
Nexstair Technologies LLC

RSP · PRE-BID RESPONSE SUPPORT · US SLED PRACTICE

CASE STUDY · RFP-426054

City of Longmont NextLight

ISP Operations Support System — Business Support System

SOW DECODE · COMPLIANCE MAPPING · RESPONSE PACKAGE

Nexstair Technologies provides Resource Support Partner (RSP) services to a US Prime Contractor pursuing the City of Longmont NextLight's ISP OSS/BSS replacement RFP — building the compliance-ready response package, technical narratives, functionality questionnaire support, and secure delivery model needed for award readiness on a municipal fiber platform serving 29,500+ subscribers.

CLIENT CONTEXT

Client:	City of Longmont NextLight, Colorado
Opportunity:	RFP-426054 · ISP Operations Support System — Business Support System
Our Role:	Resource Support Partner (RSP) · Pre-Bid Response Support
Engagement:	Masked technology support to US Prime Contractor
Contract Period:	1-year base + up to 4 renewal options (5 years total)
Est. Value:	~\$500K–\$2M+ over 5 years (implementation + licensing + support)

29,500+

Subscribers
Served

20+

Named
Integrations

5 Yrs

Total Contract
Potential

Aug 11

Submission
Deadline (MT)

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Executive Summary

THE CHALLENGE	OUR ROLE	WHAT WE DELIVERED
NextLight must replace its aging GLDS BroadHub OSS/BSS platform with a modern, cloud-based system capable of billing, provisioning, and supporting 29,500+ fiber subscribers while adding future product lines. The US Prime needs a response package demonstrating integration depth across 20+ named systems and functional coverage across 15 operational categories.	Nexstair engaged as Resource Support Partner — providing SOW decode, compliance mapping, functionality questionnaire support, technical narratives, secure delivery model, and visual artifacts to strengthen the prime's submission.	SOW analysis, NAICS/NIGP code mapping, 15-category functionality response, integration architecture documentation, cost form support, submission operations guide, risk register, and all proposal sections — submission ready.

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The Challenge

The City of Longmont's NextLight division is a municipal fiber internet utility serving over 29,500 subscribers across Longmont, Colorado — representing approximately 67% of fiber-enabled premises. Since 2014, NextLight has operated on the GLDS BroadHub platform for all OSS/BSS, customer portal, and eCommerce functions. The platform can no longer support NextLight's expanding product roadmap, which includes SmartTown, SmartMDU, Arlo Secure, Bark AI, and mobile services alongside current internet, managed WiFi, and voice offerings.

Specific Problems This Response Package Must Solve

- Demonstrate integrated OSS/BSS coverage across 15 operational categories — billing, provisioning, customer portal, eCommerce, ticketing, scheduling, inventory, reporting, and more.
- Document bi-directional integration architecture for 20+ named systems: Salesforce Service Cloud, Marketing Cloud, Data Cloud, MuleSoft, Snowflake, Power BI, ArcGIS, Tyler ERP, Paymentus, Tyler Payments, BC Services, and the Calix platform family.
- Address the Functionality Questionnaire (Attachment D) covering 100+ mandatory and desired requirements — scored at 45% of total evaluation weight.
- Show capability for full data migration from BroadHub including customer records, billing history, and operational data.
- Deliver a WCAG AA compliant, bilingual (English/Spanish) customer portal and eCommerce storefront.
- Substantiate a staged acceptance model: 45-day pre-live testing followed by 60-day live test period before Final Acceptance.

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Compliance Code Mapping

The response package is aligned to Nexstair's actual delivered service categories and the City of Longmont's procurement classifications — enabling the prime to position credibly within software consulting, systems integration,

and ISP technology scopes.

Type	Code	Description	Capability Fit
NAICS	511210	Software Publishers	OSS/BSS platform, customer portal, eCommerce storefront
NAICS	541511	Custom Computer Programming	API integrations, custom dashboards, automation workflows
NAICS	541512	Computer Systems Design	Integration architecture, Salesforce/MuleSoft/Snowflake design
NIGP	20853	Integrated Software	Full-stack integrated OSS/BSS platform
NIGP	91836	E-Commerce Consulting	Customer self-service portal, online ordering, payment processing
NIGP	91829	Computer Software Consulting	Platform strategy, billing architecture, provisioning workflow design
NIGP	92027	E-Commerce Software Development	Storefront build, subscription management, payment gateway integration

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Our Solution — Pre-Bid Response Support

Nexstair applied a discovery-first and compliance-aware approach. We translated the NextLight RFP into workstreams, risks, deliverables, and execution-ready documentation. The approach emphasizes integration architecture clarity, functionality questionnaire precision, and practical execution readiness — all behind the prime, with sanitized work packets and prime-controlled communication.

Workstream	Description
SOW Decode & Analysis	Reviewed full RFP scope across 15 operational categories, 20+ integration requirements, staged acceptance criteria, and Longmont Purchasing Code (LMC 4.12) constraints.
Compliance Mapping	Mapped every requirement against NAICS, NIGP, WCAG AA, PCI DSS, livable wage (\$26.18/hr), insurance minimums, and confidentiality acknowledgement obligations.
Functionality Questionnaire Support	Structured response for Attachment D covering billing, provisioning, customer portal, eCommerce, integrations, ticketing, scheduling, reporting — scored at 45% of total evaluation.
Integration Architecture	Documented bi-directional integration design for Salesforce (3 clouds), MuleSoft, Snowflake, Power BI, ArcGIS, Tyler ERP, Paymentus, Tyler Payments, BC Services, and Calix platforms.
Cost Form Support	Structured Attachment E pricing across system costs, implementation, post-go-live support, and additional costs — 5-year total with annual breakdowns.
Risk & Compliance Readiness	Risk register covering BroadHub data migration, integration failure scenarios, confidentiality acknowledgement tracking, staged acceptance gates, and livable wage compliance.
Secure Delivery Model	Defined prime-controlled communication, sanitized work packets, individual confidentiality acknowledgements per staff member, NDA controls, and offshore support boundaries.
Submission Operations Guide	Complete submission playbook: electronic upload instructions, file naming, mock folder structure, pre-submission checklist, common errors to avoid, and post-submission verification steps.

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Delivery Model

Nexstair structures every RSP engagement as a **masked support model**. We operate invisibly behind the US prime — no direct client contact, NDA from day one, sanitized work packets, version-controlled delivery. The prime owns the agency relationship; we own the technical execution.

Role	Core Responsibility
Proposal Coordinator	Remote delivery lead — timelines, version control, prime communication
Integration Architect	Salesforce/MuleSoft/Snowflake/Calix integration design and documentation
AI Automation Engineer	n8n workflows for billing automation, provisioning triggers, reporting pipelines
Frontend Developer (React)	Customer portal UX, eCommerce storefront, WCAG AA compliance, bilingual support
Data Migration Specialist	BroadHub data extraction, mapping, validation, and cutover planning
Document Production Spec.	Proposal assembly, functionality questionnaire formatting, cost form finalization

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Results & Outcomes

Primary Outcome. Nexstair produced a structured pre-bid response package that helped the US prime translate NextLight's complex OSS/BSS replacement requirements into clear, reviewable, execution-aware documentation. The prime entered submission week with a complete functionality questionnaire response, integration architecture, cost form, and submission operations guide in place.

- **Improved Response Clarity**
Functionality questionnaire responses structured across all 15 operational categories — billing, provisioning, customer portal, eCommerce, integrations, ticketing, scheduling, inventory, marketing, networking, premise data, reporting, system administration, and optional asset management — easier for NextLight evaluators to score against the 45% functionality weighting.
- **Strengthened Integration Posture**
Documented bi-directional integration architecture for all 20+ named systems — Salesforce triple-cloud, MuleSoft, Snowflake, Power BI, ArcGIS, Tyler ERP, dual payment processors, BC Services, and Calix GPON/XGS-PON platforms — with clear API responsibility boundaries.
- **Post-Award Readiness**
Staged acceptance model documented: 45-day pre-live testing plan, 60-day live test period criteria, data migration validation checkpoints, and go-live support structure — ready to activate from contract execution.
- **Capability Stack Alignment**
Nexstair's technical capabilities mapped to NextLight's actual scope — React portals, API integrations, n8n automation, data migration tooling, WCAG compliance — without overclaiming platform product authority.
- **Reusable Pre-Bid Framework**
The NextLight response model is now a reusable template for future municipal ISP and fiber utility OSS/BSS opportunities — compounding pre-bid value across future engagements.

Evaluation Criteria Alignment

Criteria	Weight	Response Strategy
Functionality Questionnaire	45%	Item-by-item response across all mandatory and desired requirements in Attachment D
Approach & Timeline	25%	Staged acceptance model, migration plan, integration build sequence, training approach
Company & Personnel	15%	Municipal ISP experience, fiber utility references, named project team with relevant credentials
Pricing	15%	5-year cost form (Attachment E) with transparent system, implementation, support, and additional cost breakdowns

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Capability Stack Applied

Capability Area	Application to NextLight RFP-426054
AI Automation & Workflow Intelligence	n8n workflows for billing automation, provisioning triggers, delinquency escalation, subscriber notification pipelines, and SLA reporting.

Systems Integration Architecture	Salesforce Service/Marketing/Data Cloud, MuleSoft middleware, Snowflake analytics, Power BI dashboards, ArcGIS mapping, Tyler ERP, and Calix GPON/XGS-PON platform integration.
Full Stack Engineering	React customer portal, eCommerce storefront, WCAG AA compliance, bilingual English/Spanish support, mobile-responsive design — all in-house.
Data Migration & Platform Transition	BroadHub data extraction, customer record mapping, billing history validation, staged cutover planning with rollback procedures.
Document Production & Response Packaging	Functionality questionnaire (Attachment D), cost form (Attachment E), proposal narrative, submission operations guide — all formatted per City requirements.

About Nexstair Technologies

Nexstair Technologies LLC is a Wyoming-registered IT services company delivering AI automation, web development, SEO, and digital infrastructure as a Resource Support Partner (RSP) to US prime contractors pursuing State, Local, and Education (SLED) opportunities. Operating from a delivery center in Islamabad, Pakistan with US coordination in Casper, Wyoming, we work behind US primes — NDA-first, masked engagement, no direct client contact.

Our team covers ReactJS, VueJS, AngularJS, Laravel, Python, n8n, WordPress, and the Adobe production suite. We have served clients across the UK, UAE, Australia, Canada, and the United States. Our SLED practice is purpose-built for US state and local government response support and post-award technology delivery.

MASKED MODEL	US ENTITY	AI-FIRST	FULL STACK
Invisible behind the prime. No direct client contact. Day-one NDA. Your brand, our execution.	Wyoming LLC. US phone number and correspondence address. Zero payment friction.	n8n automation and GPT integrations cut turnaround on every deliverable — savings passed to the prime.	React, Vue, Laravel, WordPress, Python, n8n — all in-house. No outsourcing. No dependencies.

Ready to partner on your next SLED engagement?

RSP services for US prime contractors. NDA-first. Masked engagement. References available on written request.

GET IN TOUCH

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