

WW ISP/NO RFP Scoring by HEATH MLP

	Allowed	WGE	SHELD	Comments
1) General overview of your company/organization	5	4	4	SHELD seems to have many corporate partners; neither provided description of their depth in technical services or network engineering capabilities
2) Examples of entities that are using your services	10	10	8	
3) how your billing and collection systems work	10	10	8	credit card use thru SHELD? Will stripe be used with SHELD?
4) Discussion of your trouble ticket system	10	10	10	
5) replacement / acquisition of the WGE WiFi routers	15	10	10	would site visits to customers be needed by SHELD? Concern about how phase-in process would work to support customers with different routers / would there be time when those with older routers would not be supported?
6) acquisition / replacement of the WGE Ooma Telos	15	15	12	there are other vendors than OOMA; would modifications to existing ONT's be needed?
7) wholesale ISP services pricing per customer	15	9	8	in general prices from either company are too high; SHELD proposal does not go beyond 3 years therefore no benefit to agreeing to a longer term contract; makes it hard to compare equitably
8) Pricing for break/fix and maintenance	15	15	10	prices are high
9) Any additional services you would offer	5	5	4	
TOTAL:	100	88	74	

additional comments: 1) it would be important to hear from Leverett and Shutesbury as to how their transition to SHELD went and what their experience with customer service is. 2) customer service with WGE is great; strength of technical network engineering appears weak for both; 3) would there be a need to change out any equipment in hub if we switched to SHELD? 4) SHELD tree trimming inspection is much lower cost tht WGE proposal. (5) we know what we are dealing with in WG&E and it took awhile to get there - changing now may only prolong things to get us to a point with as much familiarity, therefore perhaps it is best to continue to push for improvements in WG&E rather than change ISP. (6) we need to look at long-term payout/benefit which is difficult as SHELD proposal does not go beyond 3 yrs.