

# Recommended RFP Questions

**Use this guide to build out your request for proposal to assess potential service providers.**

**Collecting answers with a formal list of questions in an RFP will help you to compare responses and vendors objectively.**

## Explain your community details and needs

- Provide background and introduction of your community.
- Be sure to include details on the types of homes in the community (e.g., single-family homes, condos) and the total number of homes/units of each.
- Project goals and scope of services.
- Anticipated selection schedule.
- Time and place for submission of proposals.
- Evaluation criteria.

## Ask about construction process

- How long will be needed for infrastructure installation?
- Do you provide a 100% new fiber Infrastructure?
- Where is the network hub located that would provide service to our community?
- How will the line from a distribution hub to each unit be run? How deep will it be buried? If all wiring is underground, how will roads be crossed?
- How will the termination in each unit be done?
- What access to residence units will be required during installation?
- How will fiber enter the unit/home from the outside?
- Provide an overview of the method of delivery to each resident unit and a list of on-premise equipment.
- Will landscaping be restored weekly throughout the construction process?
- Will there be a dedicated construction coordinator managing the project?

## Ask about customer experience/service

- Is it 100% U.S.-based customer support?
  - What are the guarantees around response time to answer the phone?
  - Will there be a dedicated support phone number for the property?
  - How long does it take to get support/technician to your house?
  - Is there a charge if an onsite service call is required?
  - Provide an overview of company history including a brief narrative pertaining to your current operating structure within the market, technical qualifications, and experience.
  - Provide a minimum of three (3) references relating to communities you currently provide services comparable to those you are proposing.
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## **Ask about internet services**

- Provide the sustained download/upload speeds that would be achieved by residents as part of the bulk Internet service.
- Are internet speeds symmetrical?
- What are the details of the WiFi equipment, including the generation of technology?
- Are there Data Capacity limits and overage charges?
- Do you offer whole-home managed WiFi technology in each home?
- What average size unit will WiFi cover?
- What internet speed is provided? What are the costs of higher internet speeds?
- Are internet speeds contractually guaranteed?
- Will you provide internet speed upgrades or technology upgrades throughout the time period in the contract?
- Do you offer a plan for internet capacity expansion?

## **Ask about phone services**

- Provide pricing for local, long distance and international calling plans.
- List phone calling features included.

## **Ask about television services**

- Is there a DVR capability, how many simultaneous recordings, what capacity?
  - Are there additional costs for set-top boxes to watch on every TV?
  - Am I able to watch my channel lineup at a secondary home if I am a seasonal resident?
  - Is the remote control voice-capable?
  - Provide your company's complete channel line-up and specify any provider supplied equipment (and its cost) required to enable viewing.
  - Describe all equipment (i.e. Set top boxes), type and quantity, needed by individual residents to support the bulk video service delivery.
  - Are live TV and Streaming apps all in one platform?
  - Describe the entertainment features including On Demand, DVR, use with other platforms like Firestick, and viewing on other devices.
  - Will there be flexibility in the agreement to potentially remove bulk video?
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