



**San Ildefonso Services, LLC**

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## **REQUEST FOR PROPOSALS**

FOR

### **Broadband Operations Plan**

Requested By:  
San Ildefonso Service, LLC

Proposals due no later than  
January 13, 2026, 5 pm Mtn Time

Contact:

Rick Carlisle

Submit/Email Proposals to:  
Email: [rcarlisle@sanisvcs.com](mailto:rcarlisle@sanisvcs.com)

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## **I. PROJECT INFORMATION**

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### **A. Overall Project Concept**

The San Ildefonso Services, LLC (SIS) is requesting proposals for a Broadband Operations Plan. Offerors are invited to submit a proposal to assist San Ildefonso Services business with a plan for the operations of The San Ildefonso broadband project by developing detail product descriptions, creating operational workflows and assisting in securing clients.

### **B. Background**

The San Ildefonso Services (SIS), LLC applied for and recently received a couple of grants for broadband deployment within the boundaries of the San Ildefonso Pueblo, Santa Fe County, New Mexico. The broadband installation runs from White Rock, New Mexico to Pojoaque High school and throughout the Pueblo residential area. In addition to the broadband deployment, SIS will also be installing 5 cell towers along the same broadband route, and the towers need to be included in the operational planning.

### **C. Contracting Party:**

The SIS is issuing this Broadband Operations Plan Request for Proposals (RFP) to qualified planning consultants or Broadband experts.

### **D. Area of Project**

The area is within the boundaries of the San Ildefonso Pueblo Indian Reservation.

### **E. Duration**

The services will be full-time until the operations plan is accepted and approved by SIS.

### **F. Compensation**

The consultant should provide a lump sum amount for the plan. It includes any changes and edits required by SIS.

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## **II. SCOPE OF SERVICES**

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### **1. Product Development**

The contractor will create comprehensive product descriptions for all broadband related services, including but not limited to:

- Dark Fiber Leasing
- High-capacity Internet (e.g., 1G, 10G, 100G services)
- Wavelength Services (e.g., 10G, 100G, 400G)

- Tower leasing Services

**Deliverables will include:**

Service specifications, performance benchmarks, pricing models, including tiered options and competitive positioning with carriers and anchor institutions.

## 2. Workflows and Operations Plan

Develop detailed workflows and operational plan to support the efficient delivery of broadband and cell tower services including but not limited to:

- **Staffing:**
  - Technician training, abilities, technical skills development, staff development
  - Management
  - Office Support
- **Equipment**
  - Field Equipment
    - Maintenance
    - New installation
- **Network management**
  - GIS Database
- **Office physical set up**
  - Management
  - Support staff
  - Service
  - Customer facing
- **Order Management:** Steps from initial inquiry to service activation.
- **Service Deployment:** Coordination of technical, logistical, and administrative processes for client onboarding.
- **Customer Support:** Defining procedures for issue resolution, maintenance, and Service Level Agreement SLA compliance.
- **Billing and Account Management:** Processes, software and hardware for invoicing, payments, and account updates.

## 3. Client Negotiations and Acquisition

Lead negotiations and secure agreements with potential Middle Mile clients, focusing on:

- **Carriers:** Engaging regional and national carriers to lease dark fiber purchases, bandwidth, or utilize wavelength services.
- **Anchor Institutions:** Collaborating with schools, healthcare facilities, research institutions (e.g., Los Alamos National Labs), public safety organizations, and government entities to establish service agreements.
- **Service Commitments:** Structuring agreements that secure revenue while providing flexible options for clients.

## 4. Market Analysis and Competitive Positioning

Conduct ongoing analysis to inform product and pricing strategies including:

- Competitor research with a focus on pricing and services offerings from regional providers.
- Identification of underserved markets or institutions that could benefit from Middle Mile services.

**Deliverables and services will include:**

- **Product Management:** Develop and refine service offerings, ensuring alignment with market demands and project goals.
- **Process Development:** Create workflows to streamline service delivery, ensuring scalability and efficiency.
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- **Reporting:** Provide regular updates on business development progress, financial projections, and client acquisition status

**5. Feasibility of obtaining Eligible Telecommunications Center (ETC) Designation**

Provide an analysis on the feasibility of San Ildefonso Services obtaining the ETC designation for the State of New Mexico.

- Prepare the required documents or applications to obtain the ETC designation.
- Work with SIS to ensure they receive the ETC designation

**6. Community Meetings and Outreach**

- A Community Outreach plan must be developed that includes at least 4 community meetings.

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**III. PROPOSAL REQUIREMENTS**

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This section describes the mandatory information and submittals that must be included in all proposals. Failure to address all these items may result in the disqualification of a proposal. The SIS is the final authority in determining the responsiveness of a proposal.

Each proposal should be prepared simply and economically, providing a concise description of the applicant's capability for satisfying the requirements of the RFP. Proposals should not include displays or promotional materials, except as they directly relate to the ability of the applicant to complete the scope of services.

All proposals will become the property of the SIS.

A proposal must include at least the following information:

**A. General Information**

1. **Identity of Applicant:** Name of Contractor, title, telephone number, fax number, e-mail address, and USPS mailing address. Include a brief description of the project management history and experience.

**2. Compliance with Applicable Laws and Confidentiality:** Applicants must comply with all applicable federal, state, and tribal laws and regulations and agree to sign a confidentiality agreement.

**B. Project Experience**

**Prior experience in broadband business planning, client acquisition or telecommunications is required.** Contractors must demonstrate the necessary experience in broadband operational planning, client acquisition or telecommunications. Therefore, proposals must provide examples of at least two (2) projects demonstrating experience within the past five years and provide a list of references from those projects.

**C. Project Scope of Services**

Proposals shall include a detailed explanation by task of how the services will be successfully completed.

**D. Project Schedule**

Proposals shall include a project timetable for completion of the scope of services and time availability. The plan must be completed by **August 30, 2026**.

The contractor will complete the following milestones

**Month 1:** Finalize product descriptions and pricing models. Start community meetings, begin client outreach.

**Month 2-3:** Develop workflows and negotiate initial agreements with carriers and anchor institutions.

**Month 4** Finalize operational plans and provide a comprehensive business report with recommendations for operation and expansion.

**E. Fee to Perform the Requested Scope of Services**

The contractor must provide a rate schedule and an estimate of anticipated fees. The services will be lump sum fee as proposed. **The fee proposal shall remain in effect for at least ninety (90) days after proposals have been reviewed.**

**F. Key Personnel to be assigned to the Project**

Proposals shall set forth the qualifications and proposed project responsibilities for the key personnel that will be assigned to the project.

**G. Professional Insurance and Debarment Statement**

Evidence of Professional Errors and Omissions Insurance and General Liability Insurance must be provided. A certified statement that the Consultant or Company is not barred,

suspended or otherwise prohibited from professional practice by any federal or state agency is also required.

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#### **IV. SUBMITTAL PROCEDURES**

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Submit (1) electronic proposal clearly marked “**SIS Broadband Operations Plan**” to: San Ildefonso Services, Attention: Rick Carlisle at [rcarlisle@sanisvcs.com](mailto:rcarlisle@sanisvcs.com)

Proposals must be received by the SIS office email by **5 pm MST January 13, 2026**. All proposals received after this time will not be considered.

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#### **V. GENERAL INFORMATION**

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##### **A. Single Point Applicant**

Single applicant responsibility is required under this RFP, that is, each proposal responding to the RFP must show that the applicant is able to provide all professional services and special services, to fulfill the terms of this RFP, and the applicant, if awarded the contract, must be the sole contracting party with SIS.

##### **B. Contract**

The SIS will use its Professional Services Agreement for the applicant awarded the project.

##### **C. Evaluation Criteria**

Proposals shall be reviewed based on responsiveness to SIS needs, cost and clarity of content.

The SIS will seek to select the best professional for this project for the most reasonable cost. The best proposal will be one that yields the greatest benefit to the SIS, which may not necessarily be the lowest cost proposal.

Proposals will be evaluated by a committee which will review the submitted electronic proposals with consideration given in accordance with the following criteria:

##### **POINT RATING & EMPHASIS**

1. Specialized experience in the type of service(s) required.....20 Points
2. Time availability .....15 Points
3. Experience and familiarity in broadband business planning, client acquisition or telecommunications.....20 Points

4. Familiarity and experience in working with Tribal Governments.....10 Points
5. Project Familiarity.....5 Points
6. Proposed Fee.....20 Points
7. Native American Owned.....10 Points

This RFP does not commit the SIS to award a contract or pay any costs incurred in the preparation of proposals. The SIS reserves the right to reject any and all proposals, to waive any irregularities and informalities and to re-advertise when it is deemed to be in the best interests of the SIS.