

Residential Retrofit Round V Technical Assistance Session

Solicitation No. 2026-MBI-05

– Closing October 7, 2025 11:59 p.m. EST

Please keep yourself on mute until the Q&A.

This meeting will be recorded and posted on the solicitation page.

October 1, 2025

MBI

MASSACHUSETTS
BROADBAND INSTITUTE



at the MassTech
Collaborative

Technical Assistance Session Objectives

Objectives

1. Elaborate on the Round V Award Cap meaning
2. Provide general best practices for submitting a complete and compliant application.
3. Document and respond to any final questions prior to application submission.

Agenda

1. Q&A Update
2. Review Round V Project groups
3. Review Round V Cap
4. Service Level Expectations
5. Application Tips and Post-Application Process
6. Questions

Q&A Update

Q&A Document for RFP V has been posted to solicitation website:

Date Issued:	September 9, 2025
Bidder's Conference:	September 17,2025 at 11:00 a.m.
Questions Due:	Friday, September 19,2025 at 5:00 p.m.
Answers to Questions Posted:	Friday, September 26,2025
Technical Assistance Session:	Wednesday, October 1, 2025 at 11:00 a.m.
RFP Responses Due:	October 7, 2025 11:59 p.m. EST
Notification of Award:	November 2025

MBI recommends reviewing RFP I, II, III, and RFP IV Q&A documents before submitting an application.

Round V Project Groups

Project Groups have been assigned a numerical ranking based on a composite score of the attributes listed in section 6.2 of the RFP. MBI will award project groups in order of numerical ranking until available funds have been fully expended.

Upon closure of the RFP, MBI will review all applications to identify Project Groups that did not receive any bids. MBI may at its sole discretion, request that applicants who pass the threshold requirements of this RFP submit budgets and application materials for properties that do not receive bids. MBI will supply a list of all Project Groups that did not receive a bid to all qualified applicants. Applicants may submit a budget for any of those project groups within 7 business days of notification. MBI will review budget submissions and may award Project Groups to the lowest bidder.

MBI reserves the right to not make an award to any applicant if project costs are excessive, incomplete, or otherwise deemed unreasonable.

Round V Award Cap

MBI will implement an Award Cap under this solicitation of \$4M for competitive project groups. “Award Cap” shall mean the not-to-exceed amount of \$4M in funding that any applicant may receive under this RFP. MBI will not impose an Award Cap for **non-competitive** project groups.

The Award Cap will **not** apply to any project group that would not otherwise be awarded under this solicitation due to the eligible applicants having already reached the Award Cap.

- Applicants must rank the project groups in numerical order according to their preference for the work. A rank of 1 shall be the highest priority, and 15 shall be the lowest priority.
- When an applicant reaches the Award Cap, MBI will cease to award project groups to that applicant and award to the next highest scoring applicant.
- If all applicants who have applied for any given project group have reached the Award Cap, MBI will make additional awards outside of the Award Cap to the highest-scoring applicant.

Please pay close attention to Sections 1.1, 6.1, and 6.2 of the solicitation document concerning the Award Cap language.

Service Level Expectations

7.1.6 Threshold Affordability Requirements

To satisfy this requirement, Applicants must submit an affirmative statement that Applicant will commit to participating in any future federal or state subsidy program similar to the Affordable Connectivity Program. In addition, Applicants must commit to not raise service prices as submitted in the Application in either Section 7.2.1 or Section 7.3.3 by more than 3% in any year over year timeframe throughout the Federal Interest Period (i.e., through 2034).

Application Section 2.2: Pricing Matrix

Please complete the following table regarding pricing for your organizations baseline general customer broadband service packages. If your organization does not provide service at a given level, please indicate N/A in the text box.

	Broadband Download Speed (Mbps)	Broadband Upload Speed (Mbps)	Standard Price per Month	Income Eligible Price per Month	Income Eligible Price per Month with Lifeline Benefit, if Applicable
Broadband Only (minimum 100/20)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Broadband Only (minimum 100/100)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Broadband Only (minimum 200/200)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Broadband Only (minimum 500/500)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Broadband Only (minimum 1000/1000)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Service Level Expectations (con)

7.2.1 Service that will still be low cost or free without subsidy (Up to 20 points awarded)

Applicants must include in the Application pricing for all broadband service offerings and related fees that will be charged to users served by the proposed project using the provided Service Tiers and Pricing Template. These can include income eligible plans. If the Applicant chooses to submit pricing for income eligible plans, they must submit the eligibility requirements for those plans as an accompaniment to the Service Tiers and Pricing Template.

If the Applicant's services are eligible for price discount under the Federal Lifeline program and plans to promote the Lifeline benefit to future subscribers the Applicant must provide documentation of how the Lifeline benefit will further reduce monthly costs. The Applicant must also provide additional narrative regarding their plan to proactively enroll residents in Lifeline services as part of their proposal. This can be elaborated on in Section 7.2.3.

Note that participation in any successive program to the Affordable Connectivity Program ("ACP") is mandatory to the extent that one is available. Beyond ensuring affordability within the Federal Interest period of this Program, MBI seeks to ensure affordability for residents in the long term.

Service offerings proposed cannot be subject to limited time offers or expiring service deals. As noted in the Threshold Affordability Requirements (see Section 7.1.6), Applicants must commit to not raise service prices as submitted in the Application by more than 3% in any year over year timeframe throughout the Federal Interest Period (i.e., through 2034).

Application Tips for Success

1. If there are elements of your application you wish MTC to maintain as confidential and exempt from public records requests, please refer to **Section 6.1.2** of the RFP for direction on making a request to MTC General Counsel Jennifer Saubermann.
2. All content and materials requested as Threshold Requirements **MUST** be submitted. TBD is not an acceptable response and will warrant a disqualification under the RFP.
3. An officer certification of compliance with local and federal laws **MUST** be submitted in ALL applications. An example letter is available on the procurement website. **This is in ADDITION to the signed letter from the CEO or CFO accompanying unaudited financials.**
4. To gain community benefits points please address the specific requirements described in the community benefits section. Describing general corporate activities related to community benefits will not warrant points allocated.

Application Tips for Success (con)

5. Letters of Support/ Community Benefit letters must be dated within 3 months of application and reference the Residential Retrofit program
6. When submitting example projects be sure to describe how the example projects meet the requirements outlined in the RFP and are contextually relevant to the Project Group.
7. Review the sample contract posted on the solicitation website – eligible expenses are further outlined.
8. Be sure to use the **new** budget template - do not use former/previous versions
9. After completing the General Applicant and Standard Business Practices Information sections of the online application, the applicant will select which of the [Project Groups](#) they are interested in providing improved broadband service to under this grant program.

Once an applicant moves to this section of the application, they will not be able to return to Sections 1 or 2.

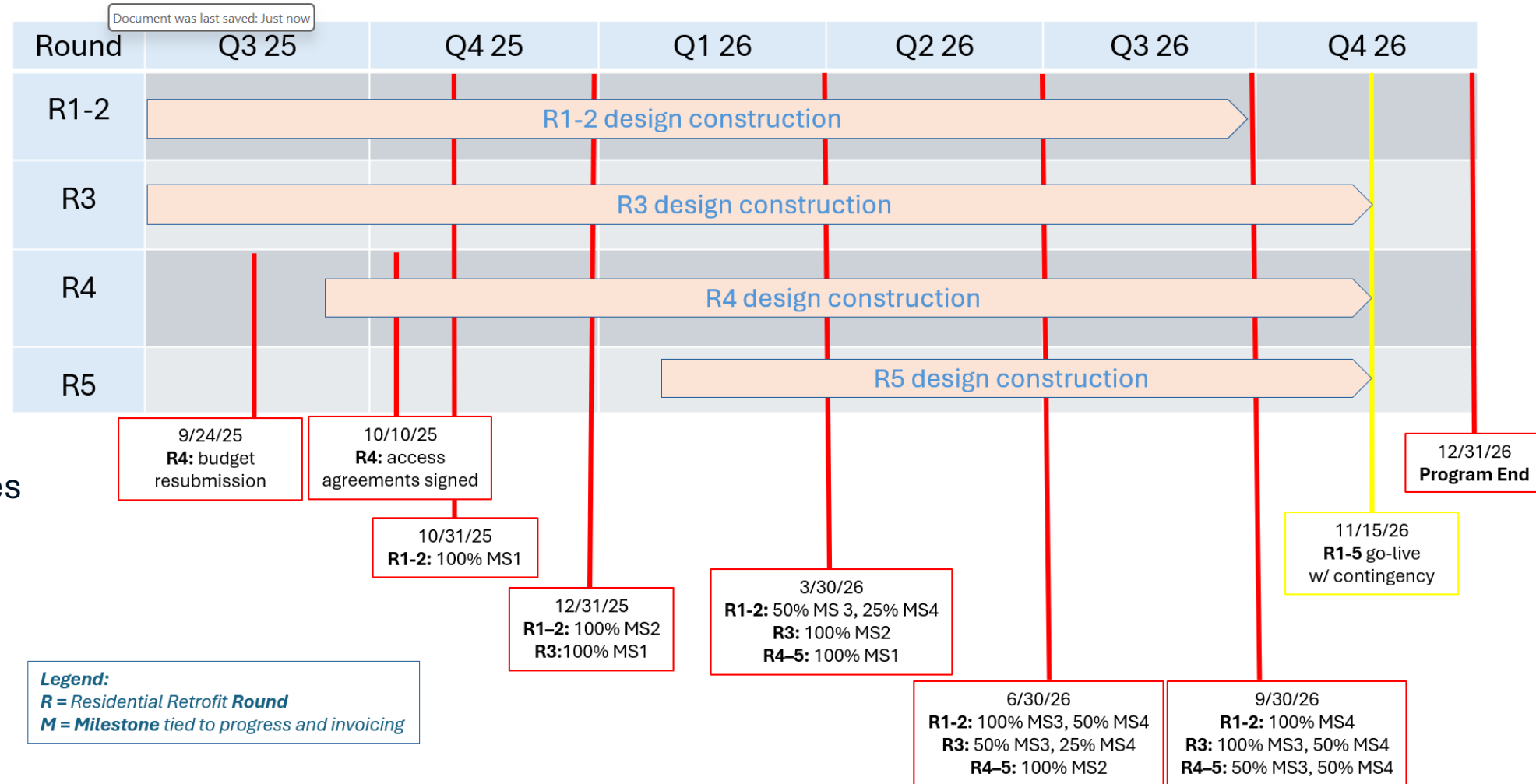
Post Application Process

1. Applications that meet Threshold Criteria are reviewed for score and bonus criteria.
2. MBI will score applications, the highest scoring applicant will be considered the awarded provider.
3. MBI will bring Round V awards to the November 19, 2025 MTC Board Meeting for approval.
4. Upon approval from MTC board, MBI will introduce the highest scoring applicant to the operator(s) for site visit execution
5. Applicant may conduct a site visit within 45 business days post award, or by **January 26, 2026**
6. Upon completion of the site visit, applicant may resubmit budget materials via MBI invitation link.

Post Application: Timeline and Risks

Risk mitigation

- December 2026 immovable deadline
- Minimize Make Ready activities
- Prioritize projects that can move quickly
- Optimize resources to reduce dependencies

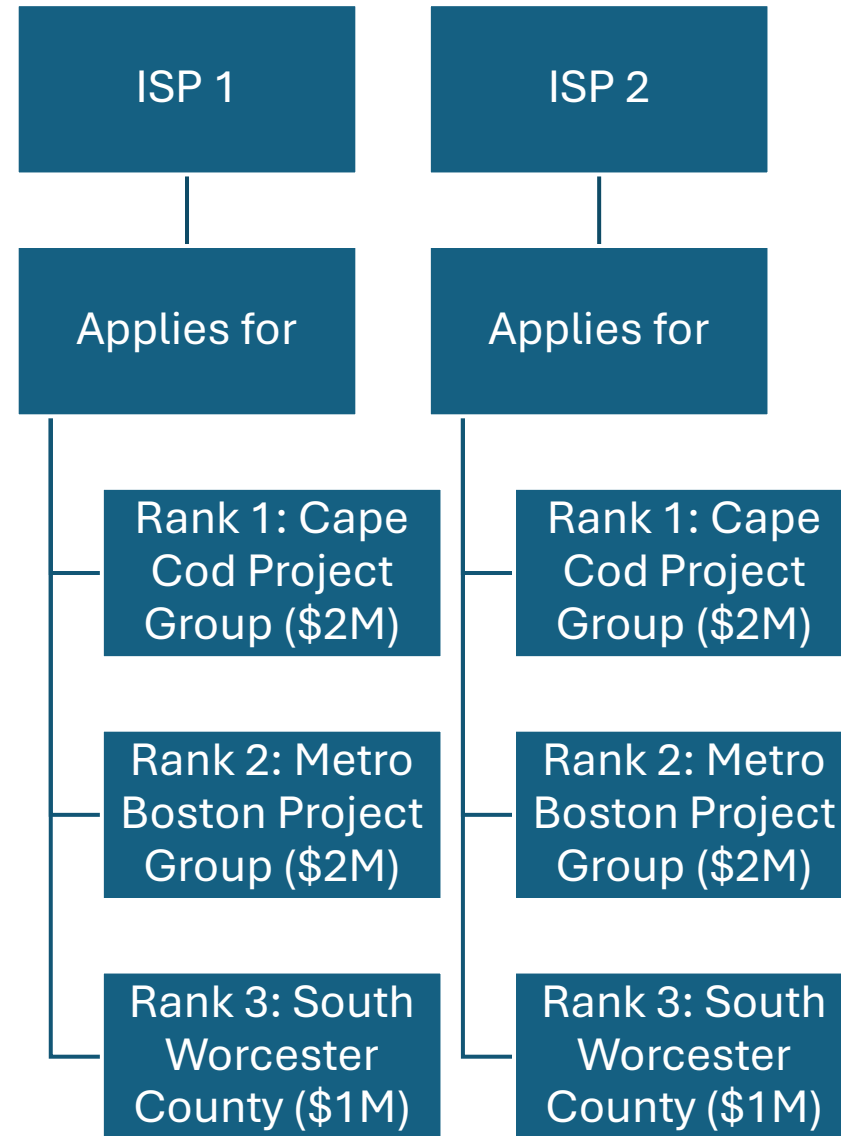


Questions and Answers Session

Appendix

Award Cap Scenarios: 1 (**competitive** project group)

Two ISPs apply for the SAME project groups. The project groups are competitive.



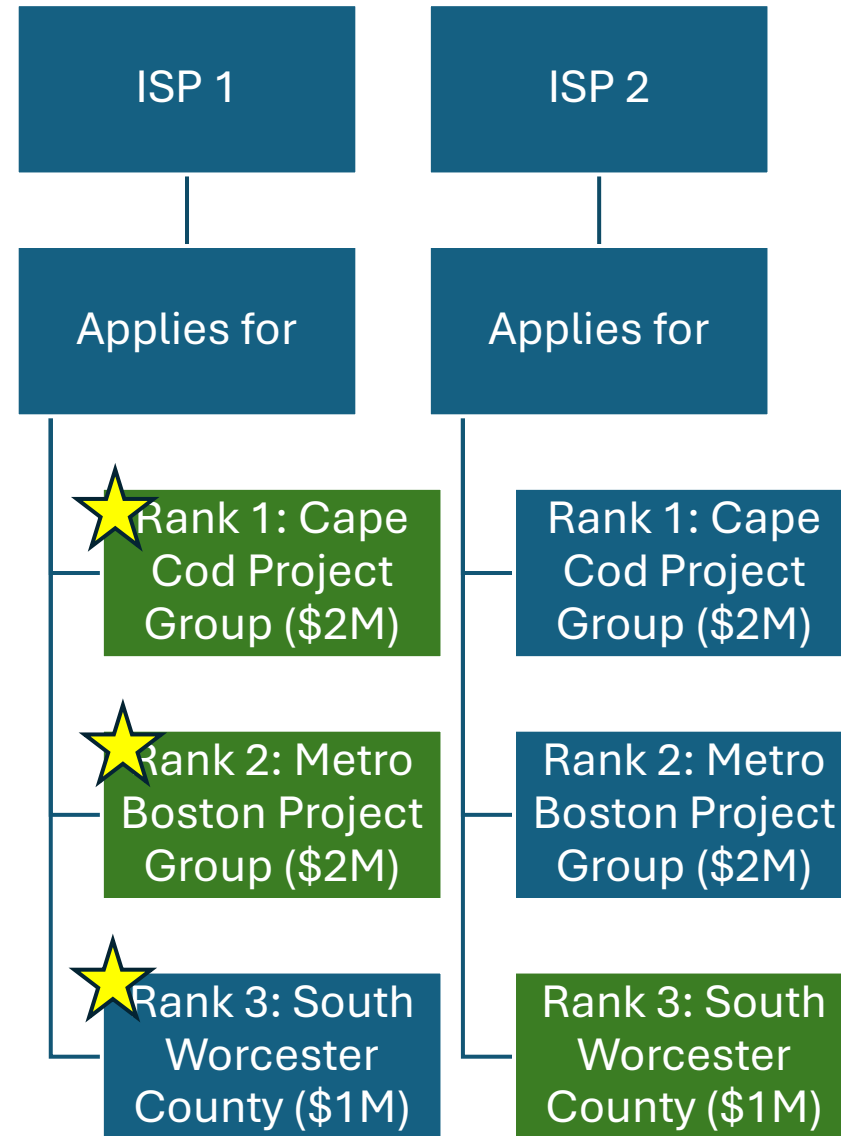
Award Cap Scenarios: 1 (**competitive** project group)

★ = Highest Scoring Applicant

■ = Awarded Applicant

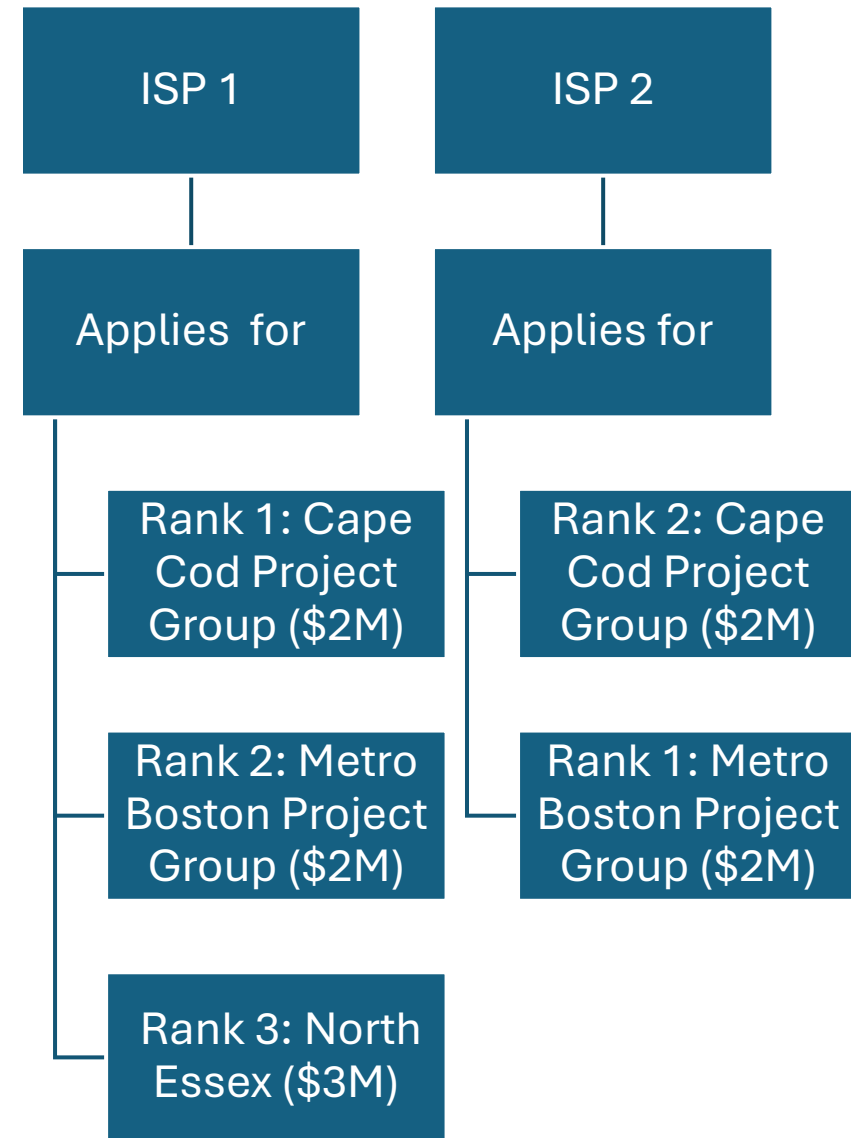
Under this scenario ISP 1 would be awarded the Cape Cod and Metro Boston Project Groups.

The Award Cap would then be applied for ISP 1 and ISP 2 would be awarded the Worcester County Project Group.



Award Cap Scenarios: 2 (**non-competitive** project group)

Two ISPs apply for the Cape Cod and Metro Boston project groups. Only ISP 1 applies for North Essex.



Award Cap Scenarios: 2 (**non-competitive** project group)

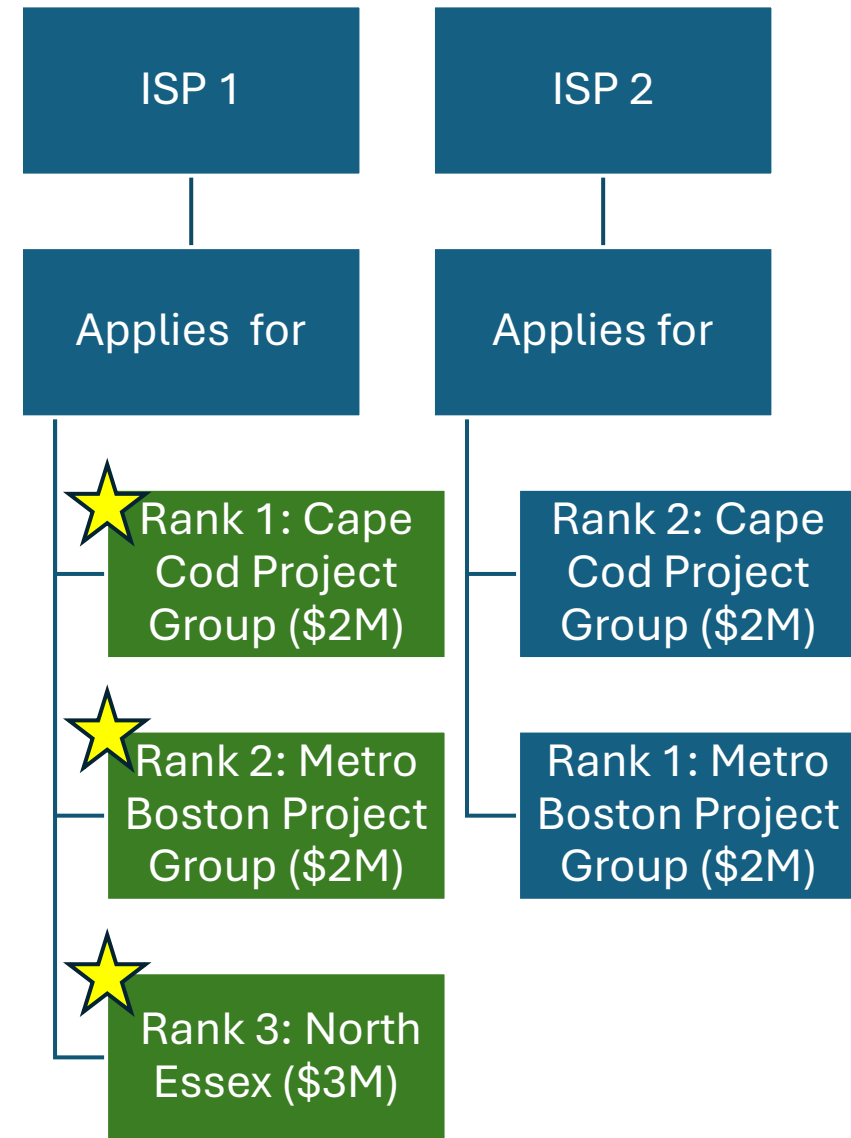


= Highest Scoring Applicant



= Awarded Applicant

Under this scenario ISP 1 would be awarded the Cape Cod and Metro Boston Project Groups AND the North Essex Project Group because it was non-competitive.



Award Cap Scenarios: 3 (**competitive and exceeding award caps** project group)

Two ISP's apply for multiple project groups and both hit the award cap before all project groups have been awarded.



Award Cap Scenarios: 3 (competitive and exceeding award caps project group)



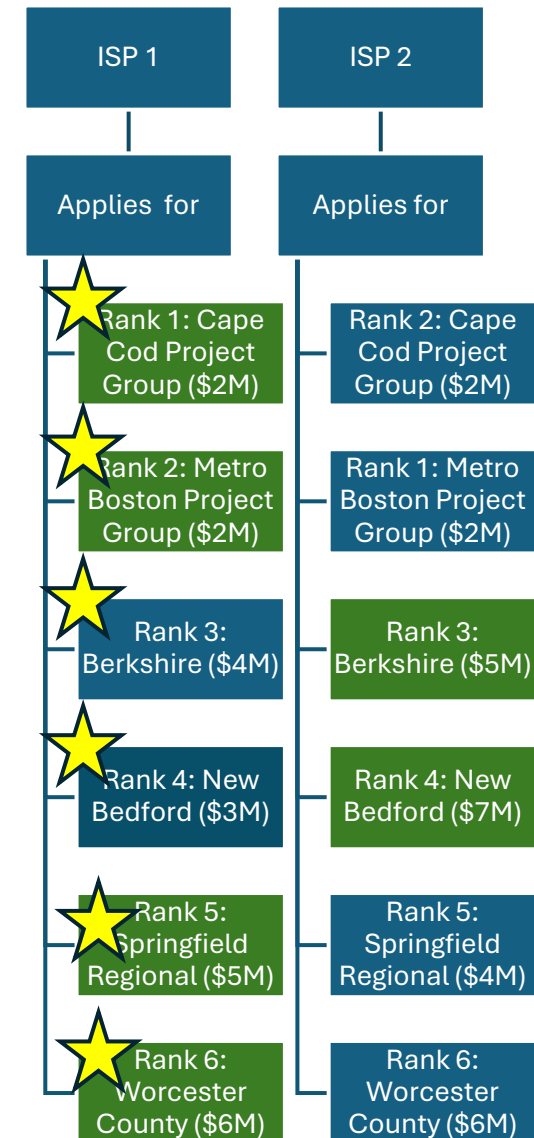
= Highest Scoring Applicant



= Awarded Applicant

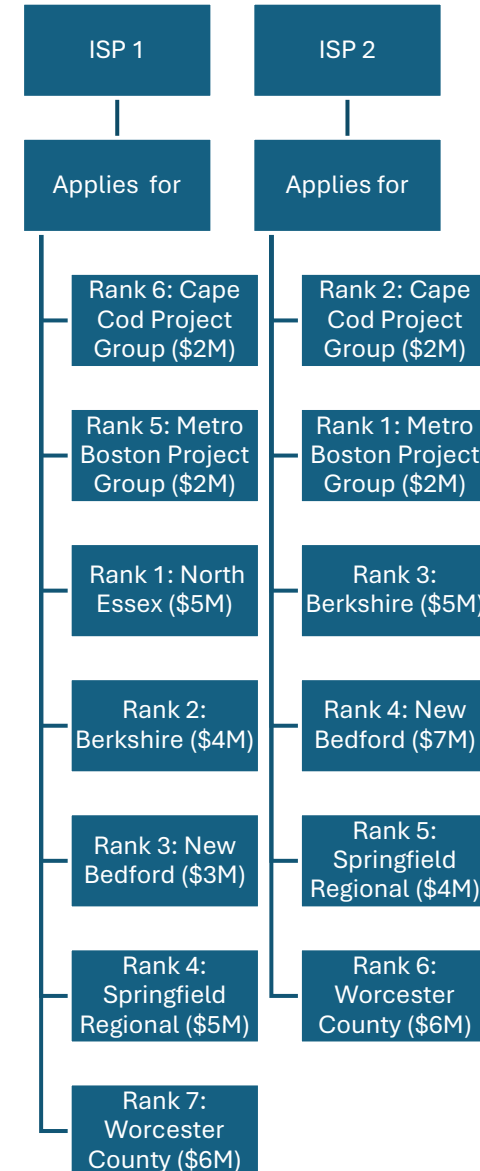
Under this scenario ISP 1 would be awarded the Cape Cod and Metro Boston Project Groups, ISP 2 would be awarded Berkshire and New Bedford, and then at that point both ISP 1 and 2 would have hit the award cap.

ISP 1 would then be awarded Springfield and Worcester.



Award Cap Scenarios: 4 (**competitive and exceeding award caps** project group – ranking demonstration)

Two ISP's apply for multiple project groups and both hit the award cap before all project groups have been awarded.



Award Cap Scenarios: 4 (competitive and exceeding award caps project group- ranking demonstration)



= Highest Scoring Applicant

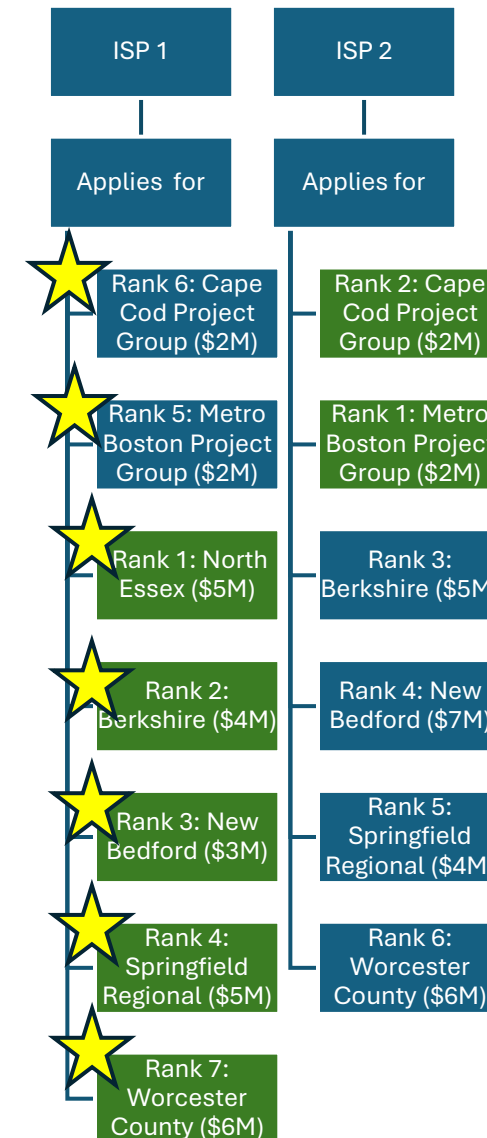


= Awarded Applicant

Under this scenario ISP 1 would be awarded the North Essex (non-competitive project group) Berkshire, New Bedford, and Springfield (competitive project groups).

After Springfield project group the award cap would go into effect for ISP 1, and ISP 2 would be awarded Metro Boston and Cape Cod Project Groups – reaching their award cap.

After both ISP's have reached the award cap, the Worcester project group would be awarded to ISP 1, based on scoring.



Project Groups Round V Explained

Project groups are larger in size and regional in nature

- MBI created larger Project Groups to be more attractive from a market perspective and to ensure service provision to smaller participating housing operators and development sites.
- MBI has increased the distance of fiber that can be covered by the grant from .5 miles to 1 mile to accommodate increased last-mile distances under larger project groups
- Applicants must be willing to serve all developments in a given project group

RFP V Housing Partners

The Round V RFP has approximately 5K units.

This is the final RFP under the Retrofit Program

Preservation of Affordable Housing (POAH)
Boston Housing Authority
Dorchester Bay Economic Development
Corporation
Northampton Housing Authority, Easthampton
Housing Authority, Hampshire County Regional
Housing Authority
Father Bill's & Mainspring
Codman Square NDC
Bourne Housing Authority
Franklin Housing Authority
Southwick Housing Authority
Commonwealth Land Trust, Inc.
Fitchburg Housing Authority
Gloucester Housing Authority

The Barkan Companies
Cornerstone Corporation
Dudley Housing Authority
Spencer Housing Authority
Marshfield Housing Authority
Holbrook Housing Authority
Lenox Housing Authority
Sandwich Housing Authority
West Bridgewater Housing Authority
Barnstable Housing Authority
Essex Housing Authority
Island Housing Trust Corp.
Uxbridge Housing Authority
Falmouth Housing Authority
North Brookfield Housing Authority

Project Groups Summary Data

Retrofit Round IV Project Group...

Hide fields Filter Group Sort ...

	Project Group Name	Total Units	Total Buildings
1	Aquinnah Wampanoag	32	32
2	Barrington Regional	228	30
3	Cape Cod	50	6
4	Gloucester	116	9
5	Greenfield	200	57
6	Greylock Region	150	12
7	Hampden/Hampshire	1804	251
8	Metro Boston	4219	188
9	Norfolk/Bristol	784	104
10	Norfolk/Plymouth	1939	235
11	Northern Essex	1046	9
12	Northern Middlesex	256	15
13	South Worcester County	2940	140
14	Southern Essex	1055	100
15	Western Middlesex	378	24

Project Group Summary data can be found **on the solicitation page** [linked here](#).

Project Groups Development Data

Detailed development data can be found **on the solicitation page linked [here](#).**

Residential Retrofit Round 4 Fin...							Report abuse	Use this data
Hide fields	Filter	Grouped by 1 field	Sort					
Development Name Address	Project Groups	Housing Organization	Full Address	City/Town - NEW	Point X			
PROJECT GROUPS								
▼ Barrington Regional	Count 5							
33 Brookside Manor 909 Main St	Barrington Regional	Great Barrington Housing Authority	Brookside Manor, 909 Main St, Great Barrington, MA, 01230	Great Barrington				
34 Dewey Court Apartments 3 Dewey Way	Barrington Regional	Great Barrington Housing Authority	Dewey Court Apartments, 3 Dewey Way, Sheffield, MA, 01257	Sheffield				
35 Flag Rock Village 2 Bernard Gibbons Drive Park Street/Route 183	Barrington Regional	Great Barrington Housing Authority	Flag Rock Village, 2 Bernard Gibbons Drive Park Street/Route 183, Housatonic, MA, 01236	Housatonic				
36 Stockbridge House 7 Pine Street	Barrington Regional	Stockbridge Housing Authority	Stockbridge House, 7 Pine Street, STOCKBRIDGE, MA, 01262	STOCKBRIDGE				
37 HEATON COURT 5 PINE STREET - A	Barrington Regional	Stockbridge Housing Authority	HEATON COURT, 5 PINE STREET - A, Stockbridge, MA, 01262	Stockbridge				
PROJECT GROUPS								
▼ Cape Cod	Count 1							
38 Province Landing 90 Shank Painter Road	Cape Cod	The Community Builders Inc.	Province Landing, 90 Shank Painter Road, Provincetown, MA, 02657	Provincetown				
PROJECT GROUPS								
▼ Gloucester	Count 7							
39 26 Marsh Street 26 Marsh Street	Gloucester	Action Inc.	26 Marsh Street, 26 Marsh Street, Gloucester, MA, 01930	Gloucester				
40 28 Marsh Street 28 Marsh Street	Gloucester	Action Inc.	28 Marsh Street, 28 Marsh Street, Gloucester, MA, 01930	Gloucester				
41 370 Main Street 370 Main Street	Gloucester	Action Inc.	370 Main Street, 370 Main Street, Gloucester, MA, 01930	Gloucester				
42 93 Prospect Street 93 Prospect Street	Gloucester	Action Inc.	93 Prospect Street, 93 Prospect Street, Gloucester, MA, 01930	Gloucester				
43 95 Prospect Street 95 Prospect Street	Gloucester	Action Inc.	95 Prospect Street, 95 Prospect Street, Gloucester, MA, 01930	Gloucester				
44 3 Eastern Point Road 3 Eastern Point Road	Gloucester	Action Inc.	3 Eastern Point Road, 3 Eastern Point Road, Gloucester, MA, 01930	Gloucester				
45 Central Grammar 10 Dale Avenue	Gloucester	The Community Builders Inc.	Central Grammar, 10 Dale Avenue, Gloucester, MA, 01930	Gloucester				
PROJECT GROUPS								
▼ Greenfield	Count 1							
46 Leyden Woods 24 Leyden Woods Lane	Greenfield	The Community Builders Inc.	Leyden Woods, 24 Leyden Woods Lane, Greenfield, MA, 01301	Greenfield				
PROJECT GROUPS								
▼ Greylock Region	Count 2							
47 MEADOWVALE A-35 ADAMS ROAD	Greylock Region	Williamstown Housing Authority	MEADOWVALE, A-35 ADAMS ROAD, Williamstown, MA, 01267	Williamstown				
48 BC Berkshire Peak LLC 341 West Street	Greylock Region	Beacon Residential Management Limited Partnership	BC Berkshire Peak LLC, 341 West Street, Pittsfield, MA, 01201	Pittsfield				

Downloading Project Group Data

Data can also be downloaded from the online AirTable.

Residential Retrofit Round 4 Fin...

Hide fields Filter Grouped by 1 field Sort ...

<input type="checkbox"/> Development Name Address		
PROJECT GROUPS		
> Aquinnah Wampanoag		,734
PROJECT GROUPS		
> Barrington Regional	Count 5	366.704
PROJECT GROUPS		
> Cape Cod	Count 1	-70.199
PROJECT GROUPS		
> Gloucester	Count 7	494.652

Reference the following sections of the Solicitation

Threshold Requirements Section 7.1

- Network Design
- Customer Premise Equipment
- Project Schedule
- Fiber Reservation of Rights
- Service Level Agreement
- Affordability
- Agreement with Property Owners

Scored Criteria Section 7.2

- Service Subscription Costs
 - Proposed Project Costs
 - Experience implementing Similar Projects.
- Community Benefits
- Organizational Capacity and Resources
- Labor and Workforce Standards
- Financial Capability

Bonus Scoring Criteria Section 7.3

- Use of Public Broadband Infrastructure
- Open Access Network
- Bulk Service

MBI recommends reviewing and becoming familiar with the RFP before beginning the online application.

Evaluation Criteria Scoring

Section	Scoring Criteria	Points will be awarded up to:
7.2.1	Service that will still be low cost or free without subsidy	20
7.2.2	Proposed Project Costs	20
7.2.3	Experience in implementing projects of similar size and complexity	16
7.2.4	Community benefits	12
7.2.5	Organizational capacity and resources	12
7.2.6	Housing operator outreach & coordination plan	16
7.2.7	Labor and workforce standards	10
7.2.8	Financial capability	10

Applicants must meet a minimum score of 50 to be eligible for a grant, as outlined in section 7.2 of the RFP

Evaluation Criteria Scoring (continued)

Evaluation Criteria		Maximum Scoring
7.3	Optional Bonus Criteria	Up to 25 pts
	#1 – Leveraging Public Broadband Infrastructure	Up to 5 pts
	#2 – Open Access	Up to 10 pts
	#3 – Bulk Service	Up to 10 pts

Bonus criteria does not count towards the 50-point scoring minimum requirement.

Application Section 2.1: Service Level Agreement

- *Applicants must submit a Service Level Agreement (SLA) that confirms that service plans for residents of properties funded under the Residential Retrofit Program will not subject end-users to data caps, surcharges, or usage-based throttling.*
- *Submitted SLA's must also outline information regarding the service provider's typical response time, data sharing, communication standards to close feedback loop on service requests (including delays, other agencies' timeline impacts, service resolution or completion, maintenance related outages, etc..).*

Application Section 2.1 Property Owner Access Agreement

Applicants must submit a draft agreement that they propose be signed by the Property Owner(s) that indicates the proposed service level(s) and price(s) along with building access requirements. MBI will review this draft agreement and share any feedback or changes needed before a successful Applicant enters into the agreement with a Property Owner.

Notes MBI Has Provided Include:

- 100% Grant Funded Program - no costs or liability on housing operator
- ISP owns all equipment, including wiring
- ISP maintains and repairs equipment

Application Section 2.1 Fiber Access Description

Please provide a description of how your organization will ensure ongoing access to service coils at egress/ingress points of any fiber extension and drop to any Property.

Examples:

- Example #1 – (ISP/MSP) will install a 24 strand fiber optic cable as outside plant, originating at a splice enclosure on a pole span (A point) and terminating inside of a cabinet in the MDF within the building (Z point). (ISP/MSP) will make service coils available to MBI at the A and Z ends of the fiber optic cable for 3 of the 24 strands.
- Example #2 – (ISP/MSP) will subcontract with (commercial fiber provider) to provide lit service at the project group. (Commercial fiber provider) will provide 24 strands of dark fiber to (ISP/MSP) that will terminate in the building utility closet (Z point). (Commercial fiber provider) will make the 21 strands of dark fiber available to (ISP/MSP) and 3 strands of dark fiber available to MBI at a location such as on a pole or in a colocation facility (A point).
- Example #3 – (ISP/MSP) does not intend to use funds to construct fiber cable into the building. Either usable fiber cable already exists in the building, or (ISP/MSP) intends to lease lit service(s) from a commercial fiber provider and that provider will construct the fiber without subsidy from MBI.

Application Section 2.4: Financial Capacity

- If an applicant wishes to have MBI treat certain information or documentation as confidential, the Applicant must submit a written request to MassTech's General Counsel, Jennifer Saubermann - saubermann@masstech.org - prior to submission.
- The request must precisely identify the information and/or documentation that is the subject of the request and provide a detailed explanation supporting the application of the statutory exemption(s) from the public records cited by the Applicant.
- The MassTech General Counsel will issue a written determination within ten (10) business days of receipt of the written request.
- If the MassTech General Counsel approves the request, the Applicant shall clearly label the relevant information and/or documentation as "CONFIDENTIAL" in the application.
- Any statements in an application reserving any confidentiality or privacy rights that is inconsistent with these requirements and procedures will be disregarded.

Financial Capacity (con)

- Five (5) years of audited financial statements or financial records of the Applicant and parent company;

Or

- If the Applicant does not have audited financial statements, the Applicant must submit five (5) years of unaudited financial statements along with a statement signed by either the Applicant's chief executive officer or chief financial officer affirming that the unaudited financial statements are true and correct.

Financial Capacity (con)

- Applicants **must also** provide evidence of officer certification of compliance with local, state, and federal tax laws and compliance with all applicable regulatory requirements.

An example of such a certification letter is available for download on the solicitation webpage.

Application Section 2.5: Network Design

- Applicants must provide a response to all segments of this section. TBD or contingent upon site visit, are not an acceptable responses and will warrant disqualification.
 - Construction Methods
 - Fiber Handoff
 - Aerial/Underground
 - CPE

Application Section 2.5: Network Design

- If an applicant cannot make a firm determination regarding components of the network design (construction methodology, underground vs aerial, CPE, etc.) the applicant is recommended to provide criteria for consideration that would inform an approach or reference to their standard practice in other locations as an example of how they typically conduct similar work.

Application Section 2.6: Previous Experience

- Applicants must provide examples of at least 1, and up to 4 successful projects of a similar size and scale to meet the requirements of this section.
- In examples, the following criteria must be included.
 - a) Overview of project size and scale, making specific reference to number of units/customers served, timeline for project execution, subcontractors used.
 - b) Project narrative outlining the key project activities, processes (construction, installation, service delivery) and outcomes.
 - c) Technical summary outlining the technologies and equipment used along with specific notation of how the technology deployed aligns with the minimum network requirements outlined in section 7.1.1 of this RFP.
 - d) Description of what funding sources were used to support these programs. If grant funds were used, please describe the conditions and reporting requirements of the grant and how the applicant met those requirements.

Note: The above descriptions of experience and readiness should justify the number of units the Applicant has proposed to serve in its Application.

Each project submitted will be eligible for 4 or 0 points for a total of 16 points.

Application Section 3.5: Community Benefits

- Commitment to provide free Wi-Fi in common areas of the building.
- Commitment to provide devices (laptops w/ minimum 8GB RAM, 128GB storage, CPU equivalent to Intel Core i3) to residents at a ratio of at least 1 device for every 4 units.
- Commitment to contract with a third-party digital literacy or navigation training partner to provide services on site. Must be supported by a signed letter of commitment from that service provider.

MBI will not award points for anything other than the above items.