4. Jitter-10ms commitment
5. Commitment to no throttling
6. Never to exceed 100:1 oversubscription in the upstream connection

If your firm does not agree with this suggestion, what Service Level Agreement would your firm propose for residential last mile service?

Maximum response length: 300 characters

*Response required

4.5. Funding/Model

*4.5.1. Please upload a 2-page overview of the proposed government accountability model. Specifically, the proposed manner in which your firm would update the City of Gary during the build and operating phases of the service. Assume these updates will occur in perpetuity. Firms may combine the answer with their answer to question 4.7.1 and 4.7.2**

Please describe the roles and responsibility of both the City of Gary and other partners

*Response required

*4.5.2. Please briefly describe how you will ensure the model is financially sustainable.**

Maximum response length: 500 characters

*Response required

*4.5.3. Please describe the City of Gary's expected financial contribution, if any, for the middle mile portion of the build**

*Response required

*4.5.4. Please specify the construction and recurring operations costs of adding additional endpoints to the Government Private WAN in the future**

The City wants cost certainty as it relates to expandability:

The City will pay the one-time construction costs for added endpoints at the time of construction completion and acceptable fiber test.

Monthly recurring costs for dark fiber should be maintenance costs (there should be no additional dark fiber lease fee).

Monthly recurring costs for the managed service should be per endpoint.

Maximum response length: 300 characters

*Response required

*4.5.5. Please specify the cost to the City, if any, for a managed service on a 5-year term to serve the facilities on the Government WAN Ring**

- This should include the provision of both Intra-Network Transport service

- Please include a framework for ongoing costs beyond the 5-year term

Maximum response length: 300 characters

*Response required

*4.5.6. Please break down the projected total cost for the infrastructure build**

Please outline all the different sources of funding (including expected sources of funding) that are needed to make the business case for the entirety of the scope of the project

Maximum response length: 300 characters

*Response required

*4.5.7. Please describe your assumed total cost for the stand up of the operations of the ISP and P3**

Separate from the construction build

Maximum response length: 300 characters

*Response required

*4.5.8. The City will want to structure its payments along some milestone payment schedule during the construction phase of the network. Please describe how you would propose to structure these payments**

Maximum response length: 300 characters

*Response required

*4.5.9. Please confirm that the City will be protected from abandonment, sale, or transfer of the middle mile assets through First Right of Refusal or other agreement. **

Maximum response length: 400 characters

*Response required

4.6. Digital Equity

4.6.1. *6.1. Will you agree to offer free wireless service in the 6 City parks park facilities as part of the middle mile build out**

- Yes
 No

*Response required

4.6.2. *6.2. Please describe what costs, if any, the City of Gary will incur for this service**

Maximum response length: 300 characters

*Response required

4.6.3. *The City of Gary has over 6000 low income living units within the City limits. Several of these are in public housing facilities and the rest in privately owned subsidized housing. These facilities are mapped in Attachment C. Please describe your approach to providing enhanced broadband service to these facilities and the projected cost of bringing improved broadband infrastructure to every unit within these facilities?**

Maximum response length: 500 characters

*Response required

4.6.4. *Please describe how you will ensure affordable broadband access for Gary residents**

Maximum response length: 300 characters

*Response required

4.6.5. *Do you plan to offer a low-income subscription plan at 100Mbps symmetrical service at a rate that equals the FCC's Affordable Connectivity Program \$30/month subsidy for eligible subscribers?**

Maximum response length: 300 characters

*Response required

4.6.6. *Please describe how you will support the City of Gary in providing access to affordable connected devices**

Maximum response length: 300 characters

*Response required

4.6.7. *Please describe how you will support the City of Gary in providing training for residents on broadband/internet adoption and usage**

Specific training will include:

- i. Internet Basics;
- ii. Stay safe online;
- iii. Accessing online government services
- iv. Accessing telehealth services
- v. Accessing educational content

Maximum response length: 300 characters

*Response required

4.6.8. *Please describe if/how your firm intends to leverage local labor for the deployment and operation of this infrastructure**

While not a specific requirement of the project, the City of Gary will favor partners who seek to utilize local individuals and businesses as part of the construction, implementation and operation of their broadband solution.

Maximum response length: 300 characters

*Response required

4.7. Reporting and Accountability

4.7.1. *Please provide a framework for your firm to report on the quality of ongoing service to the City during the construction of the middle mile and last mile network**

Here is a suggested framework:

1. Provide Construction progress reports to the City of Gary administration on a quarterly (first 3 years) basis and a twice annually to the City Council.
2. Construction reports would consist of:
 - a. Amount of funds spent and the amount of grant funds spent per sector, broken down into labor, materials, engineering, project planning, project management, installation of broadband service in the sector and other administrative expenses;
 - b. Outlook for the next 3 months of construction
 - c. Outline any impediments to construction progress with a particular focus on areas where the City can assist

If your firm do not agree with this suggestion, what standards of reporting would your firm propose?

Maximum response length: 500 characters

*Response required

4.7.2. *Please provide a framework for your firm or ISP partner(s) to report on the quality of ongoing service to the City of Gary for the operations of the network?**

Here is a suggested framework:

1. Provide operational reports and service technical support reports to the City of Gary administration on a quarterly basis to City administration and annually to the City Council.
2. The report would consist of the following:
 - a. Number of residential customers served;
 - b. Number of business customers served;
 - c. Number of business and government customers served who have received service credits under their Service Level Agreement
 - d. A map showing locations of business, government and residential customers. Can be in .kmz or shape file format
 - e. Number of service tickets opened since the previous report;
 - f. Mean Time to Respond to Service Tickets;
 - g. Mean Time to Repair or resolve Service Tickets;
 - h. If Service Tickets yield recurring issues, such as connection delay or compromised video conferencing; video streaming or voice over internet protocol (VoIP) quality, the City reserves the right to ask for more details regarding the outages and/or impaired performance including uptime latency, jitter, packet loss, capacity statistics

If your firm do not agree with this suggestion, what standards of reporting would your firm propose?

Maximum response length: 500 characters

*Response required

4.8. Other

4.8.1. *Please provide any additional upload you believe is relevant*

4.8.2. *By submitting, you acknowledge that the City of Gary and Marketplace.city will receive and review this information**

Please confirm

*Response required