



REQUEST FOR INFORMATION

Subject	Request for Information on Affordable Internet Service Solutions for Public & Affordable MDUs
Eligible Vendors	Internet Providers, Managed Service Providers, and Municipal Broadband Providers
Release Deadline	November 6, 2024
Submission Deadline	December 20, 2024
Review Deadline	January 17, 2025
Contact	rfi@educationsuperhighway.org

I. Introduction

This Request for Information (RFI) is intended for internet and managed service providers on behalf of Compudopt, which intends to establish an annual "Connectivity Fund" of \$1.5 million to \$3 million, starting in the second half of 2025. This fund will provide \$10 per month per household for up to 24 months to help cover the recurring cost of internet service in public and affordable housing communities.

[Appendix A](#) outlines priority target markets, though this list is not exhaustive. The fund will be distributed among multiple providers, with Compudopt working with different providers in various regions and potentially engaging several providers within the same geographic area.

Compudopt is committed to providing ongoing network adoption campaigns, device distribution, and digital literacy training for these communities beyond the 24-month period through efforts that have previously demonstrated above-average adoption rates.

We seek comprehensive responses that address the technical and operational aspects of delivering affordable internet service, emphasizing innovative, sustainable solutions capable of maintaining affordability beyond the initial 24 months of service.

The MDU communities will consist of midrise and garden-style apartment buildings. Please see the attached sample building designs in [Appendix B](#).

This RFI aims to solicit detailed information from service providers who can offer reliable, high-quality internet services within a \$10 per month budget. The feedback gathered through this RFI will play a critical role in shaping future strategies to ensure digital equity is achieved in these communities, and some respondents may be asked to enter into direct negotiations with Compudopt to establish contracts for services.

II. Objectives and Goals

This initiative aims to close the digital divide for residents in participating affordable housing communities by making high-speed internet accessible and affordable.

The responses to this RFI will be carefully reviewed, and selected providers may be invited to engage in further discussions or to participate in a formal Request for Proposal (RFP) process.

This initiative represents a significant opportunity to work with affordable housing providers and dedicated nonprofits to make a lasting impact on digital equity in these communities.

Specific objectives include:

- **Equitable Access:** Ensure every resident has affordable access to essential online services, including education, healthcare, employment, and communication platforms.
- **Sustainable and Scalable Solutions:** Identify and implement cost-effective, scalable solutions that can be sustained within the budgetary constraints of \$10 per month per household.
- **High-Quality, Reliable Service:** Deliver internet service that meets or exceeds the FCC broadband benchmark (100 Mbps Download / 20 Mbps Upload), allowing residents to fully engage with digital content and services.
- **Innovative Technology Integration:** Explore and adopt cutting-edge technologies that enhance service delivery and maximize performance while minimizing costs.
- **Long-term Partnership Development:** Foster strong, mutually beneficial relationships between affordable housing communities, service providers, and nonprofit organizations.

III. Information Requested

Technical Design

1. What end-user-facing access technologies are the most suitable for achieving this budget? For example, managed Wi-Fi, fiber to the unit, coaxial cable, cellular, G.hn, or another technology.

- a. What are the advantages and disadvantages of your proposed solution to other competing solutions?
 - b. Detail the necessary hardware and any expected infrastructure upgrades that may be required within the existing facilities.
2. What internet backhaul / last-mile technologies are the most suitable for achieving this budget, such as fiber or fixed wireless?
 - a. What are the advantages and disadvantages of your proposed solution to other competing solutions?
 - b. Detail the necessary hardware and any expected infrastructure upgrades that may be required within the existing facilities.
3. How would you design the network to ensure equitable wireless coverage within multi-dwelling unit (MDU) environments?
 - a. What strategies will ensure that all residents have high-speed internet connectivity, regardless of their location within the building? For example, how would you mitigate signal interference, poor coverage and bitrate, and other common challenges in dense residential settings?
4. Describe your approach to ensuring network reliability, including high availability designs, battery backup, and redundant wiring paths to prevent service disruptions.
5. Detail the expected internet speed (download/upload), latency, and overall network performance metrics you can guarantee to the end user within the budget.
 - a. Please provide benchmarks or examples from similar deployments.
6. What is your calculation to determine how much backhaul internet bandwidth (download/upload) is required per unit (i.e oversubscription ratio)? Would bandwidth caps, rate limiting, and/or traffic filtering be a part of your proposed design? Why or why not?

Economics

7. Detail how you will structure the Service Level Agreement (SLA) to stay within the \$10/month/household budget.
 - a. What uptime, response and resolution times, and support channels can you offer at this price point?
 - b. How would you provide network usage / SLA metrics to our partners to measure adoption, performance, and uptime requirements?
 - c. Identify potential challenges in providing service at this price point, including technical, operational, or financial risks.

8. How will you continue to offer the service after an initial period of 24 months of subsidized \$10/month/household funding?

For Example:

- a. Offering a \$10/unit bulk rate to the property owner
 - b. Offering a \$10/unit retail offering directly to the residents
 - i. If offering higher tier retail rates to residents, what are typical plan tier costs, speeds, and expected adoption rates?
9. Include any subsidies, grants, or other cost-reduction (CapEx or OpEx) strategies necessary to reach the \$10/month price point.
 10. Outline any innovative or non-traditional approaches you might employ to reduce costs while maintaining service quality (e.g., leveraging rooftop access, integrating with other community services, using shared spectrum, sharing fiber circuits across a portfolio of properties).
 11. Explain how you will manage the procurement of equipment and labor to keep costs low while still delivering a timely quality solution.

Partnerships and Collaboration

12. Compudopt would assist with adoption, device distribution, and digital literacy training. How would you collaborate with them on this?
13. What role could the affordable housing community partner play in terms of support and promotion to reduce ongoing costs?
14. What strategies would you propose for involving residents and the community in the long-term success of the project?
15. How do you see this project evolving into a long-term partnership with the affordable housing community and nonprofit?
 - a. Explore models for collaboration that go beyond initial implementation, such as shared ownership of infrastructure, joint funding applications, or community-based service initiatives.

IV. Submission Instructions and Next Steps

Please ensure that your responses are comprehensive. Responders are encouraged to submit answers to all questions.

Additional materials such as case studies, technical diagrams, or references to previous similar projects are strongly encouraged.

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Submission Format: Please submit your response electronically to the rfi@educationsuperhighway.org in Microsoft Word .docx format.

Contact Information: Contact rfi@educationsuperhighway.org with questions.

Thank you for your thoughtful consideration and commitment to this critical work!

Appendix A: Priority Target Markets

Alabama

- Multiple

Alaska

- Kwig
- Mekoryuk
- Scammon Bay

Arizona

- Mesa
- Phoenix

Arkansas

- Multiple

California

- Los Angeles
- Santa Clara

DC

- Washington

Florida

- Jupiter
- Miami
- Tampa

Georgia

- Atlanta

Illinois

- Chicago

Indiana

- Evansville

Kentucky

- Covington
- Lexington

Louisiana

- Baton Rouge
- Lake Charles
- New Orleans
- Ruston
- Shreveport

Michigan

- Detroit

Mississippi

- Southaven
- Tupelo

Missouri

- Poplar Bluff
- St. Louis

Nevada

- Las Vegas

New Mexico

- Hobbs

North Carolina

- Raleigh

North Dakota

- Stanley

Ohio

- Cleveland
- Dayton
- Malvern

Oklahoma

- Durant
- Henryetta
- Oklahoma City

Pennsylvania

- Philadelphia

South Carolina

- Columbia

Tennessee

- NW

List continued on page 7

Texas

- Austin
- Corpus Christi
- Dallas
- El Paso
- Ft Worth
- Galveston
- Houston
- Jasper
- McAllen
- Midland
- Monahans
- Pearsall
- San Antonio
- Seguin

Washington

- Seattle

West Virginia

- Multiple

Appendix B: Example Building Diagrams

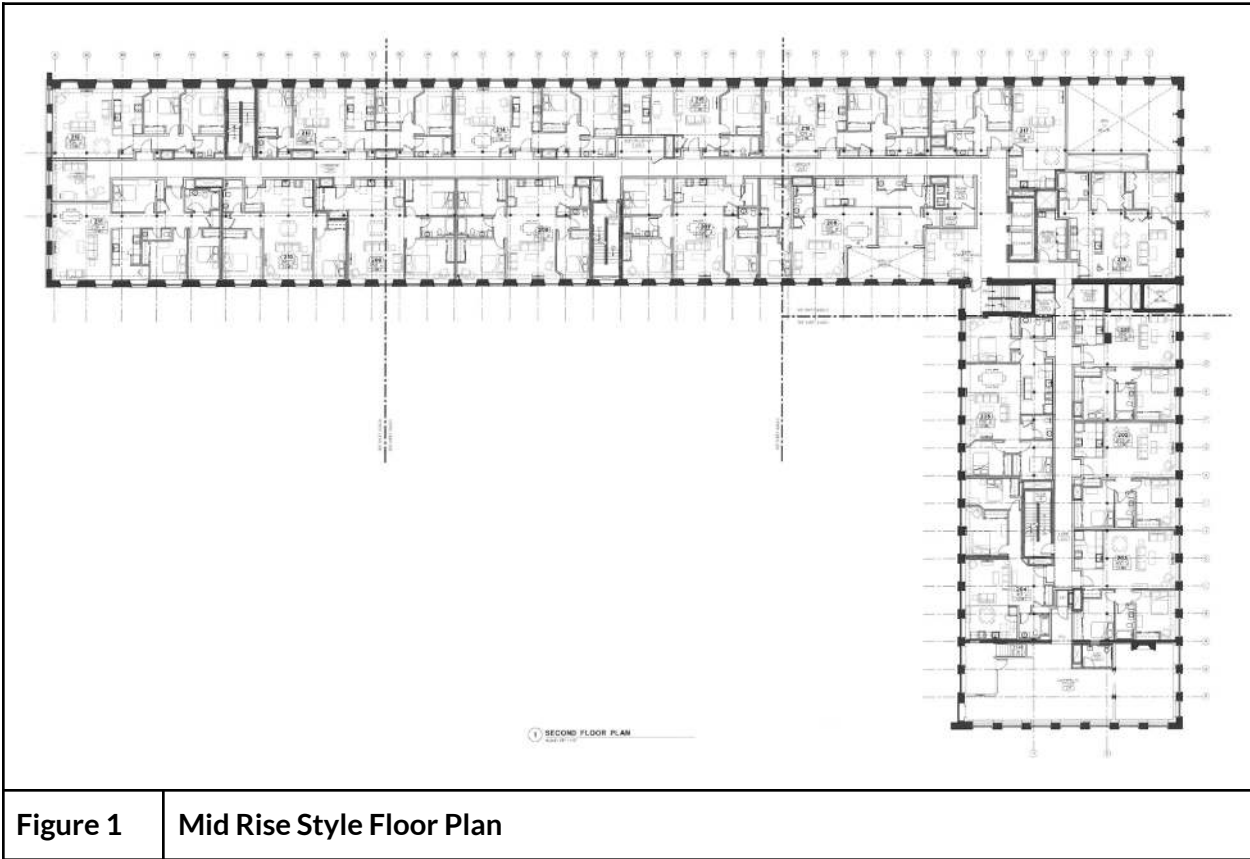


Figure 1

Mid Rise Style Floor Plan

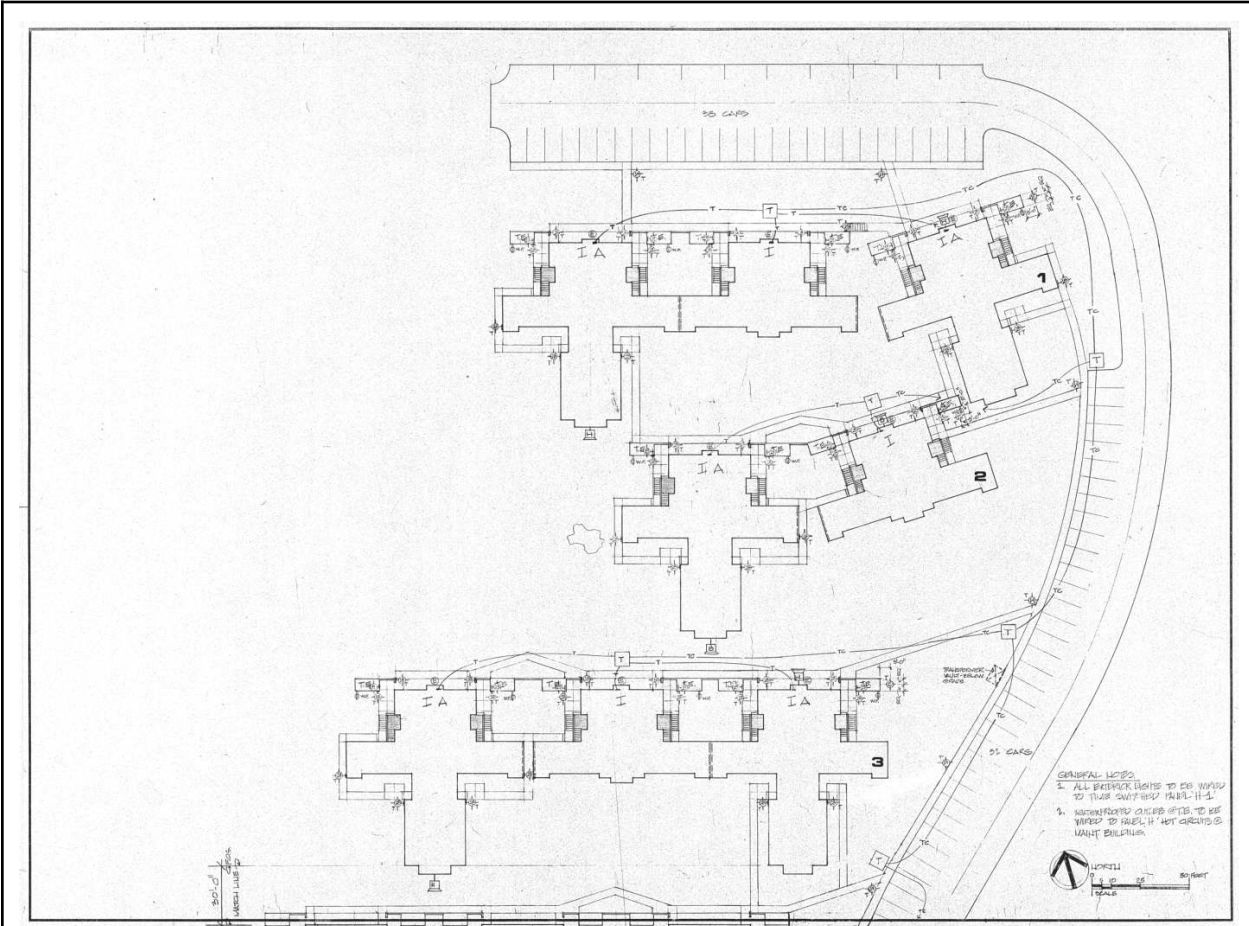


Figure 2

Garden Style Community

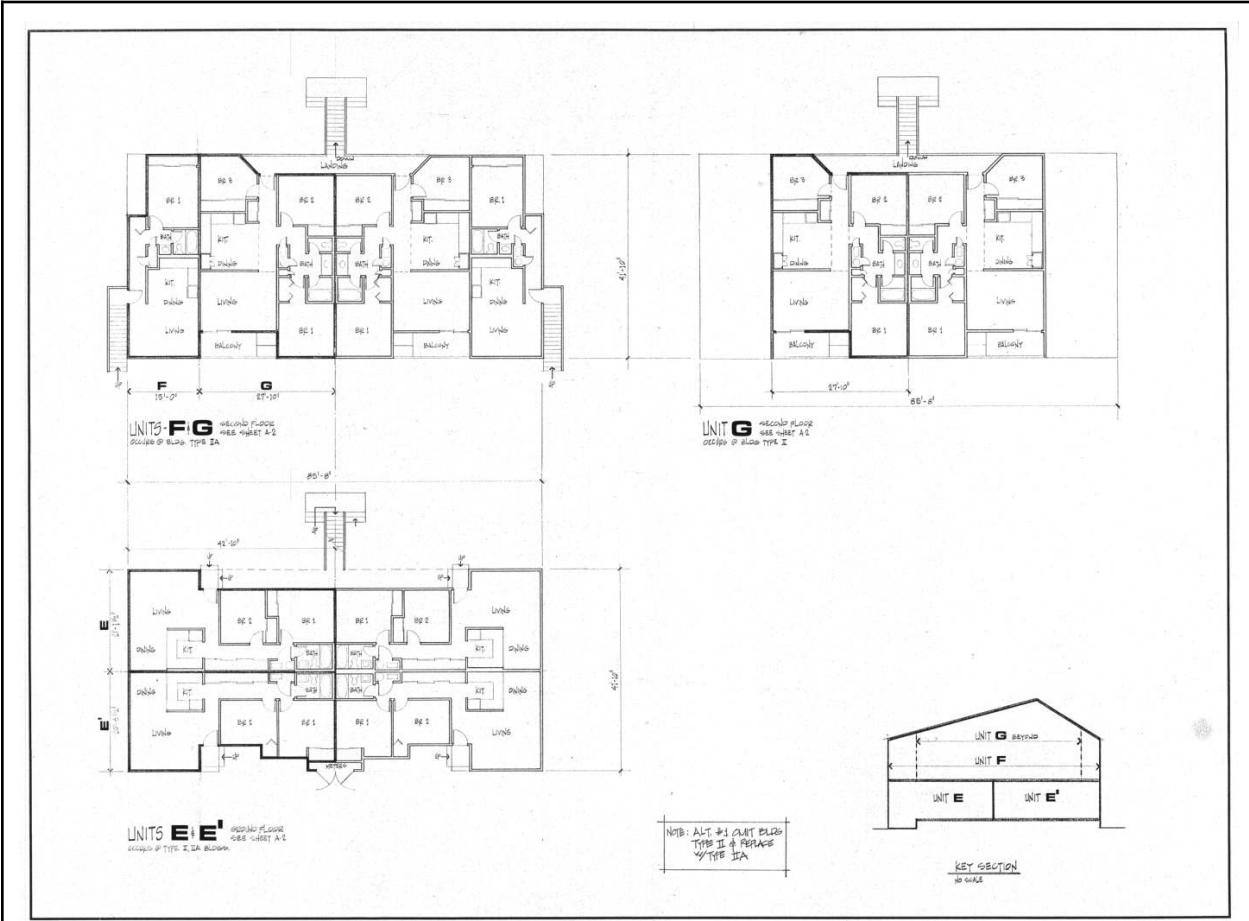


Figure 3 Garden Style Floor Plan