



City and Borough of Juneau Public Internet Services

Response to RFP No. 25-190 Provision of Internet Services
in the Juneau Maritime Industry Zone for the City and Borough of Juneau

December 19, 2024

Submitted by:

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December 19, 2024



Proposer's Company (Legal) Name: Alaska Communications Internet, LLC

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ATTN: City and Borough of Juneau Purchasing Division of Finance

Subject: RFP No. 25-190 Provision of Internet Services in the Juneau Maritime Industry Zone for the CBJ

Alaska Communications is pleased to submit the enclosed proposal responding to the City and Borough of Juneau's ("the City" or CBJ) Request for Proposal seeking a public Wi-Fi system in its Maritime Industry Zone.

The City is seeking an Alaska-based contractor who can deliver a robust system accommodating the thousands of travelers visiting Juneau during the cruise ship season. As a technology leader with documented success on these types of projects and a shared commitment to enhancing the experience of Juneau visitors and residents, Alaska Communications is uniquely qualified to meet and exceed the City's asks and expectations for this project.

Backed by our robust service and support structure, our local teams in Juneau and our organization as a whole are well prepared for this project. We have a detailed solution design, project plan, and local contractors lined up to allow us to hit the ground running toward the City's goals and targets. We look forward to your review of this proposal and to further discussion of how we can deliver a best-in-class solution and service to the City, its visitors, and its residents.

Acknowledgement of Addenda. Alaska Communications received, signed, and returned Addenda 1-4 for this RFP.

Person(s) Authorized to Represent the Company. Dale Knipp, Sr. Vice President, Business, is the lead contract negotiator in cooperation with the Alaska Communications legal team. Final signature will come from Alaska Communications' Chief Executive Officer or Chief Financial Officer.

Contact: (303) 521-6600 or dale.knipp@acsalaska.com.

Sincerely,

Matthew W. McConnell

Matthew W. McConnell (Dec 19, 2024 10:20 MST)

Matthew W. McConnell

Chief Executive Officer

Alaska Communications

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1.0 Introduction



Aligning Our Missions: A Critical Technology Investment for Juneau and for Alaskans

The City and Borough of Juneau is seeking a comprehensive, forward-looking public internet solution for its Maritime Industry Zone (MIZ). This area is a bustling spot for tourists during the summer, but thousands of people trying to use cellular and wireless internet services causes major congestion pains for both visitors and the City.

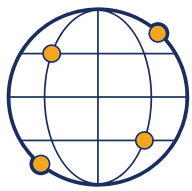
With a history of supporting Alaskans' technology needs for more than 100 years, Alaska Communications believes in your mission and goal of delivering a positive experience for visitors to Juneau and to our state. In many ways, the City is investing in a first impression – one that says Juneau is both a wonderful place to visit and a fantastic place to live. As an Alaskan company with many employees who call Juneau “home,” we are confident that this project will be a major boon to the city and Alaska as a whole.

Getting this right is important to us. Our proposed design isn't just “good enough” – it's a best-in-class, scalable approach that will make an immediate, positive impact. As technology leaders and Alaska residents, our solution is one we would want to use in our everyday lives. We believe your visitors and residents will enjoy it for many years to come.

Alaska Communications' mission is to change lives through technology. We want to connect Alaskans to the rest of the world, and we believe the CBJ's investment in this critical infrastructure won't just enhance the visitor experience in Juneau; it will propel our state's technology footprint forward in a world that is constantly changing and advancing.

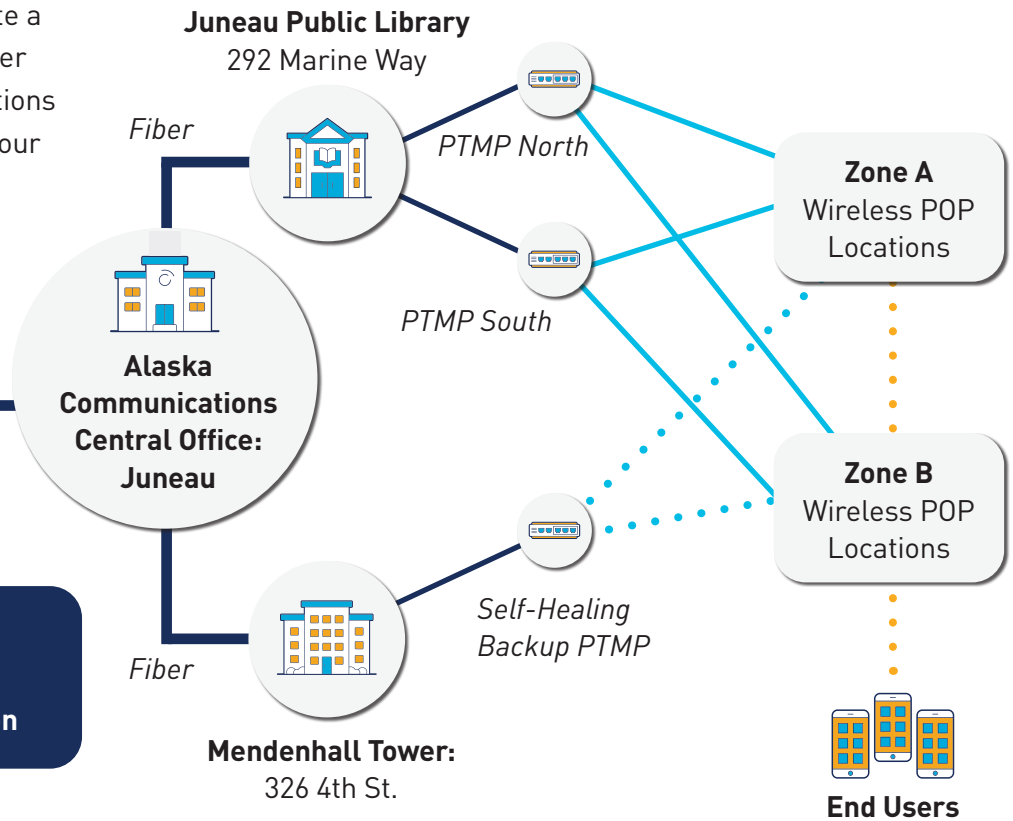
2.0 Understanding and Methodology

The City is seeking a public Wi-Fi solution for the MIZ to promote a more enjoyable Juneau traveler experience. The following sections outline our understanding of your needs and our comprehensive response to those needs.



Dedicated Internet Access

2.1 High-Level Overview: Network Diagram for Proposed Meshed Wi-Fi Solution



2.2 Key Features and Benefits of the Proposed Solution

Support for thousands of simultaneous users, with filtering capabilities to ensure availability of basic internet services like messaging, checking email, and web browsing.

Fully managed, maintained, and supported by local technicians in Juneau and backed by 24x7 network monitoring and dedicated, comprehensive customer service and technical support.

Highly reliable, dedicated connection to the internet via Alaska Communications' fiber optic cable infrastructure in Juneau.

Proposed solution and equipment meet or exceed the City's requirements and expectations outlined in its RFP and accompanying addenda.

Up to 120 Wireless POPs distributed throughout Zones A and B to create a true meshed network with self-healing capabilities, allowing visitors to seamlessly use the internet when moving around the area.

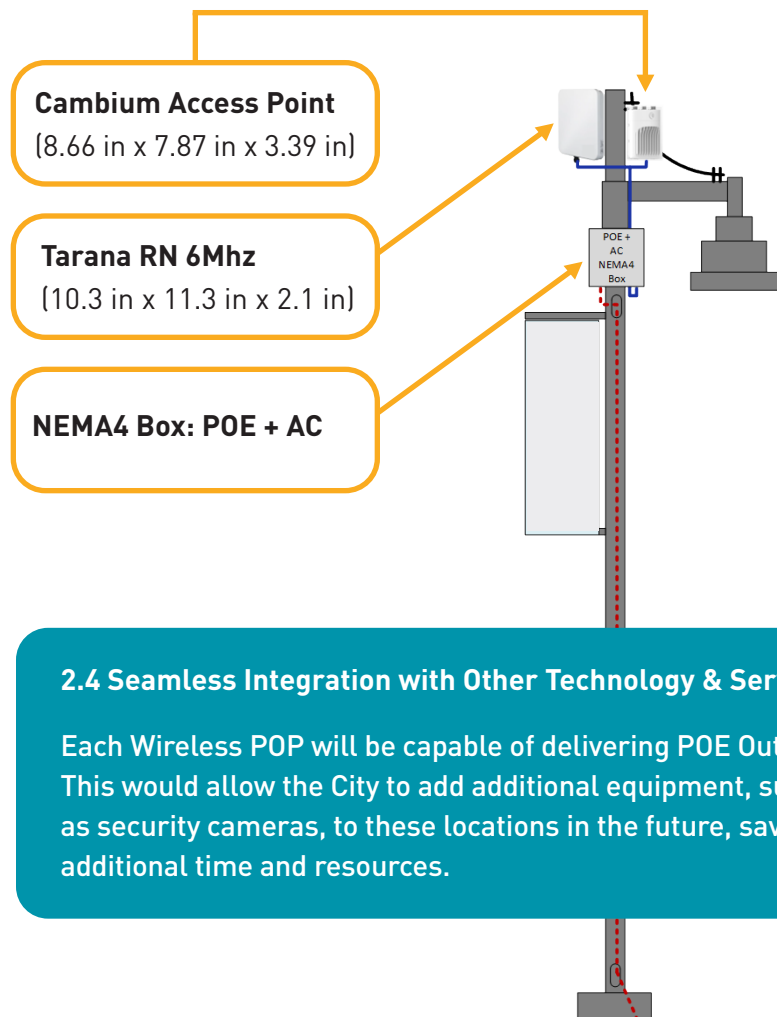
Scalable, flexible design that can be expanded or enhanced with additional features, such as private Virtual Local Area Networks (VLAN), Smart Queue Management, and LAN Cache.

2.3 Wireless Point of Presence (POP) Light Pole Concept

Each Wireless POP will include the following mounted equipment:

- (1) Cambium Outdoor Access Point delivering public internet via a password-protected SSID
- (1) Tarana G1 Radio for data uplink to the network.
- (1) NEMA electrical enclosure for conversion of AC power to Power over Ethernet (PoE)

Our solution pricing includes all necessary electrical and permitting work required to install these Wireless POPs.



2.5 Identify any challenges associated with implementing the work.

Timeline. While technically feasible, it will be challenging to meet the City's goal of having this solution completely up and running by mid-April. Weather conditions in Alaska are always a factor, but this will be especially true during February and March, when the bulk of the work would have to be completed.

Unknown State of Light Poles. It is unclear how many light poles in the MIZ are already equipped with 24/7 power to accommodate

Wireless POPs. Some poles may also need updates to meet code requirements. These updates will affect the total cost of the project.

Budget. The City's goal of delivering a positive internet experience to potentially thousands of simultaneous users means that the cheapest solution is not going to deliver the results you want. The City will need a high bandwidth internet circuit, broad coverage, and experienced support to deliver its desired experience to visitors and residents.

2.6 Describe the methodology you intend to practice and demonstrate how it will serve to accomplish the scope of work.

Alaska Communications' project management team uses Project Management Institute (PMI) best practices to minimize risk and promote a positive experience for our customers, especially during complex projects like yours. In addition, our service delivery team will work with your cross-functional team

of experts to ensure your project stays on track both externally and internally at Alaska Communications. Below is an overview of the key components of our service delivery approach and a description of how they will help us accomplish your scope of work.

Service Delivery Methodology

Internal Planning. Your project manager will gather the internal transition team of engineers, technicians, service delivery, and account managers for a kickoff meeting. At that meeting, your team will confirm the detailed project scope to develop the work breakdown structure.

Communication. Next, your project manager will reach out to discuss your expectations and confirm timelines. Throughout the process, your project manager will maintain close contact with you to provide consistent updates, answer questions, and proactively address any concerns or potential issues.

Kickoff Meeting. Once your project manager has fully gathered resources and communicated next steps, a formal kickoff meeting is held. This will be your opportunity to meet the full team responsible for connecting your services and managing the project. Our team will confirm they understand your needs and unique circumstances and tailor their work accordingly.

Implementation and Cutover. The team will begin to install, provision, and test services according to the agreed upon schedule. Your project manager will maintain contact and be your personal advocate internally to coordinate the delivery of your services and make sure your solution is effective and meets your expectations.



2.7 High-Level Preliminary Project Plan and Timeline

Below is a high-level, preliminary project plan for the City’s project. We anticipate further discussion with the City to refine this plan and outline a detailed approach to phased implementation.

Task	Description	Duration	Start	Finish
Initiate				
Contract Finalized and Executed	Customer proposal evaluation period, award, and contract negotiation through execution.	27 Days	12/20/2024	1/15/2025
Design				
Detailed Engineering	Identification of specific locations for installation, power needs, and other applicable needs for finalization and execution of design.	8 Days	1/16/2025	1/23/2025
Build: Initial Phase				
Installation and Provisioning		72 Days	1/24/2025	4/3/2025
Testing and Turn-Up		12 Days	4/4/2025	4/15/2025
Go Live		3 Days	4/15/2025	4/18/2025
Build: Second Phase				
<p>This sample schedule reflects a phased approach that focuses first on installation at locations that have existing appropriate 24/7 power. Locations that require power installation, modification, or other related remediation will be installed and activated as a second phase. The schedule for the second phase will be developed in cooperation with the City and Borough of Juneau once the specific locations and remediations are identified.</p>				

Assumptions:

- All work will be performed from accessible roads or walkways, such as boardwalks. Install work will not be performed from water or beneath the pier.
- 120/240V A/C Power with a capacity of 200W is available at light poles.
- The City will allow installation of Alaska Communications fiber into Juneau Public Library, including a fiber and power path to the roof, or other City-owned facilities that may be identified.
- We assume we will provide structural pole analysis. Reported findings will be presented to the City for further discussion and planning.

Exclusions

- Light poles powered by 480V A/C, light poles with power supplies of less than 110V, and DOT light poles.
- Addressing any code upgrades identified during the execution of the work.

3.0 Management Plan



As part of our solution, Alaska Communications' network experts will fully manage, maintain, and support your public Wi-Fi system. This allows the City to focus on getting the most out of its solution by relying on our vast knowledge and experience managing similar systems. We are your technology team, and we are focused on creating a seamless experience for both you and your end users.

Dating back to the City's Request for Information (RFI) related to this project in 2023, Alaska Communications has had teams across our organization involved in the development and design of your solution. The information provided here is a reflection of Alaska Communications' top-to-bottom commitment to developing a best-in-class solution for the City that serves as a model for cities across the state and the country as a whole.

3.1 Define your accountability system, lines of authority and communication.

Alaska Communications' organization chart is included on the following page. This chart shows the key personnel assigned to your project, as well as their lines of authority.

Each member of your project team will remain in close communication regarding your project. A project like this requires leadership involvement from the start, so you can be confident that each person outlined in our organization chart will stay up-to-date on the status of your project and your satisfaction with our services. Following contract award, the City will receive a detailed **escalation matrix and contact information** for all involved teams.

Dedicated Personnel. The City will benefit from multiple direct lines of communication, including:

- Your **Project Manager**, who oversees the detailed implementation of your project.
- Your **Service Assurance Manager**, who monitors your network and provides service performance reports and data.
- Your **Client Account Manager**, who regularly checks in with you to ensure you are satisfied with your services and your experience as an Alaska Communications customer.

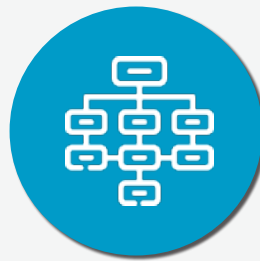
3.2 Technical Support and Escalation

In our incident management process, identification is at the reception of an alarm or alert, or when the City notifies Alaska Communications of an issue. When alerted to an incident, we log, categorize, and prioritize it to determine its impact. After we log an incident into our systems, we follow a

strict process of diagnosis response, and (if necessary) escalation to the appropriate tier of support. Once an incident has been resolved, we verify service has been restored before closing out the incident in our systems. The City will receive a detailed escalation matrix for support prior to service turnup.



The City will have 24/7 access to our Managed Service Desk at our Integrated Network Management Center (INMC) to provide immediate remote support for potential service issues. The INMC is staffed 24/7 with technicians and support personnel at our Network Operations Control Center (NOCC) in Anchorage, ensuring your staff can always speak to an Alaska-based technician for support.



The City will receive 24/7 Active Monitoring from our INMC to provide you with proactive outage reporting and resolution. Our INMC tracks and resolves problems, escalating to the appropriate teams as needed. This team supports our highly qualified support technicians stationed in Juneau, who will be available to provide onsite support in the event of an issue.



A dedicated Service Assurance Manager (SAM) will act as your network manager at Alaska Communications. Your SAM works in tandem with the INMC to ensure you receive timely communication in the event of an issue. Your SAM will serve as a point of contact for issues and will meet with you regularly to review service reports and metrics.

Integrated Network Management Center Delivers 24/7 Monitoring and Support

Your services include 24/7 network monitoring through Alaska Communications' dual Network Operations Control Centers (NOCCs) – one in Anchorage and one in Hillsboro, Oregon. Linked together, these centers create our Integrated Network Management Center (INMC). Through this advanced and geographically diverse and

resilient infrastructure, you will receive around the clock performance monitoring to manage service issues and aid in quick resolution. Should one NOCC suffer a service-impacting event, your monitoring services will fail over to the other facility to deliver continuous service and support.



3.3 Discuss how this project fits into your overall organizational structure and the current workload.

As a premier internet service provider, we install and support wireless systems like this every day across the state. We are your local technology experts, and we stand ready as an organization to deliver the best-in-class solution you are seeking.

Due to the size and complexity of the project and the City's desired timeline, we will dedicate existing Alaska Communications personnel to this project and add additional staff, as needed.

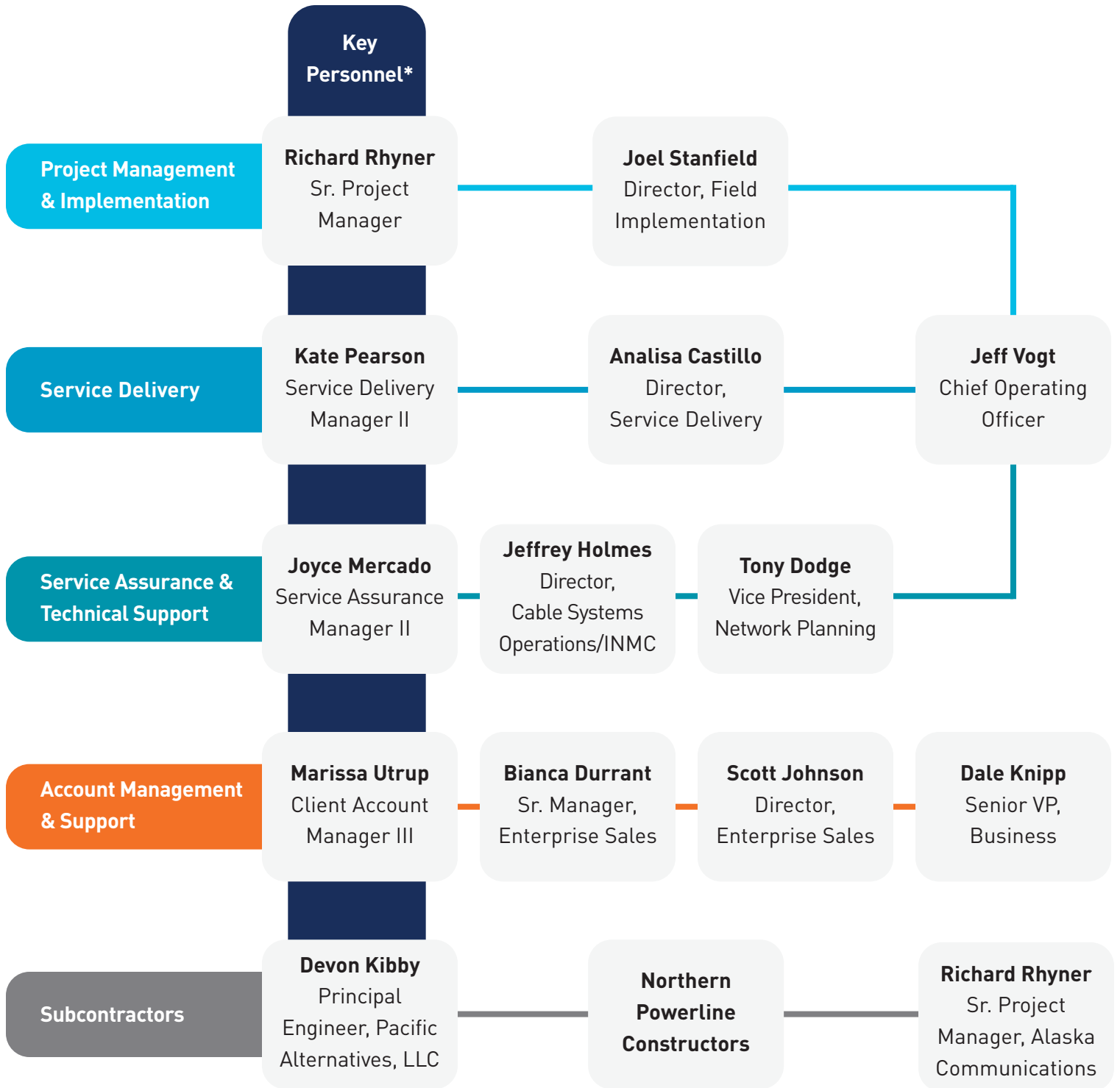
3.4 Individual responsible for decision-making and accountable for the completion of work (project manager), and the extent to which this individual will be available to the City. Provide their level of authority.

Richard (Rick) Rhyner, Sr. Project Manager, will be available to the City by phone or email from 7 AM to 5 PM Alaska time, Monday through Friday. An alternative availability window, including extended hours, can be arranged in coordination with the City.

Rick has decision-making authority and reports to Joel Stanfield, Director, Field Implementation. Rick and Joel will be accountable for the completion of work on your project. A full organization chart showing lines of accountability is included on the following page.

3.5 An organizational chart specific to personnel assigned to accomplish the work, including any subconsultants.

Alaska Communications' Organization Chart



* Resumes for key personnel are included in Attachment B.

3.6 Detail a planned work strategy describing your project schedule and planned approach to design, installation, testing and if needed any training. / Discuss any operational plan, problem solving approaches, techniques, standards, or creative methods to be used for getting the job done. Include any proposed project schedule and timeline, identifying any major tasks. / Describe a complete, practical, approach for completing the scope of work and fulfilling the project requirements.

Project Schedule. A preliminary project schedule is included in Section 2.0. Our strategy includes a phased approach in which we first install Wireless POPs on light poles that are already equipped with appropriate power. For the second phase, Alaska Communications would coordinate with the City regarding installation at light poles requiring more in-depth electrical and/or engineering work. This allows us to focus on establishing broad coverage on the network by the City’s target date of mid-April.

Approach to Design. Our planned work strategy makes the most of Alaska Communications’ footprint in Juneau. We have a full implementation and support team already based in Juneau, as well as a robust fiber network connecting Juneau to the rest of the state and the world.

As part of our work strategy, we will work closely with Pacific Alternatives, LLC (PAL), an electrical engineering and design company based in Juneau. These local experts will help Alaska Communications navigate the complexities of permitting and construction on this project. The following page contains a preliminary high-level overview of our electrical engineering and design scope.

Approach to Installation, Testing, and Training.

Our local and statewide staff are equipped with the training and experience needed to install and test your solution. The products included in our solution design, such as the Tarana network equipment and Cambium access points, are products we work with every day. Our technicians will be equipped with a scope of work that includes step-by-step installation and testing instructions. They’ll also receive onsite vendor training from our partners, as needed, before setting out to complete the work.

3.7 Discuss your management approach to potential contractual disputes and ability to provide services within budget.

Our management team firmly believes that avoiding and resolving contractual disputes lies foremost in achieving an open and good working relationship between Alaska Communications and CBJ. Not only does Alaska Communications have a positive history with respect to working with CBJ, Alaska Communications (as outlined in other responses) will have on the ground Juneau

personnel and will ensure accessibility and collaboration between our internal project manager and the CBJ project manager. Disputes should be handled quickly; if not resolved, the parties can engage in common sense dispute resolution - i.e., escalating resolution to identified individuals within both Alaska Communications and CBJ.

3.8 Preliminary High-Level Scope: Electrical Engineering and Design

The figure below shows a preliminary, high-level scope of work for electrical engineering and design requirements for this project. This scope was developed by our proposed subcontractor, Pacific Alternatives, LLC, who is based in Juneau and has a wide range of experience in complex projects like yours.

Phase	Tasks
Research	Gather as-built drawings from CBJ departments such as Engineering, Docks and Harbors, and Streets and Fleets to augment PAL's existing library already obtained.
	Present to Alaska Communications PAL's knowledge of existing infrastructure and research results of existing conduit systems and existing CBJ-owned dark fiber around downtown.
	Meet with ACS to understand its project outcomes/requirements, design approach, limitations, and process for optimizing existing AC power infrastructure to proposed radio network design.
	Present pole concepts with ACS to individual CBJ departments. Gather feedback and iterate concepts to reach an approved cost-effective solution. Garner overall CBJ approval with concepts.
Design	Each area of the proposed project is served by a different power and conduit system depending on when the CBJ project was completed (and those project's site limits). Gather CAD drawings for each proposed area requiring rework. It is assumed approximately 10 plan sets will need to be generated.
	Create an overall site plan for each rework area mapping Alaska Communications' node locations into each set of CAD drawings.
	Create plan sheets showing existing conduit and conductors/cables and new work to power up Alaska Communications equipment located on existing structures/poles.
	Create a standard detail drawing showing pole rework. If required by CBJ, submit revised pole load data to manufacturer for evaluation.
	Stamp/seal drawings and compile plan sets for permitting for each sub-project area. Plans to be reviewed with Alaska Communications project manager/engineers for final plan set approval. Permitting of project by area will allow construction to begin as soon as the first area is permitted to allow parallelization of design and construction.
Construction/ Closeout Phase	PAL will assist Alaska Communications in obtaining a qualified electrical contractor. Alaska Communications' proposal includes Northern Powerline Constructors (NPC) as a preliminary subcontractor for this project.
	Respond to contractor questions and evaluate any change proposals related to PAL's stamped/sealed drawings.
	Review and document contractor work so that there is a clear record which infrastructure is critical Alaska Communications-managed WiFi infrastructure and which infrastructure is unrelated to WiFi.
	Update CAD drawings with as-built information and compile "O&M" style plan set for CBJ records and future maintenance personnel.

3.9 Proposed Equipment List

The figure below outlines the networking, power, and wireless equipment included in our proposed solution.

Quantity	Manufacturer	Manufacturer Part Number	Description
120	Tarana	35-0175-001	TARANA G1 RN PTMP BUNDLE
120	Tarana	25-0051-001	1 Gig License Upgrade
120	Tarana	34-0027-001	Tarana Mounting Kit for Remote Nodes
120	Cambium	XE3-4TN0A00-US	XE3-4TN Outdoor Wi-Fi 6E 4x4 SDR Access Point, 2.5G + Mount
120	Cambium	ANT-OM-1X1-05	Tri-Band 2.4 GHz/5 GHz/6 GHz, 5 dBi, Omni 1x1 Antenna
120	Cambium	ANT-GPS-01	GPS ANT XE3-4TN
120	Polycase	HP-070705-13	NEMA 4 (7.2 x 7.2 x 5.7) + Mount
120	POE TEXAS	BT-3-48V240W	DIN RAIL POE INJECTOR
120	AC DISCO	AC DISCONNECT	DIN RAIL AC DISCONNECT

3.10 Proposed Equipment and Solution Design Meet the City's Requirements

Below is a list of the City's equipment and solution-related requirements from its RFP, as well as our acknowledgement that our solution meets these requirements.

RFP Requirement		RFP Requirement	
The Contractor must provide the public with internet access that will be sufficient to send and receive email, browse, and view websites, and conduct other basic internet activities.		Contractor's wireless network signal should be capable of scheduling, turning off during evenings, overnight and possibly, other identified dates or times of minimal to no usage.	
The system should support "casual" usage.		Proposed equipment must offer the latest security methods utilizing industry-standard technologies. The system must be upgradeable by way of firmware, software, as new security technologies are standardized	
The Contractor's equipment and network shall be capable of providing reliable, internet in high traffic, dense population areas.		All equipment determined necessary to provide the services as described shall be provided by, repaired, and maintained for operational status by the Contractor.	
The system's signal should penetrate generic buildings to a moderate degree.		The management capabilities of the Wi-Fi network must include software utilities to administer and manage user sessions, as well as the ability to create and manage a portal page.	
The Contractor's network will have to contend with and formulate a plan to manage the required services within a congested radio signal environment.		The management utilities should include the ability to set connection time limits for clients, to help maintain network use integrity.	
Contractor's network installation must be based on local research, preferably via a comprehensive frequency study.		The network management capabilities should include the ability to track and report anonymous use statistics. These statistics will support the ability to analyze and track system performance and provide metrics for system improvements.	
The city anticipates a solution with 2.4, 5, and 6GHz Wi-Fi signal with a 60Ghz backhaul using predominantly light poles for mounting locations.		Internet access MUST NOT BE delivered through the City and Borough of Juneau's existing network. At no time shall the Public Wi-Fi network be routed through the city networks.	
Contractor's network should have filtering capabilities.		Capability* for standardized hotspot technology to automate secure roaming. <i>*Not enabled by default</i>	

4.0 Experience and Qualifications



Alaska Communications has been a leading provider of unified communications to nonprofit, healthcare, education, government, enterprise, and residential customers throughout the state for more than 100 years.

Our Expertise. The solution included in this proposal is a design that has been honed from our decades of experience in the Alaska market, our expertise on national industry trends and advancements, and our thorough understanding of your needs now and your goals for the future. Our more than 100 years of experience as a telecommunications provider in Alaska

has equipped us with the knowledge and experience to know what it takes to deliver the reliable services you need amidst Alaska's challenging environment.

Our Network. Alaska Communications has a true geographically diverse and resilient undersea fiber optic network between Alaska and the Lower 48 states. We designed, built, own and operate the Alaska Oregon Network (AKORN) and the NorthStar submarine fiber optic cables as well as thousands of route miles of terrestrial fiber in Alaska and Oregon. This system provides redundant, secure, and reliable connectivity between Alaska and the Lower 48 states.

4.1 A list of current projects (of similar size & complexity) and previous work experience over the past five (5) years that demonstrate your ability to complete this project successfully.

Wireless Solutions for Military Bases.

Alaska Communications provides connectivity and wireless solutions, as well as ongoing support, for multiple dwelling units (MDU) on military bases and in private dwelling units throughout the state. After initial deployment at the first military base, this solution expanded to provide service to every military base in Alaska, covering 2,000 soldiers between all six bases. To develop a building-by-building solution, Alaska Communications performed radio frequency studies and heat mapping, determined the most effective locations for access points, and verified the coverage of the services.

Conoco Phillips Wi-Fi System. We engineered and installed the Conoco Phillips-sponsored, Alaska Communications' Wi-Fi system, spanning over two dozen locations. These services provide both morale and production-focused connectivity and include temporary camps and permanent installations for multiple oil and gas facilities on Alaska's western North Slope. This solution was originally installed in 2015, and we have provided ongoing management, upgrades, and expansions since then.

Wi-Fi Services at Joint Base

Elmendorf-Richardson. We engineered and installed Wi-Fi services for 18 classrooms at the United States Air Force Noncommissioned Officer Academy at Joint Base Elmendorf-Richardson. This project helped the Academy transition from a cellular data environment to their current Wi-fi services, for which we provide ongoing support for the past several years.

State of Alaska Core Network.

Alaska Communications provides comprehensive core network capabilities for the State of Alaska's statewide network. This includes Dedicated Internet Access and Wide Area Network services to hundreds of locations throughout the state with fault tolerant, redundant connections to ensure the highest level of reliability in support of the State's critical operations. We also provide managed IT professional services to the State in support of their complex IT infrastructure needs.

Other Complex Projects.

Alaska Communications supports large organizations throughout the state with complex projects and comprehensive technology support. For example, Sitnasuak Native Corporation (SNC) is a long-time Managed IT Services customer with Alaska Communications. We work closely with SNC's IT Manager and other personnel to assist in supporting the organization's IT infrastructure and help desk needs across multiple business infrastructures with varying IT support needs.

4.2 Include a description of the approach to the work including staff supervision and training.

Alaska Communications' local Juneau staff and statewide staff are trained and experienced in the hardware and software incorporated into your solution. Local technicians who are experts in Tarana and Cambium equipment, as well as numerous other Wi-Fi products, will be available to respond to installation and operations challenges. They are backed by several local foreman and a local district manager.

Our Juneau team is also backed by a director of statewide operations, a statewide construction manager/project manager, and several other departments who will be available to assist with the successful installation and operation of our proposed solution. Our staff is highly trained from top to bottom to deliver the highest quality experience to you throughout the life of your project and your service term.

4.3 You may provide promotional material describing your firm and its services or links to these items in your proposal.

The following links provide additional information about Alaska Communications and some of its related products and services. More information about Alaska Communications and the services proposed here are available upon request.

An overview of how an Alaska Communications network provides you with the foundation to deliver reliable and resilient communications services: <https://www.alaskacommunications.com/Business/Products/Data-Networking>

A summary of core products and services tailored specifically for Alaska state and local government: <https://www.alaskacommunications.com/Business/Industries/State-and-Local-Government>

An overview of Alaska Communications' Managed Wi-Fi, supported by our in-house experts ensure you have the flexibility and tools to manage your network to address your needs: <https://www.alaskacommunications.com/Business/Products/Data-Networking/Managed-Wi-Fi>

4.4 Include resumes for each proposer's professional staff to be assigned work in the project including any sub-consultants. Resumes must describe each individual's education, specialized training or certification and experience in the area assigned.

Full resumes describing each key team member's education, specialized training, certifications, and experience are included in **Attachment B**.

5.0 Pricing Proposal

The figures below represent comprehensive pricing for your solution based on the information available in the City’s RFP. Alaska Communications welcomes further discussion with the City regarding these figures and potential refinements during the contract negotiation phase.

Option A represents a complete solution as requested in the City’s RFP. For Option A, the City would own the network and wireless equipment mounted on each light pole. Alaska Communications would provide management, maintenance, and support services for your equipment and for the network as a whole. Internet service is also included below. These figures are presented as a non-recurring charge (NRC) and a monthly recurring charge (MRC) for a 1-year contract term. This contract is eligible for up to five 1-year extensions, upon mutual agreement between the City and Alaska Communications.

Option B includes pricing for internet connectivity only.


Option A: Complete Solution	Cost
Non-Recurring Charges (NRC)	
Hardware	\$434,760.00
Professional Services - Design and Implementation, Installation, Including Electrical Work, and Construction	\$1,041,446.40
Total Non-Recurring Charges	\$1,476,206.40
Monthly Recurring Charges (MRC)	
Dedicated Internet Access: Standard 5 Gbps Service <i>Year-Round Internet Service at Full Bandwidth</i>	\$8,530
Dedicated Internet Access: Seasonal Connectivity <i>MRC is average of 6 Months @ 5 Gbps / 6 Months @ 100 Mbps Other options may be discussed during contract negotiation.</i>	\$4,860

Option B: Connectivity Only	Cost
Monthly Recurring Charges (MRC), 1-Year Contract Term*	
Dedicated Internet Access: 3 Gbps	\$7,300
Dedicated Internet Access: 5 Gbps	\$8,730
Dedicated Internet Access: 10 Gbps	\$10,157

*Additional speeds, longer contract terms, and seasonal connectivity downgrades are available.

Attachment A: Alaska Business License

Alaska Communications Internet, LLC holds a current Alaska Business License. We will provide the City with an updated copy following renewal.

Alaska Business License # 1054151	
Alaska Department of Commerce, Community, and Economic Development Division of Corporations, Business, and Professional Licensing PO Box 110806, Juneau, AK 99811-0806	
This is to certify that	
ALASKA COMMUNICATIONS INTERNET, LLC	
600 TELEPHONE AVENUE, ANCHORAGE, AK 99503	
owned by	
ALASKA COMMUNICATIONS INTERNET, LLC	
is licensed by the department to conduct business for the period	
December 25, 2023 to December 31, 2024 for the following line(s) of business:	
51 - Information	
	This license shall not be taken as permission to do business in the state without having complied with the other requirements of the laws of the State or of the United States.
	This license must be posted in a conspicuous place at the business location. It is not transferable or assignable.
	Julie Sande Commissioner

Attachment B: Resumes of Key Personnel

RICHARD R. RHYNER, II

Email: richard.rhyner@acsalaska.com

EXPERIENCE

June 2024- Present Senior Manager, Project- Field Operations, Alaska Communications, Anchorage, Alaska.

- Construction managed 48 various Commercial OSP fiber delivery projects with a focus on gaining efficiencies in maintaining scope, schedule, and budget. Also construction managed various other projects used for fiber and copper delivery, such as Mandates to move plant facilities, Reimbursable projects, and partner carrier projects.
- Developed New construction tracker to track all stages of construction and to keep other need to know groups automatically notified of status changes.
- Developed and maintained positive relationships with various departments within the company as well as numerous contractors to ensure successful completion of projects and delivery of services sold to customers.
- Assisted with construction management of a new product delivery, Tarana Fixed Wireless. Including development of SOWs, BOMs, and various other documents to ensure proper installation and delivery.

November 2020- June 2024 Director, Sales Engineering, Quill Solutions LLC, Anchorage, Alaska.

- Perform Preliminary ARCGIS design of Fiber to the Premise in 28 villages and 500 miles of middle mile fiber links to develop NTIA grant proposals.
- Developed estimation calculator for Class 5 to Class 3 estimates for Fiber to the Premise and 2.5 Ghz wireless in 28 villages and 500 miles of middle mile fiber links for NTIA grant proposals worth \$450 Million. Assisted with writing the budget narratives for each submittal.
- Developed organizational chart, job descriptions, pay scale, technician training matrix, equipment, tools and parts inventory, and budget, for Telecom Operating Company case study.
- Developed Class 5 to Class 3 estimates and high-level drawings for Fiber to the Premise, 2.5 Ghz wireless, and middle mile links for Reconnect 3 grant proposal worth \$34 million.
- Developed project timelines, project account codes, and spend forecast for \$104 million potential project.
- Assisted with the development and automation of 11 of the primary project components, scopes of work, for securing bid proposals and MSAs from contractors in preparation for \$104 million potential project.
- Developed Typicals for various project components such as fiber drop and NID installation, Inside wiring and modem installation, fixed wireless installation, OSP fiber construction and ISP shelter and CO construction.

- Developed Installation packages for Cambium 2.5Ghz Wireless to the Home deployments for 3 communities.
- Currently Hold Alaska Electrical Administrators License for (IC) Inside Communications.

Jan 2017- Apr 2019 Mgr., Sr., Field Operations, Consumer Services department, General Communication Inc., Anchorage, Alaska.

- Supervise and coordinate 140+ GCI technicians, supervisors, managers and additional contractors in Field Services, Dispatch, Converter Control and Customer call center team.
- Manage day-to-day operations, installation, and repair activities for residential and commercial customers in the GCI Central Region, Anchorage to Mat-Su and Anchorage to Hope, as well as support operations throughout the rest of the state. Continually provide 98%+ same day next day delivery and 98%+ on time delivery on installation and repair requests at an average of 4500 appointments per month.
- Responsible for \$10+ million in annual OPEX and CAPX budgets.
- Personally, responsible for the cleanup and maintenance of Contractor MSA's and ongoing SOWs for labor and projects associated to department activities. Initial 2-week project to cleanup and update 17 MSAs and SOWs successfully completed meeting the Legal department deadline.
- Regularly negotiated with vendors to procure new products and services based on the needs of the day-to-day operations or new project deliverables. Responsible for complete statewide adoption of new connectors and connector tools with provided training, resulting in better network performance, less network failures and overall business cost savings.
- Designed and implemented first ever Field Operations Sales program. Program was designed to garner participation from Field technicians in the area of sales, while on site with customers. First year of the program resulted in \$200k annually in reoccurring revenue for the company. Second year forecasted to double previous years revenue.
- Designed process flow and 5-year budgetary forecast for annual statewide drop bury program. \$1.3 mil annual spend. Process included new requirements of the Procurement department, new AP process, new Customer Experience requirements and better data tracking.
- Designated SME in design and implementation of Field Operations workforce management software (OFSC) and process flows related to a larger initiative to change out the company's two billing systems to one billing system. 8 months and 100+ hours of work session time with an additional 21 continuous days for the cutover and transition to the new platform.
- Responsible for statewide capital spend of \$800k for technician tools and test equipment, working with vendors, procurement, and technical teams to ensure valuable dollars were spent on effective and reliable equipment. Additionally, established the quarterly Vendor Road Show to ensure that the regional areas outside of Anchorage received the same white glove treatment from vendors to include training and demonstrations of products and services.
- Initiated, negotiated, and maintained contract with the National Cable Television Institute providing 150 licenses to technicians for on-line training, certification and college credits. Improving the knowledge base and effectiveness of technical staff.
- Responsible for Project Phoenix regarding service delivery and customer experience in an effort to change out tens of thousands of legacy video and internet delivery devices, to new

modern equipment, in order to simplify and enhance the company service delivery network. Established a call center to contact all affected customers and negotiated contracts with labor vendors to increase technical staff to meet project timelines.

- Established numerous process improvement initiatives to improve department safety, equipment maintenance, service delivery and customer experience.

Aug 2002- Jan 2017 Mgr., Sr., Interior Network Operations, Network Operations department, General Communication Inc., Fairbanks, Alaska.

- Supervise and coordinate 23 GCI Technicians, supervisors, and additional Contractors. Manage day- to-day operations and maintenance activities on the core GCI network in a manner that maximizes Business and Residential customer service delivery, and quality of service. Providing the highest level of network availability and customer satisfaction.
- Responsible for \$3 million in annual budgets for Network Services and Commercial Services spread across six cost centers.
- Interior Region CATV Head Ends- Fairbanks, Ft. Greely, Valdez, Cordova, Barrow, Deadhorse.
- GCI Fiber-optic Communication System 1000 road miles of Fiber facilities, 130+ sites. Deadhorse to Valdez, Fairbanks to Cantwell. Alyeska Pipeline com B route support.
- Interior Region- Wireless- Operations and maintenance support- Currently 105 sites spread across multiple communities from Deadhorse to Valdez and Fairbanks to Cantwell. CDMA, UMTS, GSM, and LTE technologies.
- FDC-Fairbanks area MAN- 6 Offices, Class 5 switch support in Fairbanks, Deadhorse, Barrow, Valdez, and Cordova. Core Network Maintenance, Circuit provisioning, troubleshooting, and delivery.
- Interior Region- Fairbanks Business Applications (FBA) - Business Service Delivery and Tech Services support.
- Manage Regional ISP construction, delivery, and migration for MFA projects such as GPON, ALU, and Omnitron. Worked major fiber delivery projects for Commercial and Wireless departments in Fairbanks, Barrow, Cordova, and Deadhorse. 400+ locations. Latest completed project was a 2 year, \$2 Million E7 GPON fiber build in Cordova, Alaska which resulted in a \$850k Annual COGS reduction. Also managed a \$2.5 million E7 GPON fiber build project, consisting of 100+ targets for COGS reduction in the Fairbanks, Alaska market.
- Initiated and completed analysis on installation practices, of customer locations, by technicians, for fiber builds. Personally, worked with vendor to design and procure new equipment that saved hours of manual labor per site, resulting in overall project cost savings and reduced timelines.
- Manage Regional GCI TurboZone WiFi acquisition, installation, and delivery. 200+ sites to date.

2013-2016

- Top fundraiser for GCI Big Brothers Big Sisters fund raising team- Bowl for Kids Sake, \$22k over

2008-2015. Top State regional fundraiser for 2014 and 2015.

- Player/ Sponsor/ Team rep for GCI Men's Hockey team. 2013-2016
- Previously held position of Manager, Network Operations, Consumer Services.
- Previously held position of Integrated Technical Supervisor, ITS department, Consumer Services.
- Previously held position of Local Service Test Board Technician, ITS department, Consumer Services.
- Previously held position of Service Repair Coordinator, ITS department, Consumer Services.

June 1991 - Sept. 2001 Director, Network Implementation, TelAlaska, Inc., Anchorage, Alaska.

- Employed by telecommunications firm, which offers local/long distance telephone service, Internet and networking, voice/data convergence and cable television to 30 communities serving, approximately, 10,000 customers in rural and urban Alaska.
- Responsible for all network facilities for the Networks division. 15 Locations throughout Alaska and Washington.
- Managed Carrier Relations and Vendor Relations for Networks division.
- Assisted Sales personnel on pre-sales engineering.
- Coordinated project efforts and reported to the VPs of ILEC operations, regulatory, marketing, engineering, finance and customers to ensure timely completions of projects resulting in overall corporate profitability.
- Completed latest project, Aleutians East Borough Broadband Internet Deployment. Over \$100,000 project in three rural Alaska locations in conjunction with the ILEC division.
- As **Technical Services Coordinator**, coordinated technical services between sales, engineering and customers, ensuring proper hardware and circuit, pricing, sourcing, quoting and procurement. Responsible for over \$1.5 million in circuits annually.
- Prepared documentation for quote preparations by Technical Sales Manager.
- Ensured that contracts were sound and within the scope of products offered by the company before being presented to the customer.
- Coordinated project implementation with customers and engineering staff.
- Responsible for seven city POP deployment in Urban and Rural Alaska. Completed project within the required timeframe and under the \$550,000 budget.
- Previously, held position of **Operations Supervisor**. Hired, trained, and supervised up to 13 employees.
- Reviewed workloads with dispatcher and coordinated schedules with engineers. Maintained quality service standards. Inspected ongoing and completed projects. Supported safe working environment.
- Knowledgeable of and enforced REA/RUS practices. Negotiated contracts with general contractors regarding cable installation.
- Utilized computer system to analyze community population fluctuations and telecommunication needs to determine company requirements for a three-year period.
- Responsible for OSP construction for various projects including network distribution using COAX, Copper and Fiber.

- Previously, held position of **Technician**. Responsible for service orders and trouble tickets for residential and commercial customers, including any OSP and ISP work to resolve any issues.

EDUCATION

University of Alaska Anchorage, **Information Technology, Cisco Academy, 2006-2007**

Alaska Pacific University, Anchorage, Alaska, **Organizational Mgmt., 2000**

University of Alaska Anchorage, **Business Administration, 1989**

Northern Arizona University, Flagstaff, Arizona, **Business Administration, 1987-88**

Anchorage Christian School, Anchorage, Alaska, **Graduated w/Honors, 1987**

Industry Courses: **2018 Oracle Modern Customer Experience, 2017 OFSC User group work session hosted by Cable One, Reeve Subscriber Loop Interfaces, Reeve Digital Loop Engineering, Reeve Line/Trunk and Private Line Alignment & Testing, Newbridge Networks T-1 Theory/Applications 3600 Operations/Maintenance, ATTSA Work Site Safety Supervisor, NSC Occupational Safety Program, Customer Service/Marketing, Occupational Safety and Health, Voice/Data Network Convergence, IP Telephony, MS Networking Essentials, Computer Training, NCTA certified CATV Installer, AMA Manager Training, Panasonic KSU certified, I NET+ certified, Alaska Inside Communications Contactor certified, NET+ certified, CCNA certified, GCI Supervisor Series Graduate, Alyeska badge/safety training requirements and LPS training, NSTC training consisting of 9 courses, AT&T supplier awareness training and AT&T Ask yourself training, Fairbanks International Airport Safety training and badging, Recognizing drug use in the workplace, CPR/ First Aid, Allworx VoIP KSU/ PBX. C&D Lead Acid Battery Maintenance certification.**

Devon Kibby, P.E.
Pacific Alternatives LLC

WORK EXPERIENCE

- Principal Engineer** 2019-
Pacific Alternatives LLC, Juneau, AK, USA
- Offering comprehensive consulting electrical engineering services, including electrical system design, drafting, NEC and NESC code compliance, utility coordination, feasibility studies, cost estimation, procurement support, and construction administration and inspection.
 - Specializing in projects with a need for unique multidisciplinary understanding and coordination.
- Vice President of Operations** 2017-2019
Northern Powerline Constructors, Inc. a Quanta Services company, Juneau, AK, USA
- In addition to supervisory and project management duties below, completed successful merger and acquisition of Chatham Electric, Inc to Quanta Services, Inc.
 - Authored proposals for all three company divisions (line, wire, and communications) and served as the go-to for technically-difficult projects.
 - Successfully estimated projects up to \$10 million in cost.
- Chief Executive Officer** 2016-2017
Chatham Electric, Inc., Juneau, AK, USA
- In addition to project management duties, oversaw day-to-day office administration.
 - Supervised 10-20 employees. Provided coaching, conflict resolution, team building, and setting of company values.
- Project Manager/Estimator** 2010-2011, 2014-2016
Chatham Electric, Inc., Juneau, AK, USA
- Completed projects in both general contractor and subcontractor roles.
 - Estimated and managed projects in remote areas of Alaska requiring meticulous planning, logistics, and execution.
- Systems Administrator** 2002-2017
Chatham Electric, Inc., Juneau, AK, USA
- Managed, planned, and implemented IT services for <20 users.

EDUCATION

- M.Eng., Electrical Engineering** 2011-2013
McGill University, Montreal, QC, Canada
- B.S., Electrical Engineering** 2006-2010
B.S., Aeronautical Engineering
Rensselaer Polytechnic Institute, Troy, NY, USA

PROFESSIONAL LICENSES

Electrical Administrator (Alaska) – Unlimited Line, Unlimited Commercial Wire
Professional Engineer Registration (Alaska) – Electrical Engineering

Kate Pearson, Service Delivery Manager II

SUMMARY

Kate is dynamic, strategic, and results-driven with expertise in managing end-to-end projects, ensuring seamless delivery. She fosters positive customer relationships and is proficient in optimizing service processes, enhancing customer satisfaction, and meeting service-level agreements. Kate has strong leadership skills in directing cross-functional teams, overseeing performance metrics, and fostering continuous improvement. She is also skilled in implementing and monitoring advanced service technologies and solutions.

PROFESSIONAL EXPERIENCE

Service Delivery Manager II. Alaska Communications. Anchorage, AK. Mar 2013 to Present.

Guides and structures development of delivery methods, processes, metrics, and reporting for complex integrated deliveries. Leads delivery of intricate solutions for Enterprise customers, ensuring successful outcomes. Engages in multiple product development stakeholder teams, driving development and implementation of new products and processes for Alaska Communications. Supports Product Development by conducting comprehensive training sessions during product rollouts.

Acts as dedicated point of contact for sales, fostering inter-departmental networking post-acquisition. Contributed to a team achieving all-time high of \$2M MRC delivery in 2015, demonstrating exceptional revenue growth. Pioneered the design and delivery processes for Carrier Ethernet services in a cross functional team with Product Management, Engineer, Sales, and Support. Managed and led project of converting 96 sites from legacy Centrex phone service to Hosted VoIP. Managed and led project of converting 99 sites from legacy Data network to Alaska Communications premier Carrier Ethernet network. Reengineered and led project team, drastically reducing installation time.

Service Delivery Specialist II Lead. Alaska Communications. Anchorage, AK. Jan 2012 to Mar 2013.

Guided and managed a team of 33+ Service Delivery Specialists, ensuring efficient and accurate order management from entry to billing.

Guided and empowered a team to efficiently roll out 13 products within six months, ensuring continuous order throughput and revenue delivery. Achieved substantial reduction in Order Entry time by almost 40%. Cultivated positive team culture, promoting cross-departmental networking and relationship-building. Acted as crucial link between Sales and order entry personnel, streamlining processes and improving customer experiences.

Service Delivery Specialist II, Sales and Service Representative, Consumer Sales and Service Representative. Alaska Communications. Anchorage, AK. Sep 2005 to Jan 2012.

CERTIFICATIONS

PMP Certified

Marissa Utrup

Client Account Manager III

Phone: 907.519.9857 | Email: Marissa.utrup@acsalaska.com

Summary of Qualifications:

Accomplished Senior Enterprise Account Executive with extensive experience driving revenue growth across diverse verticals including Telecom, High Tech, Government and Finance. Demonstrated success in full-cycle sales, strategic relationship building, identifying key opportunities, and delivering customer-centric solutions that foster client success and satisfaction.

Competencies:

- Full Sales Cycle Management
- Customer Success and Retention
- Solution Sales Strategy
- Presentations and Demonstrations
- SaaS Expertise
- Relationship Building & Sales Leadership
- Communication & Negotiation
- Executive Level Business Writing
- Team Leadership & Collaboration

Certifications:

- Certified Telecommunications Network Specialist (CTNS), March 2024
- Certified Information Professional (CIP), May 2021
- ITR Mentor
- CA DRE License
- PADI Open Water Diver
- Sandler and Challenger Training

- **Software/Application Expertise:** JIRA, ServiceNow, Generative AI (ChatGPT, Copilot), Salesforce, SAP, Bullhorn, Highspot, LinkedIn, Tableau, Fieldglass, Analyzer, Microsoft Dynamics CRM, ZoomInfo & DiscoverOrg, HubSpot, Microsoft Stack, Microsoft Teams, Webex & Zoom, Sage 50 Cloud Accounting

Education: Bachelor of Science in Communications, Broadcast Journalism

University of Southern California, Los Angeles, CA

Graduated with Honors, Dean's List, 2008

Professional Experience:

Client Account Manager III - Enterprise

Alaska Communications, Anchorage, AK

January 2024 - Present

- Exceed revenue targets through strategic sales planning and account development in telecommunications/IT sectors.
- Identify and capitalize on new revenue opportunities, maintaining and expanding client relationships.
- Lead initiatives to enhance customer satisfaction and company profitability, delivering detailed account analyses and strategic insights.
- Prepare analysis of accounts for management and business development planning with clear future for revenue forecast and funnel.

Senior IT Account Executive

Dexian, Seattle, WA

May 2022 - January 2024

- Managed enterprise accounts across distribution, telecommunications, technology, utilities, government, and banking sectors.
- Developed and executed strategic plans resulting in significant business growth and client satisfaction.
- Mentored junior team members and collaborated with internal stakeholders to optimize client solutions and achieve sales goals.
- Regularly meet or exceed sales targets and revenue goals and provide regular updates and reports to senior management regarding sales activities, pipeline, and client satisfaction.

Achieved 40% fill rate of reqs released in Q1-Q3 2023 | Developed Sr Director and VP level relationships for 3 new and ongoing SOW opportunities with managed services and staffing revenue | Advanced enterprise MSP ranking from #9 to #2 of 59 suppliers.

Enterprise Account Executive

ImageSource Inc., Olympia, WA

February 2021 - April 2022

- Managed and expanded a portfolio of SaaS clients, achieving 100% primary account renewal rate.
- Generated new business opportunities and expanded solutions across diverse verticals, including government and Fortune 500 companies.
- Advised clients on strategic solutions, contributing to digital transformation goals and organizational efficiency.

Retained 10/10 primary accounts for renewal, 0 losses | Brought in 2 net new customers in Q and Q4 2021 for SaaS model solution, revenue total \$110k/mo | Expanded 3 enterprise accounts to include solutions in 4 new departments | Closed global manufacturing/distribution solution in 17 days.

Sales Manager

FPI Management, Olympia, WA

December 2019 - January 2021

- Drove sales success for multiple luxury apartment communities, achieving high occupancy rates and exceeding leasing targets.
- Led a team to achieve 100% retention at one site during Q2 and Q3 2020
- Mentored and trained junior team members to promote organizational success in a growth cycle

Managing Bookkeeper, Assistant Community Director

FPI Management, Club Palisades, Federal Way, WA

April 2016 - November 2019

- Managed accounting and financial records.
- Led sales efforts, achieving full occupancy over consecutive years

Partner Realtor / TV Personality

Russell Gingold Real Estate / HGTV Natural Born Sellers, Pasadena, CA / Los Angeles, CA

November 2009 - November 2017

- Achieved \$10+ million in real estate sales annually.
- Starred in HGTV's Natural Born Sellers, developing and marketing the concept.



JOYCE MERCADO, PMP®

CONTACT

PHONE:
907-231-0688

WEBSITE:
www.linkedin.com/in/joyce-mercado-899475221

EMAIL:
Mercadojoyce09@outlook.com

EDUCATION

University of Anchorage AK
Business Administration associate degree
[2018] – [2020]
3.6 GPA. Cum Laude Graduate
Member of the National Society of Leadership and
Success- Phi Theta Kappa.

West Anchorage High School
High School Diploma
[2006] – [2010]

CERTIFICATION

Project Management Professional (PMP)® Number:
3774331

HOBBIES

Innovation
Networking
Creativity
Technology

PROFESSIONAL SUMMARY

Insightful Telecommunications Manager with 13 years of leadership experience including mitigation planning. Dedicated to customer satisfaction with focused delivery of technical solutions. Proven leader in directing operations, maintenance, and support of complex systems. Develops creative business solutions, leveraging diverse methodologies and delivering quality solutions for leading organizations. Highly adept in request for proposal development, technology needs assessments and staff training.

SKILLS

ITIL Management	People and project management
Carrier relationship	Contract Management
Logistics Management	Productivity Improvement
VoIP	Regulatory Compliance
Quality Assurance	WAN/LAN
Risk Mitigation	Carrier Ethernet

WORK EXPERIENCE

Telecommunications
Alaska Communications | Nashville, TN 2011- Present

SMB, Carrier & Federal Manager, Service Delivery I | 2023- Present

- Maintained strong relationships with Carrier and Federal customers resulting in 95% customer retention rate.
- Delivered regular fleet reporting and SLA metrics, exceeding targets by 15%.
- Mentored and led a team of 5, maintaining transparency of service strategy and key operational responsibilities resulting in 20% improvement in team efficiency.
- Streamlined workflows by 10% through identifying bottlenecks in existing systems and proactively addressing these challenges through appropriate solutions implementation.

Enterprise & Carrier Manager, Service Assurance II | 2023 - 2023

- Implemented new software, enhancing overall efficiency and productivity by 75%.
- Network incident mitigation planning.
- Maintained high levels of carrier performance, monitoring KPIs closely and addressing any deviations from established standards.
- Reduced defects in managed products by 20% in less than a year by conducting thorough inspections and identifying areas for improvement.

RHC & Satellite Manager, Service Assurance I | 2021- 2023

- Conducted regular maintenance checks on One Web, C-Band and KU-Band satellite systems, ensuring consistent reliability for customers.
- Responsible for responding to managed network emergency calls within 30 minutes and mitigation planning.
- Collaborated with cross-functional teams to identify root causes of product and performance issues, leading to timely resolutions and continuous improvements.
- Established robust quality documentation systems that ensured traceability throughout the entire production lifecycle for 30 RHC & Satellite customers.

Enterprise & Carrier Lead Service Delivery Specialist II | 2018- 2021

- Enhanced VoIP & Toll service delivery efficiency by streamlining processes and implementing best practices.
- Reduced customer complaints by 22% within a year by closely monitoring team performance and providing regular feedback.
- Diagnosed and resolved complex integrated customer issues for implementation, add-on, maintenance and support of voice, data, VoIP, and CTI applications.
- Implemented new service delivery strategies that resulted in higher customer satisfaction scores of over 90%.
- Managed a team of 5 and provided training and development programs to continuously improve team capabilities.

- Collaborated with internal stakeholders to develop tailored solutions for complex client needs.

Enterprise & Carrier Service Delivery Specialist II | 2017- 2018

- Collaborated with cross-functional teams to ensure seamless service delivery and prompt issue resolution.
- Developed detailed project plans, monitoring progress to ensure timely completion of VoIP, SIP & PRI deliverables.
- Managed multiple projects simultaneously, prioritizing tasks for optimal resource utilization and timely completion.
- Trained new team members on company policies and procedures, resulting in improved performance and reduced errors.
- Reduced VoIP service downtime by 10% through identifying potential risks and addressing them proactively.

SM Business Sales and Service Representative III | 2011-2017

- Generated repeat business through exemplary relationship-building efforts with both new and existing clientele.
- Provided break-fix incident tracking and technical support for wireless, cellular, and packet core technologies.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.

Consumer Sales & Service Associate | 2011- 2011

- Enhanced customer satisfaction by 25% through promptly addressing concerns and providing accurate information.
- Streamlined call center processes for improved efficiency and reduced wait times by answering calls within 2 minutes.
- Collaborated with team members to develop best practices for consistent customer service delivery.
- Conducted training sessions for Customer Service Representatives on various aspects of the job including soft skills development, product knowledge enhancement, and procedural updates.

Owner- Operator

Alaska Communications | Anchorage, AK 2013- 2017

Adrenaline Coffee Shop | 2013-2017

- Developed and executed marketing strategies to attract new patrons, resulting in higher foot traffic and improved revenue by 190% within a year.
 - Managed financial operations for streamlined efficiency, reducing overall expenses and maximizing profits.
 - Increased customer satisfaction by 75% within a year through implementing high-quality service standards and staff training programs.
 - Optimized menu offerings based on customer feedback, leading to better sales performance and high levels of repeat business.
-

Attachment C: References

Provide References (contact name, current phone number, current email, and project name) for three (3) completed project listed above; verify that the contacts will be available to provide references during the evaluation period.

The following references will be available to speak to the City during the evaluation period.

Organization Name	Project Description	Contact Information
Conoco Phillips	Morale/Production-Focused Wi-Fi Connectivity	Brian Solomon Digital Tech Staff Architect (907) 575-0681
Sitnasuak Native Corporation	Managed IT Services/Network Support	Heather Spear-Morris Vice President, Human Resources hspears-morris@snc.org (907) 538-8441
State of Alaska	Core Network (Internet/WAN) and Managed IT Professional Services	Chris White Chief Technology Officer christopher.white@alaska.gov (907) 235-0283

Attachment D: Signed Addenda



Finance Department, Purchasing Division
155 Heritage Way, Juneau, AK 99801
Email: Purchasing@juneau.gov
Phone: 907-586-5215 Opt. 4, Fax: 907-586-4561

11/18/2024

RFP No. 25-190 Addendum No. 1

Provision of Internet Services in the Juneau Maritime Industry Zone for the City & Borough of Juneau

The following items of the subject RFP are modified as herein indicated. All other items remain unchanged.

REFER TO: Service Obligations & Equipment:

ADD THE FOLLOWING BULLET TO THIS SECTION:

- **The Contractors plan for services must include the capability for standardized hotspot technology (e.g. ATT Passpoint) to automate secure roaming.**

REFER TO: Installation Locations & Contractor Access: (first bullet) •Contractor may utilize power and space within city facilities but will not be responsible for costs associated with delivering power to the equipment’s location and for modifications to spaces where the equipment will be located.

ADD THE FOLLOWING:

For Example: On a city owned light pole, the Contractor will have to pay for the work (equipment, installation, wiring, labor, etc.) to get power to the equipment but the CBJ would pay for the power costs itself. if the Contractor uses an AELP pole, it would be part of the charge AELP would bill CBJ to actually use the pole in the first place. CBJ does not anticipate any mounting on privately owned buildings; however, if needed, the process would be the same as listed above; e.g. Installation costs would be paid by the contractor, and any easement cost would be paid by the CBJ.

ACKNOWLEDGE THIS ADDENDUM IF YOU PLAN TO SUBMIT A PROPOSAL

This addendum must be acknowledged or your submitted response may be considered non-responsive. Acknowledgment can be made online at PublicPurchase.com or by signing and returning this form prior to deadline via email to Email: Purchasing@juneau.gov or provide written acknowledgement with your response proposal.

Alaska Communications

Company

Matthew W. McConnell

Matthew W. McConnell (Dec 18, 2024 08:03 MST)
Signature/Printed Name

12/17/2024

Date

Issued by:
Mary Johns, Buyer, City and Borough of Juneau
(907) 586-5215 X 4



11/25/2024

RFP No. 25-190 Addendum No. 2

Provision of Internet Services in the Juneau Maritime Industry Zone for the City & Borough of Juneau

The following items of the subject RFP are modified as herein indicated. All other items remain unchanged.

REFER TO: SCOPE OF WORK & DELIVERABLES

ADD THE FOLLOWING SECTION:

Performance & Reliability: Any implemented network should maintain a minimum of 95% uptime of any managed device and connectivity. The proposed coverage area should have less than 10% geographic gap coverage of little to no signal strength, while maintaining average latency levels to not exceed 50-70ms. The system must have some “self-healing” capabilities in the event of device failure, “hangs,” or connectivity problems. Contact and support numbers and information will be provided to report and escalate outages and/or other unanticipated network issues.

The following questions of the subject RFP are answered or clarified herein indicated. All other items remain unchanged.

1. **Question:** The RFP provides for a one-year initial term with five one-year renewals. Will the CBJ also entertain proposals for different initial terms, or allow for flexibility in negotiation contract duration and terms?
Answer: As a governmental agency, CBJ has rules for procurement and contracting. Typically, CBJ contracts are not approved for a longer than five-year term. Proposers may choose to provide a reason why potentially longer term may be beneficial for these proposed services and CBJ may take the request into consideration. Changes to the length of the contract term may or may not be approved. Proposers should thoroughly review **Attachment C, the CBJ Sample Contract**. If there are terms or conditions that they do not agree to, they must note those exceptions with their submitted proposals. Exceptions must be reviewed by the CBJ Law and Risk Management Departments and may not be approved for award.
2. **Question:** The RFP notes on page 3 that “The initial deployment of equipment and operational services are expected to happen in time for the 2025 cruise ship season.”
 - Can/will the CBJ support a staged deployment of equipment that provides broad coverage of Wi-Fi in the port area while allowing the Contractor more time to install for higher density and wider area coverage throughout the summer season?
Answer: While not ideal, that can be possible. Note that the center of Zone A is our highest visitor density area.
3. **Question:** Per RFP requirements on page 4, “The management capabilities of the Wi-Fi network must include software utilities to administer and manage user sessions, as well as the ability to create and manage a portal page.”
 - Will the CBJ please clarify if this requirement is intended to include a customer-facing captive portal/splash page for the end user to access or pass through before getting internet access?
Answer: While a captive portal for customers is not part of our initial deployment plan, the system must be capable of providing that service.
4. **Question:** Can the CBJ clarify or expand on its requirements for a management portal page?
Answer: The management portal should allow administrative access to manage network access with

features such as authentication and user access control, captive portal functionality, network monitoring, analytics, security settings, bandwidth management, etc.

5. **Question:** Per RFP requirements on page 4, “All equipment determined necessary to provide the services as described shall be provided by, repaired, and maintained for operational status by the Contractor.”

- Will the CBJ please clarify if it seeks a managed Internet Wi-Fi service where the Contractor maintains ownership of all equipment) or if it seeks to own the equipment itself while having it maintained/supported by the Contractor?

Answer: CBJ is open to proposals for either option.

6. **Question:** The RFP states on page 4 that the “Contractor’s network should have filtering capabilities.”

- Will the CBJ provide any additional details regarding this expectation? For example, does the CBJ expect specific applications and/or services to be blocked, or to only permit family-friendly web browsing services?

Answer: Initial deployment should limit filtering to security risks, malicious domains, and known vulnerabilities. Functionality should exist for more broad filtering categories to manage bandwidth and fit CBJ needs.

7. **Question:** Does the CBJ expect the Contractor to carry any liability if end users bypass filtering with VPN or other methods?

Answer: Barring negligence, liability for the misuse of the public Wi-Fi resides with the end user. They will be notified of this via splash page, or some other method of communication.

8. **Question:** Regarding end user support, can a Contractor meet the support need by providing a QR Code on signage that redirects the end user to a basic support FAQ/information page, or does the CBJ expect the Contractor to provide access to a support phone number or chat bot to assist while users are in the service area?

Answer: - See Scope of Work Addition; **Performance & Reliability**: first paragraph of Addendum No. 2 for information.

9. **Question:** Is there A/C power available 24/7 on all light poles along the streets and boardwalk, or are lights controlled by photocells that manage the on/off power to the light poles?

Answer: There is a mix of both.

10. **Question:** Can the contractor mount Wi-Fi Access Points (APs) to all light poles, are there are any pole styles/types where this would be prohibited? Are there any esthetic restrictions or guidelines applicable to the installation of equipment on light poles?

Answer: It is understood that equipment can’t be hidden, all equipment (access points, antennas, customer-premises equipment (CPEs), power supplies, etc.) should not overly negatively impact the appearance of publicly visible areas, and CBJ-owned property.

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Alaska Communications

Company

Matthew W. McConnell

Matthew W. McConnell (Dec 18, 2024 08:03 MST)

Signature/Printed Name

12/17/24

Date

Issued by: Shelly Klawonn on behalf of: Mary Johns, Buyer, City and Borough of Juneau



11/26/2024

RFP No. 25-190 Addendum No. 3

Provision of Internet Services in the Juneau Maritime Industry Zone for the City & Borough of Juneau

The following items of the subject RFP are modified as herein indicated. All other items remain unchanged.

REFER TO: Deadline: 12/12/2024 prior to 2:00 p.m., AK Time
CHANGE TO: Deadline: 12/19/2024 prior to 2:00 p.m., AK Time

ADDITIONAL REQUIREMENTS: TITLE 36 (Little Davis-Bacon) REQUIREMENTS: If your response exceeds \$25,000.00 and you subcontract or employ anyone to perform any of the Work, the following will apply:

State of Alaska, Department of Labor, Laborers' and Mechanics' Minimum Rates of Pay, AS 36.05.010 and AS 36.05.050, Wage and Hour Administration Pamphlet No. 600, the latest edition published by the State of Alaska, Department of Labor inclusive, are made a part of this contract by reference. The Contractor is responsible for contacting the Alaska Department of Labor to determine compliance with current regulations.

Correspondence regarding Title 36 requirements may be submitted electronically, or paper copies can be submitted by mail. To submit Title 36 documents electronically, go to <https://certpay.dol.alaska.gov/portal.aspx>. If filing electronically, submit certified payrolls to ADOL at the website above and email a copy of all certified payrolls to the Contract administrator at the email address listed. If Contractor elects to submit paper copies, they should be submitted to the State of Alaska address listed below, with copies mailed to the City, 155 Heritage Way, Juneau, AK 99801, Attn: Contract Administrator Chris Murray, IT Director, email: Chris.Murray@juneau.gov.

Within 10 Days of "Notice of Award/Notice to Proceed" make a list of all Subcontractors. Include their name, address, phone, estimated subcontract amount, and estimated start and finish dates. Send this list to the Wage and Hour Section (contact information below).

Certified Payrolls must be submitted every two weeks. Before the second Friday, each CONTRACTOR and Subcontractor must file Certified Payrolls with Statements of Compliance for the previous two weeks. Indicate "Start" on your first payroll, and "Final" on your last payroll for this Project.

As part of the final payment request package, CONTRACTOR must submit a "NOTICE OF COMPLETION OF PUBLIC WORKS" form signed by ADOL personnel. Contact Information: State of Alaska, Department of Labor and Workforce Development; Labor Standards and Safety Division and Wage and Hour Administration, P.O. Box 11149, Juneau, AK 99811-1149, Phone: 907-465-4842, Web site: <https://labor.alaska.gov/lss/whhome.htm> If you need additional information, contact the State of Alaska, Department of Labor at 465-4842, and Purchasing at Purchasing@juneau.gov

The following questions of the subject RFP are answered or clarified as herein indicated. All other items remain unchanged.

- 1. QUESTION:** Could the CBJ consider extending the proposal submission deadline by two weeks? While we understand the importance of adhering to the project schedule and deadlines, the holiday week creates resource constraints that may impact the thoroughness of proposal responses.
ANSWER: Deadline has been extended for one week.
- 2. QUESTION:** Does this project require the use of certified payroll?
ANSWER: Yes. See additional Davis-Bacon requirements issued with this Addendum.
- 3. QUESTION:** The RFP states that the network should support casual usage, such as sending emails, browsing, and basic internet activities. Could you clarify the required circuit size for the service period from mid-April to October?
ANSWER: Specific throughput numbers were not listed in the RFP by intent. Please use your best judgement.
- 4. QUESTION:** What are the specific upload and download Mbps requirements for end users?
ANSWER: Throughput requirements are listed in the RFP as “casual usage, such as sending emails, browsing, and basic internet activities”. Users should have a good experience while using the Wi-Fi.
- 5. QUESTION:** The system is required to operate effectively in high-density, high-traffic areas. Could you provide more detailed specifications or performance expectations to ensure compliance with this requirement?
ANSWER: Please see the RF study associated with this RFP.
- 6. QUESTION:** Can you provide a list of City or other Facilities that are available for access to mount equipment on in the areas zoned for Wi-Fi?
ANSWER: A list of city facilities is available in our public GIS interface, the CBJ parcel viewer at: <http://epv.juneau.org/>
- 7. QUESTION:** Is it possible to mount AP's under the awnings of Downtown that were recently retrofitted with LED Lighting? If so, since the city put this infrastructure in, can we utilize the same power meant for the lights to power access points and other network gear above the sidewalks?
ANSWER: CBJ prefers contractors to run and use circuits specific to the project, as some lighting circuits are switched at the source and others at the light itself. The awarded contractor may research and recommend usage of light circuits already in place, which could be approved.
- 8. QUESTION:** Also, is there anything that would prevent us from mounting to the underside of the awnings above the sidewalks?
ANSWER: This is possible for CBJ owned facilities.
- 9. QUESTION:** Is there any other city-owned infrastructure within the coverage scope, besides the light poles, that can be utilized for mounting Wi-Fi or backhaul equipment?
ANSWER: A map of city owned facilities is available at the CBJ Parcel Viewer: <http://epv.juneau.org>
- 10. QUESTION:** Are there any channel restrictions on the 802n/ac/ax/be?
ANSWER: No.
- 11. QUESTION:** Do any of the light poles have fiber available (how many strands), or are there any existing pathways for fiber between light poles or other city infrastructure?
ANSWER: No and no.
- 12. QUESTION:** Are there any height or weight restrictions for mounting Wi-Fi or backhaul equipment on the light poles? Can the shorter decorative light poles on Franklin St. also be used?
ANSWER: Commercial equipment should be well under the weight limits of the poles themselves. The shorter poles could be used if mounted high enough.

13. QUESTION: Can Free Space Optics be used in this area?

ANSWER: It is up to the proposer to choose the technology they want to propose. Juneau does receive heavy snow in the winter and rain in the summer.

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Alaska Communications

Company

Matthew W. McConnell

Matthew W. McConnell (Dec 18, 2024 08:04 MST)

Signature

12/17/24

Date

Issued by: Shelly Klawonn on behalf of: Mary Johns, Buyer, City and Borough of Juneau



12/6/2024

RFP No. 25-190 Addendum No. 4

Provision of Internet Services in the Juneau Maritime Industry Zone for the City & Borough of Juneau

The following items of the subject RFP are modified as herein indicated. All other items remain unchanged.

REFER TO: Purpose & Intent:

ADD THIS SENTENCE: This is a solution seeking RFP. CBJ has provided as much information as is available to be focused, but inclusive and not overly limiting on what solutions may be reviewed or accepted. Contractors are encouraged to provide their best-case, cost-effective solutions in their responses based on the information provided by the solicitation process for this RFP. CBJ realizes that there may be different scenarios, related concerns, or variant solutions proposed, that may require revision to the City's expectations. If necessary, these areas would be addressed as negotiated items with the apparent best proposer.

REFER TO: Service Obligations & Equipment: - the follow bullet -

- The Contractor's network will have to contend with and formulate a plan to manage the required services within a congested radio signal environment, with cruise ships, residences, government offices, and businesses across approximately three (3) square miles.

DELETE BULLET & REPLACE WITH:

- The Contractor's network will have to contend with and formulate a plan to manage the required services within a congested radio signal environment, with cruise ships, residences, government offices, and businesses across **the identified area**.

The following questions of the subject RFP are answered or clarified as herein indicated. All other items remain unchanged.

1. QUESTION: Under minimum qualifications there is a line that says: Is able to offer reliable 24-hour assistance for troubleshoot outages, and other network service issues. Does the city expect there to be 24X7 support for end users? Can the city elaborate on the expectations of 24-hour assistance with specific issues and expectations of "assistance for troubleshoot outages"

ANSWER: There is no expectation of end user support 24/7. However, we should be able to contact the vendor or contractor off hours if technical support is needed. Details will be determined during contract negotiations.

2. QUESTION: Is the City willing to use Contractor's standard form of Wi-Fi agreement which is specifically tailored for this type of installation?

ANSWER: The CBJ Law Department typically requires the use of the CBJ Contract and the Purchasing Divisions General Terms and Conditions. On occasion the Contractor's agreement may be allowed for use and/or the GT&C's may be modified.

All Contractor agreements or request for changes/edits/deletions, to any of the standard contracting documents must be reviewed by CBJ Law Department. CBJ Law may or may not accept any requests for changes/edits/deletions and may require negotiations, to achieve any final agreement, to be able complete an award.

When responding, Contractor's may redline the areas of the CBJ contract or the GT&C's that they would need modified with their proposal response, they may also accept, or accept the GT&Cs with exceptions, or not accept the GT&C's and they may propose to use their own user agreement and provide a copy of that with their response proposal.

Exceptions may not qualify for award. Any exceptions noted will be discussed during contract negotiations. If no agreement can be reached, CBJ will cancel negotiations and move to contract with the next highest scoring Contractor.

In Summary, as a governmental agency, the CBJ Law Dept. would like Contractors to use and accept CBJ documents, terms, and conditions as this presents the easiest path to award. Exceptions can be reviewed, and possibly negotiated but aren't guaranteed to be accepted or cleared for award.

3. **QUESTION:** In the pre-bid discussion, the subject of 24-hour support came up. It was mentioned by the MIS director that this network would potentially be used for public safety, after evaluation. However, the RFP states: Contractor's wireless network signal should be capable of scheduling, turning off during evenings, overnight and possibly, other identified dates or times of minimal to no usage. Internet access MUST NOT BE delivered through the City and Borough of Juneau's existing network. At no time shall the Public Wi-Fi network be routed through the city networks. **Can CBJ Please offer up some clarity on this potential new requirement supporting public safety to include capacities and network segregation requirements?**

ANSWER: There are no added requirements at this time. As noted in the preproposal teleconference the current RFP is for public Wi-Fi services as stated. It was discussed that there may or may not be added requirements depending on how well this service works. Any changes or additions to the current specifications are unknown at this time. If changes were to be made in the future they would be addressed through negotiations with the awarded Contractor and documented through a written contract amendment.

4. **QUESTION:** Does CBJ expect a bid for "Proposed Zone B Addition?" – See Exhibit A.

ANSWER: This is unknown at this point. If services were to be added it would be the CBJ's discretion to determine the best method or process to provide additional services. Those choices could include negotiations with the awarded Contractor to make the changes or additions. Any changes to the contract would be documented through a written contract amendment. Another choice would be for the CBJ to issue another solicitation for the services. There are no current plans to make any changes to any of the work specified.

5. **QUESTION:** Can CBJ provide information to bidders as to when and where the public bid opening will be?

ANSWER: This is a Request for Proposals (RFP). There are no public opening for RFPs, only Bids have public openings.

6. **QUESTION:** Will CBJ require either a Bid bond or performance bond for this project? Will they need to be present at submittal or would they be negotiated during the award process? They aren't explicitly mentioned in the RFP but are referenced in the general terms document.

ANSWER: There is no bid bond or performance bond for this project as it is not explicitly mentioned. In the CBJ GT&C's it states Bid Bond/Security: **(When requested,)** It is not requested in the solicitation so there is no requirement.

7. **QUESTION:** Does a finalized work plan need to be provided at submittal or after award and negotiation?

ANSWER: Unclear on what the question is. All Proposals submitted needs to all inclusive of your firms plan to solve the problem as identified in the RFP. Any required or necessary changes to Contractor's submitted proposals would be done through negotiations with the selected Contractor.

8. **QUESTION:** Who owns Scope to bring AC power to the Light poles including Permitting?

ANSWER: CBJ is seeking all-inclusive solution from Contractors for the Provision of Internet Services in the Juneau Maritime Industry Zone. Contractors are expected to complete all work associated to complete the project and should provide this in their submitted proposals.

9. **QUESTION:** Can you confirm that CBJ owns Scope for Pole Structural studies for our gear attached and CBJ owns scope for Pole Augmentation?
ANSWER: For the purpose, of this RFP any structural studies or augmentation scopes are the responsibility of the proposer.
10. **QUESTION:** What is a typical timing for Permitting turn around where the proposer needs Permits to build and what is the Cost for Permitting to build where needed?
ANSWER: Depending on the plan proposed there are varying scenarios for this. Contractors are encouraged to contact the City and Borough of Juneau Community Development Department to discuss what would be an expected timeline and anticipated costs to complete their proposed project plan. Timelines and all costs for the project deliverables should be identified in the Contractor's submitted proposals.
11. **QUESTION:** Bullet 6 of "Service Obligations & Equipment" says "The Contractor's network will have to contend with and formulate a plan to manage the required services within a congested radio signal environment, with cruise ships, residences, government offices, and businesses across approximately three (3) square miles." However, the MIZ Zones B and A are significantly smaller than 3 square miles, totaling between 5-10 million sq ft (less than a third of a square mile). **Please confirm that the geographic scope is only Zones A and B as shown in the Maritime Industry Zones map included in the RFP?**
ANSWER: The RFP states clearly that this deployment is for the Maritime Industry Zone (MIZ) only. Approximately, 3 square miles may be a typo or mismeasurement and has been addressed and amended.
12. **QUESTION:** Is E911 Phase II Geolocation accuracy required for this Wi-Fi system or not at this time in this proposal?
ANSWER: No, E911 Phase II Geolocation accuracy is not required, this RFP is specific for Wi-Fi data services.
13. **QUESTION:** Who is the current Wi-fi provider in the Senate buildings as mentioned on the call? Do they have Cisco switches now?
ANSWER: This is unknown to the City. Contractors that want this information may want to check with internet service providers or building occupants to make this determination.
14. **QUESTION:** Is there a specific expected MDF specific location or location options where the Head End?
ANSWER: No, proposer can propose or negotiate use of a city owned MDF if they wish to propose that as part of their solution.
15. **QUESTION:** Gear is to be located, where Wireless is turned back into Fiber to the Core?
ANSWER: This question is unclear but no technical specifications for equipment locations has been identified as required. This is a solutions RFP that allows for Contractors to propose their best plan to solve the project requirements.
16. **QUESTION:** On average, the cited 1.7 million visitors over 6 months would come to nearly 10k visitors per day. **However, what is the peak number of Cruise Ship visitors debarked at the same time who might use the system?**
ANSWER: This can vary from year to year and day to day. Contractors are encouraged to review previous years Cruise Ship Calendars. Refer to this link: <https://juneau.org/newsroom-item/2024-juneau-cruise-ship-calendar> to make educated decisions on what day are typically high usage days, knowing that this is only an estimate and that during a new Cruise Ship Year daily totals could vary.
17. **QUESTION:** Does the city have a list of preferred contractors? Can we please get a copy of that list?
ANSWER: No, there is no preferred contractors list.

18. QUESTION: Please elaborate on the mounting of Contractors equipment with regards to the existing available poles?

ANSWER: If mounting equipment on existing poles is part of your proposal it would need to be determined by the Contractor and would be on a case-by-case basis depending on the pole and the size of the equipment. The poles are owned by both the City and the local power company, Alaska Electrical Light & Power (AELP), depending on the pole. AELP has a program for third party equipment being mounted on the poles.

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<u>Alaska Communications</u>	<u><i>Matthew W. McConnell</i></u> <small>Matthew W. McConnell (Dec 18, 2024 08:04 MST)</small>	<u>12/17/24</u>
Company	Signature/Printed Name	Date

Issued by: Mary Johns, Buyer, City and Borough of Juneau