



**NEW HANOVER COUNTY**  
**FINANCE DEPARTMENT, PURCHASING DIVISION**  
**ADDENDUM 1**

From: Lena Butler, Purchasing Supervisor  
To: All Providers  
Project: RFP-Residential Broadband Services  
Date: June 18, 2021

This Addendum is related to the County's Request for Proposals "**RFP-Residential Broadband Services**" and is hereby made a part of said Request for Proposals to the same extent as though it were originally therein.

Regarding broadband speeds: (Questions 1-3)

- 5.2.1.1 indicates a minimum requirement of "50/5 Mbps"
- 5.5.4 indicates a minimum upload of "3 Mbps" (lower than above)
- Scoring criteria for "best service offering" is in tiers that are all symmetrical, with the lowest tier being "<25 MB"

Questions:

- 1) What is the correct minimum upload speed sought? **Minimum upload speed sought is 5 MB.**
- 2) If a provide delivers asymmetrical service, such as 100/10 (double the minimum in 5.2.1.1) what points are earned in the scoring?
  - a. 25 points for 100 on the download?
  - b. 0 points because the upload is < 25?**Speed scoring is based on download speed only.**
- 3) How will SLA items 5.5.1 – 5.5.4 be measured?
  - a. Service Provider to report/notify the District?
  - b. District measurement tool? If so, what?
  - c. Household reported? If so, how?**The SLA guidelines are to ensure the best quality service for our customers and will be measured at customer sites/houses as need to verify adherence to the standards set forth.**
- 4) Section 2.2 states the RFP can be mailed but the provider must also include an electronic copy of the proposal. Are we able to only submit an electronic copy? Or do you require mailed hard copy and electronic copy? **Yes, you can submit the proposal via email only. If a vendor chooses to mail the proposal, they must provide an electronic copy with the mailed copy.**