



A New Initiative from the SWCA Board

Evaluating Technology Infrastructure Improvements For Our Community

Technology Infrastructure Program (TIP)—Newsletter #2 (2/3/17)

Response to TIP Newsletter #1

The SWCA Board and the team reviewing the new technology options for Shadow Wood would like to thank you for your feedback on the first TIP Newsletter. Your comments were very helpful in acknowledging the efforts already made and in helping to direct our communication efforts as we move forward. Many of you wish to know more about the “who, what, when and how” of the steps being planned as we lead up to a vote. To that end, we have chosen to address several key issues in the form of a Q & A in this second of our planned Newsletters.

Question 1: Who is on the various TIP teams?

Please click on the following link ([TIP Organization](#)) to see the teams that are in place to evaluate the various infrastructure technologies and providers available to us here in Shadow Wood. There are four teams:

- The Steering Committee chaired by Bob Iorizzo.
- The Technology team chaired by Tom Maguire.
- The Contracts team chaired by Bob Iorizzo.
- The Communication team chaired by Chic Ciccarelli.

Each team is comprised of residents who have solid experience in these areas and are freely giving of their time and expertise to help improve our community. You will probably recognize many as your friends or neighbors. The SWCA is very appreciative of their help and assistance.

Question 2: Can you give us a timetable of events that will occur before we get to vote?

The TIP committee is working to an implementation schedule ([TIP schedule](#)) agreed upon between ourselves and our consultant CSI. It should be noted that the request for proposal has already been released--one week early to its milestone. Once the responses are received, the schedule provides adequate time for evaluation and subsequent negotiations. The selection of the preferred provider and the negotiated contract provisions will be completed by early April and briefed to all Shadow Wood residents in Town Hall meetings scheduled for mid-April. If for some reason, you cannot attend one of the Town Hall meetings, we are planning on having them videotaped so that you can watch them at your convenience from the Internet. You, the

residents of Shadow Wood, will then be asked to vote on the proposed agreement in late April or early May. If the community vote is favorable, the contract will then be signed.

Question 3: There was a commitment to obtain information from residents on what they currently utilize for their internet, TV and phone. How are you going to do that?

All residents should have received, and hopefully responded to, a survey aimed at collecting this information that was sent to you via your neighborhood representative on January 30th. The closing date for the survey is today, February 3rd. As of February 2nd, 898 Shadow Wood residents had responded to the survey; that is over 60% which is outstanding. Historically responses to this type of query run in the 30-40% range. THANK YOU Shadow Wood; this information will be invaluable as the team reviews proposals, selects a preferred provider and conducts their negotiations.

Question 4: Who are the providers for SW Florida that can provide the full spectrum of what residents want?

There are five full scope providers that are active in our area--Century Link, Comcast, Lightstream, Hotwire and Summit. All five received our RFQ [Request for Quote] last week.

Question 5: Who is the consultant that we are utilizing and what is their background?

The consultant is CSI--Converged Services Inc. They have been in business for 20 years and have an excellent reputation as well as considerable expertise in a process designed to determine which supplier can best meet all the objectives set out by the TIP team.

CSI is providing these services to many of our neighboring communities such as Bonita Bay, Pelican Landing, Pelican Marsh, Glen Eagles, The Landings and many more. Some of these communities have been contacted by the TIP team to assess their experience and level of satisfaction with CSI's approach and effectiveness--all gave CSI high marks. Information about CSI and their client base is posted on the TIP portion of the SWCA web site. Click here ([CSI](#)) to see that material.

TIP Web Page Released:

The TIP project team has released a new tab on the Shadow Wood Community Association web site that is intended to be a reference and collection point for information related to the TIP project. The tab is located at the upper left hand area on the public portion of the web site--so you do not have to enter your username/password to access this information. This site ([TIP web page](#)) is for use by all residents of Shadow Wood. The team has started posting information on the site and will continue to add additional information as the project progresses. Some of the information the team plans to post on the site includes:

- An organizational chart showing the TIP committee and its sub-committees

- A copy of all past TIP Newsletters
- An FAQ (Frequently Asked Questions) section
- A section describing the consulting organization (CSI) that is assisting on the project
- A schedule showing key milestones for the project
- A glossary of terms and definitions used in discussing technology infrastructure issues
- A summary of the results from the TIP Resident Survey
- A summary of the key features of any proposed contract that is presented to the residents of Shadow Wood
- Other important information that is developed or becomes available during the course of the project

The Tip team encourages all residents of Shadow Wood to check the site regularly to stay current on the latest status and activities related to the project.

TIP Email Address Established:

The TIP team has also established an email address where the residents of Shadow Wood can submit any questions they have regarding the project. The team will monitor this in-box and provide answers directly if they are resident specific or, if they are broad in nature, provide an answer in a future TIP Newsletter or in the FAQ section of the web site. The email address is TIPquestions@swcahome.com.

Next Steps

The TIP committee will be reducing/analyzing the data from the recent resident survey in preparation for their review/evaluation of the proposals anticipated from the five solicited providers. The communication committee will continue to populate the web site with additional information and prepare information for the next TIP newsletter which is targeted for mid-February. They will also be monitoring the TIPquestions@swcahome.com inbox and determine the most appropriate approach for responding to the questions submitted there. The contract and technology sub-committees will continue to evaluate details and set direction related to their areas of expertise within the project.

THE SWIC & THE SWCA BOARD