



Request for Proposal
for an
Internet Service Provider

100 E Main St
Christiansburg, VA 24073

Purpose

The Town of Christiansburg is seeking an Internet Service Provider (ISP) to supply high-speed, dedicated service via Fiber or Wire to Christiansburg Town Hall. The connection will be shared at up to 10 locations, servicing 160+ employees, and guest access areas.

Services Required

- The ISP must have the capabilities of providing service up to 100Mbps.
- The ISP must be able to guarantee network availability more than 99% of the time except for outages caused by the customer's equipment, fiber or wire cuts by third parties, or other events that cannot be controlled by the ISP.
- The ISP must provide a system for service requests and offer a telephone response time of one (1) hour or less and, if necessary, physical response within four (4) hours.
- The ISP must provide basic assistance with implementation.
- The ISP must provide no less than 5 public IP addresses.
- The ISP must be able to provide usage reports upon request.

Instructions for submittal

Proposals must be received no later than April 24, 2009 at 2:00PM. Proposals shall be sent to the following address:

Adam Carpenetti
Assistant to the Town Manager
100 E Main St
Christiansburg, Virginia 24073

Or

acarpenetti@christiansburg.org

Proposals must be submitted bearing the name of the vendor, addressed as above, and clearly marked:

Attn: Proposal for an Internet Service Provider

One (1) paper and/or one (1) digital copy of the proposal must be submitted. No oral or telephone proposals submitted will be considered.

After April 24, 2009 at 4:00 PM, no proposal will be accepted. It is the responsibility of the offeror to ensure that the proposal is received at the above time and location.

Proposal Requirements

Introduction – Describe the company's background in providing service, including customer references of similar size.

Cost – Pricing must be submitted for 6/10/15Mbps service levels, any fees the Town may incur (i.e. construction costs), and any discounts for long-term service contracts.

Timeline – Provide a timeline that begins with the signing of a contract to when service may be available at Town Hall.

Questions

Please direct all questions to Adam Carpenetti via phone or email. All questions and answers will be posted to the website within two (2) business days and can be viewed at the following address:
<http://www.christiansburg.org/bids>

Phone: 540-382-6128

Email: acarpenetti@christiansburg.org

Award Process and Evaluation Criteria

A committee of Town staff will review all proposals submitted. Within a two week period, the Town will select the award winner or request further information for evaluation. The committee will evaluate the proposals based on the following criteria:

- Cost
- Timeline
- Company background