

Request for Proposal

San Luis Valley Broadband Services Management

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Program coordination for broadband services
For the San Luis Valley Council of Governments

Introduction

The San Luis Valley Council of Governments (hereinafter, the SLV COG) requests proposals from qualified individuals or firms for the position of San Luis Valley Broadband Services Manager. This individual/firm will report directly to the SLV COG Broadband Technical Steering Committee and SLVCOG Executive Board as contractors and will be considered for contract renewal on an annual basis.

The Broadband Services Manager will oversee the buildout of regional broadband enhancement within Colorado Planning Region 8 by pre-approved broadband projects, work closely with individual Internet Service Providers (ISPs), and track all aspects of deployed facilities using a network/fiber tracking tool. The candidate should possess a solid understanding and working knowledge of broadband and wide-area networks (WAN), and internet technology.

To center a digital equity lens inclusive of the region's most geographically isolated and underserved communities, the Broadband Services Manager will work in partnership with a Broadband Community Relations Manager, who will be onboarded approximately 3 months after the technical position's start date. The goal of these two entities is to ensure that those furthest from opportunity have a seat at the table. The Broadband Community Relations Manager will work closely with nonprofit leaders on the San Luis Valley Regional Broadband Collaborative (SLV RBC) to leverage existing trust and develop meaningful community engagement in this process.

Successful candidates/firms will have a minimum of five years of project management work experience and should demonstrate a keen ability to direct and work with others in the sector at a local, regional, and statewide level. The candidates/firms should be available for meetings and correspondence during normal weekday business hours. Some work might require availability outside of normal hours for issues such as service outages, meetings or conferences. In addition to the digital equity lens, there is heavy emphasis on working with ISPs to assist with the development of ISP-initiated grant applications for state and federal matching funds. The selected candidates/firms will prepare quarterly reports updating project progress toward the goal of achieving a greater footprint of broadband service availability for the SLV and the region's traditionally underserved communities. The candidates/firms will also provide quarterly reports of ISP service performance and outage mitigation. Improved broadband service will increase speed, reliability and availability to residents and businesses in the San Luis Valley of Colorado.

Scope of Work

Applications for this position will close on June 23,2021, and the selected individuals or firms will be notified by July 21,2021. The contract for the Broadband Services Manager will commence no later than 30 days from contract award and will run for a period of 24 months from that start date. Contract renewal will be based on individual/firm performance as well as funding availability.

The Broadband Services Manager will have the responsibilities as outlined below. The chosen candidates/firms will:

- Manage the inventory of all fiber and network facilities and assets using a software-based tracking system;
- Generate revenue sources to sustain broadband management and possible projects;
- Track network, last mile and ISP service performance and report those measures to the SLV COG/SLV RBC on a regular basis;
- Coordinate the preparation of broadband grant applications;
- Report project progress to the SLV COG/SLV RBC on a monthly basis;
- Prioritize projects and map and analyze network buildout as part of a long term, strategic plan centered using a digital equity lens;
- Research and identify grant opportunities to assist funding potential projects;
- Arrange meetings with ISPs and broadband stakeholders and attend meetings locally or regionally as needed;
- Conduct quarterly meetings with local ISPs to ensure customer service quality and to resolve service issues in a timely manner;
- Coordinate regular meetings of the SLV RBC to provide updates, seek guidance, and plan for the future;
- Attend meetings of the Colorado Broadband Office, and other relevant stakeholder meetings;
- Report regularly to the SLV COG/SLV RBC to provide local broadband performance statistics compared to national performance data for local broadband service;
- Act as the lead point of contact to coordinate issue resolution related to the San Luis Valley broadband services project as coordinated by the SLV COG;
- Use the GIS software analytics to simulate broadband growth projections;
- Identify short and long-range projects, with emphasis on those that will expand access to the region's most geographically isolated and underserved communities;
- Work closely with the Broadband Community Relations Manager to provide technical expertise and advice in the community engagement process;
- This position is currently grant funded, research options and advance proposals to provide income to make this position self-sustaining into the future.

Broadband Services Manager Skill Set

The qualified individuals/firms for the San Luis Valley Broadband Services Manager position will require a demonstrated tactical and strategic knowledge of the broadband services industry and understand how the industry is evolving. The individuals/firms should be well versed in the

fixed-wireless sector as well as have a strong set of credentials for supporting professional work in the industry.

Applicants will provide evidence of related experience and will be interviewed to validate this expertise. The applicants should propose a compensation plan for the Broadband Services Manager role. Payment to the selected individuals/firms will be made monthly and the selected individuals/firms will be responsible for all State and Federal taxes. Full health and dental benefits will be provided for these positions if it is an individual applying. The SLV COG will send the selected candidates/firms to attend the annual Mountain Connect Internet Conference. If selected, the firm would serve as a contractor of SLV COG and any individuals would serve as temporarily benefited employees of SLV COG. SLV DRG will provide accounting services for this work, and individuals/firms will be provided their work space with internet service in the offices of the SLV COG/SLV Development Resource Group located at 610 State Ave. Alamosa, CO.

Terms of Contract will be provided upon selection of individuals/firms.

Annual broadband management budget for a two year cycle

Item	Cost
Salaries for FTE: Salary range \$75,000 to \$90,000 / year	\$90,000
Benefits for 1 FTE based on 24% of salary	\$23,400
Travel, food and lodging	\$9,000
Conference/Training (i.e. Mountain Connect)	\$4,000
Not to exceed bid per year:	\$126,400

Correspondence

To be considered for this position, please provide **both a digital copy and a hard copy** of these proposal materials including a budget and timeline postmarked by the deadline to:

To: Kevin L. Wilkins
kwilkins@svdrg.org

CC: Nellie Stagg
stagg@crcamerica.org

Kevin L. Wilkins
SLV Development Resources Group
610 State Avenue, Suite 200
P.O. Box 300
Alamosa, CO 81101

Proposals, resumes, and accompanying documentation are due by June 23, 2021.