



Saint Regis Mohawk Tribe LLC

MyROW International

Request for Information for ISP

Internet Service Provider RFI reference number: RFI-SRMT-BIP01-20113-27

March 27, 2011

Revision 1.0

1.0 Document Overview

- 1.1 This RFI (Request for Information) document shall define all requirements necessary to qualify candidates to participate in forthcoming RFP (Request for Proposal) process necessary to select an Internet Service Provider serving the Saint Regis Mohawk Tribe Community. The intent of this document is to obtain sufficient information about interested candidates necessary to determine if supplier(s) are a good strategic fit for the proposed project prior to moving into the pricing proposal phase.
- 1.2 In support of the Saint Regis Mohawk Fiber-To-The-Home broadband project; MyROW International, engaged as Owners Engineer for Saint Regis Mohawk Tribe, is requesting detailed explanations of services offered from CLEC, CATV, and Internet Service Providers in an effort to assess possible strategic partnerships with the Tribe in order to provide last mile services on proposed tribally owned fiber infrastructure.

2.0 Project Overview

- 2.1 The Saint Regis Mohawk Tribe's community broadband project is a last mile, open access initiative seeking to build 68+/- miles of fiber optic infrastructure bringing connectivity to over 1500 households, more than 200 local businesses, and over 42 critical community facilities in the southern, U.S., portion of the Mohawk territory of Akwesasne. The St. Regis Mohawk Tribe Network LLC's open access, last mile network will promote retail competition to serve the tribal customers, spur local entrepreneurial efforts by removing



the high cost of backbone infrastructure capital expenses, and foster successful local and regional partnerships.

3.0 Staffing Requirements (Native American Preference)

3.1 This RFI is to be distributed to a range of applicable suppliers able to provide the services required as outlined in this document. Please note; this is a Native American preference project and candidates may be required to staff accordingly.

4.0 Required Network Maps for submission

4.1 You are required to provide current network maps and projected build plans for the next 36 months (If applicable). Please include backhaul, distribution, and any wireless infrastructure.

5.0 Hardware and Software Plan

5.1 In an effort understand how your company provides services, and understanding that you have not been requested to engineer your network connectivity at this point, please provide an overview of approximate service configuration

- a) Backhaul technology (Fiber or MW) and equipment to be installed/ utilized
- b) Percentage of fiber, copper, and wireless technology in your network
- c) Requirements for resources to be supplied by SRMT LLC including space and personnel
- d) Number of subscribers supported by configuration
- e) Description of subscriber types that can utilize the service (e.g. residential, S-M-L Business)
- f) Description of required interfacing hardware at end user level, i.e., modem, cable modem, etc.
- g) Explanation of how the service is scaled to a growing user base
- h) Rule of thumb for sizing of network configuration
- i) Actual size of data connection to the Internet, type of hand-off to end users (e.g. DS0, DS1, DS3, Ethernet, OC3, OC12, etc.)
- j) Description of Network Operations Center and whether it is company owned or outsourced
- k) Breakdown of percentage of network is owned vs. leased facilities
- l) Description of supported network protocols
- m) Procedures for facilitating hardware/software upgrades
- n) Other products and services offered through the connection
- o) Description of disaster recovery plan



6.0 Products and Services

- 6.1 All support and services shall be the responsibility of the successful bidder. Please provide detailed descriptions of the following services, hours of availability, and types of access
- a) Technical support
 - b) Customer support
 - c) User account billing
 - d) User account maintenance (creation, management, deletion)
 - e) Outline the steps and requirements to obtain an account (from the users prospective)
 - f) System/network security
 - g) Potential for any mobility products
 - h) Remote access (for users who are traveling)
 - i) Public access opportunities for the tribe
 - j) Nearest POP location to tribe
 - k) Do you currently offer a triple or quad play package? If not, do you have any plans to create one?

7.0 Charges and Revenue

- 7.1 Please supply a detailed explanation of your billing structure. Without providing pricing (at this point) please describe any expected charges to end users or the SRMT
- a) Connect charges, required software
 - b) Disconnect charges
 - c) On-going support charges
 - b) Costs or tariffs to the tribe
 - c) Revenues to tribe
 - d) Available discounts, i.e., multi-year contract, account volume, etc.
 - e) Costs involved in discontinuance of service by either a user or the tribe
 - f) Required take rates necessary for success
 - g) Monthly billing procedures (from a user's perspective)

8.0 Team Experience and References

- 8.1 The successful candidate must be a company normally engaged in providing Internet services. Interested parties are to include with submission all qualifications to meet RFI specifications, in terms of past and current experience. Focus on experiences in providing Internet services to residential and business markets. List any Native American tribes with which your firm may do business as an ISP. State the length of time your firm has been providing Internet services.

Candidates shall provide a minimum of four (4) references. References are to be from past projects with a similar scope and environment. The name and address of the



organization, the name(s), titles and telephone numbers of the person(s) to be contacted and general scopes of services provided are to be stated in the proposal.

Candidates shall also provide professional bio's of company Executive Team as well as any individuals to be assigned to this project.

9.0 Corporate Viability

9.1 All submissions shall include an annual report and/or financial statements attesting to the fiscal viability of the company. Further documentation attesting to corporate growth, market share, reputation, experience, quality of service, quality of support personnel, should be included.

10.0 Proposed Time Schedule:

10.1 Request for Information open.....April 5st 2011
RFI Question and Answer period.....April 5nd -11th 2011
RFI submissions due to MyROW.....April 18th or before
RFI Evaluation period.....April 18th -25th
Chosen Strategic partners invited to RFP April 26th-May 1st

11.0 Evaluation Standards

11.1 The purpose of this undertaking is to provide a cost effective broadband access option to all residents and business of the SRMT community while minimizing the impact that providing this service will have on the tribes' resources such as capital investments required to manage and maintain equipment and support end users. Therefore, the cost and convenience of this service will be of paramount importance in the evaluation as well as the quality of the provided service. Length of experience as an ISP and possible revenues to the Tribe will also be taken into consideration.

11.1.1 Evaluation Point Distribution

11.1.2 Cost/convenience to users..... 20%
Cost/convenience to SRMT..... 20%
Length/quality of experience..... 15%
Viability/reputation of company... 15%
Revenue stream to Tribe..... 15%
Native American Owned/Staffed...15%

12.0 Submission Rejection

12.1 Saint Regis Mohawk Tribe LLC reserves the right to reject any or all submissions for any or all reasons and is not bound to accept a submission if that submission is deemed



contrary to the best interests of the Tribe.

13.0 RFI Respondent's Obligations for Formatting

13.1 Each response to this RFI must be indexed in the exact same order as requirements are indicated. For example, responses to the Hardware and Software Paragraph, section 5.0-5.1 shall be titled and numbered in exact correlation to the requirement requested. Deviations to this required response format may result in the rejection of part or all of submission.

14.0 Contact and Submission

14.1 The point of contact for this RFI is Jerry Gerasimou, Vice President & General Manager, MyROW International:
Phone: 704-607-4965, e-mail jgerasimou@myrowinternational.com

All questions and requests for clarification must be made in writing within five (5) working days of receipt of the RFI. Requests will be received through e-mail only and responses will be forwarded to all respondents as soon as possible via e-mail also.

14.2 Respondents must submit a minimum of two (2) hard copies of the RFI response along with one (1) soft copy PDF or MS Word format on CD or portable USB drive to;

***MyROW International, Inc.
Attention: Jerry Gerasimou
Akwasne Business Center suite 204
447 Frogtown Rd
Akwasne, NY 13655-3136***

15.0 Confidentiality

15.1 Any information contained in the Response that is proprietary or confidential must be clearly designated.

15.2 It is understood that any information provided to MyROW International and the Saint Regis Mohawk Tribe Network LLC will be kept strictly confidential and be used for the sole purpose of determining suitable strategic partners for SRMT broadband initiative.

15.3 MyROW International and SRMT Network LLC agree not release, publish, or disclose publicly any information provided in submissions and will only be used for evaluation of network requirements. An NDA between may be executed upon request.



16.0 Amendments

- 16.1 MyROW International reserves the right to change the RFI timeline or other portions of this RFI at any time.

17.0 Right to Cancel

- 17.1 MyROW International reserves the right to cancel or reissue this Request for Information at any time without obligation or liability.

18.0 No Obligation to Buy

- 18.1 SRMT will not contract with any vendor based solely on this RFI. Information obtained about your company as a result of this RFI will be used to create a qualified bidder's list for all subsequent RFP(s) when choosing strategic partners for the SRMT FTTH Broadband initiative. Information provided in response to this RFI will be considered when evaluating bidders responding to any future solicitation.

19.0 Cost of RFI Response Preparation

- 19.1 MyROW International / Saint Regis Mohawk Tribe LLC will not reimburse any Vendor or respondent for any costs associated with preparing a response to this RFI.