

Request for Proposal

Eligible Entity:	Sterling Education 1025 North Sherman Drive Royal Oak, MI 48067
General Description:	Basic Maintenance for Video Conferencing Equipment
RFP Number:	SEI20100715092427
470 Number:	147930000881881
470 Post Date:	February 22, 2011
RFP Due Date:	March 22, 2011 at 6:00PM (CST)
Billed Entity Number:	16044978
Email Address:	SEI@adsadsi.com

Sterling Education ("SEI") seeks proposals in accordance with the terms and conditions posted within. The awarded contract may cover both E-Rate eligible and non-eligible items. If eligible and non-eligible items or services are bid, bidders must break out the non-eligible items and list them as such. Contract award(s) shall be made in accordance with FCC Universal Service Administration Company E-Rate Program Rules.

Responses to this Request for Proposal that include a demonstration shall not be considered.

Questions and Service Provider Responses MUST be received via email at: SEI@adsadsi.com. Responses shall NOT be given to questions posed within 5 business days of due date. Questions and Service Provider Responses received in any other format shall NOT be answered or accepted.

MANDATORY JOB WALK: None / Not Required
PREQUALIFICATION: None / Not Required
METHOD OF BID RECEIPT: E-Mail to SEI@adsadsi.com.
Late offers shall not be considered.

Note: Sterling Education MUST wait at least 28 days after the posting of the Description of Services Requested and Certification form (Form 470) on USAC's website before executing any contracts, selecting a Service Provider, or signing and submitting the Services Ordered and Certification Form (Form 471).

All or part of the potential award described within this document may be issued to one or multiple Service Providers. Equipment may be sourced from one Service Provider and Installed / Maintained by other Service Providers or one Service Provider may be awarded all of the requested products and services contained herein.

Service Providers are strongly encouraged to carefully read the entire solicitation document.

Scope of Work

Priority 2 Internal Connections – Basic Maintenance

Internal Connections are components located at SEI's site that are necessary to transport information to classrooms and to eligible administrative areas or buildings. Internal Connections include connections within, between or among instructional buildings that comprise a school campus, but do not include services that extend beyond the school campus. Components at SEI's site are eligible only if they are an essential element in the transmission of information within the school. The components must be necessary to transport information all the way to individual classrooms. Internal Connections do not include services that extend across a public right of-way beyond the school.

Basic maintenance services are defined as follows: "but for the maintenance at issue, the connection would not function and serve its intended purpose with the degree of reliability ordinarily provided in the marketplace to entities receiving such services without E-rate discounts." Please provide a Basic Maintenance Contract to perform the following tasks on the equipment listed below:

1. Repair and upkeep of eligible hardware
2. Wire and cable maintenance
3. Basic technical support
4. Configuration changes

Bidder's Basic Maintenance Agreement must contain the Location, Product, and Make / Model number of the equipment to be covered by the proposed Basic Maintenance Contract (note the table below). This table (or a similar table with like data) must be included in with the Bidder's Basic Maintenance Agreement:

Location Deployed	Product / Service to be Covered	Make/Model Number

Note: The above worksheet is available for download – please visit: http://adsadsi.com/rfp_year_14.shtml.

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In the FCC's *Sixth Report and Order* ([FCC 10-175](#)), the FCC included the following information on unbundled warranties and Basic Maintenance of Internal Connections (BMIC):

- We find that an unbundled warranty is an ineligible BMIC service because it is purchased as a type of retainer and not as an actual maintenance service. That is, BMIC contracts that require an upfront payment and that payment is required regardless of whether any service is actually performed are not eligible.
- ...if applicants are able to estimate a certain number of hours per year for maintenance, based on the current life of their equipment and a history of needed repairs and upkeep, they may seek E-rate funds for upfront costs on service contracts designed to cover this estimate of repairs and upkeep. Reimbursements will be paid on the actual work performed and hours used only. For example, if a school determines it will need 30 service hours in a given year to maintain its internal connections but uses only 20 hours, the school will be reimbursed only for 20 hours even if they were approved for E-rate funds on 30 hours.

The *Sixth Report and Order* deems unbundled warranties ineligible for support beginning with FY2011. Applicants cannot simply cost-allocate out the ineligible portion because the Commission's rules do not allow applicants to receive support for services in a basic maintenance contract that contains both eligible and ineligible services. See paragraph 24 of the *Third Report and Order*, CC Docket No. 02-6, [FCC 03-323](#) (2003).

Software downloads, bug fixes, and access to a technical assistance center may be eligible.

Bundled warranties may be eligible for E-rate discounts.

For additional information on the changes to the eligibility of basic maintenance contracts and other changes to the E-rate program for FY2011, you can refer to the following documents:

- Sixth Report and Order ([FCC 10-175](#))
- Order [DA 10-2355](#), clarifying the eligibility of basic maintenance and the new E-rate gift rules adopted in the Sixth Report and Order
- Public Notice [DA 10-2356](#), providing further guidance to E-rate participants, listing effective dates of the proposals adopted in the Sixth Report and Order, and answering Frequently Asked Questions (FAQs).
- Third Report and Order ([FCC 03-323](#))

Please make sure any required Contracts or Statements of Work are authorized and included in your response.

Maintenance Logs are required to be kept by the service provider and sent to school quarterly (please include a sample log).

Please note: The following products and services **are NOT eligible (Equipment not eligible for E-Rate reimbursement shall not be covered under this agreement):**

1. On-site technical support (*i.e.*, contractor duty station at the applicant site) when off-site technical support can provide basic maintenance on an as-needed basis.
2. Services such as network management and 24-hour network monitoring.
3. Help desks that provide a comprehensive level of support beyond basic maintenance of only eligible components.
4. Technical support contracts that are more than basic maintenance.
5. End User Equipment (PCs and Phones).

Eligible basic maintenance does not include services to maintain ineligible equipment, to enhance the utility of equipment beyond the transport of information, or to provide diagnostic services in excess of those necessary to maintain the equipment's ability to transport information.

Services: Manufacturer Authorized Basic Maintenance for all listed Equipment

A block of hours for general Basic Maintenance on listed Equipment – 24 to 40 hours per month requested (additional hours, beyond 40 shall be considered if justified).

Proposed agreements or contracts offered **must** specifically identify the eligible components covered, including location deployed, product name, and make/model number.

Provide options for 1 and 3 year contracts.

Proposed agreements or contracts offered **must** specifically identify the eligible components covered, including location deployed, product name, and make/model number.

List of Equipment (or similar) for which Basic Maintenance is Requested:

Description
EDGE 85 MXP with HD Precision (Camera is cost allocated out at \$1000.00)
TANDBERG EDGE 85 MXP Natural Presenter Package or 95/1700
TANDBERG EDGE 85 MXP MULTISITE or 95/1700
MCU-4520 40 PORT High Definition MCU
TANDBERG VCS Control Application; 50 registrations / 10 local network calls
TANDBERG VCS additional 250 registrations / 50 local network calls
TANDBERG VCS Expressway Application; 25 registrations /5 traversal calls
TANDBERG VCS additional 100 registrations / 20 traversal calls

The Basic Maintenance contract shall cover a video conferencing system that may contain the following equipment

- CODECs, remote control, and Operating System Software
- Video Cameras
- Screens (please provide options specifications and quantity)
- Master Control Unit
- Multipoint Control Unit
- PVBX

Include a list of eligible equipment to be covered under this agreement (only eligible equipment shall be covered under this agreement).

Maintenance Logs are required to be kept by the service provider and sent to school quarterly (please include a sample log).

Note: Bidder must complete and submit the List of Equipment for which Basic Maintenance is being offered (note the sample table on page 2). This table is available for downloaded – please visit: http://adsadsi.com/rfp_year_14.shtml.

Service Provider Instructions

Service Provider RFP Response Cover Sheet:

Service Provider must complete the Service Provider Authorized Response on the following page and include it as the first page of the Service Provider response. Bids submitted without a Service Provider Authorized Response Cover Sheet may not be evaluated.

In addition to the Service Provider Quote Cover Sheet, please include all relevant documentation to include, but not limited to: Scope of Work, Authorized Master Service Agreement, Detail Line Item Pricing, Taxes, Surcharges, and/or Maintenance Service Agreement, etc.

A proposed agreement or contract **must** specifically identify the eligible components covered, including product name, model number, and location.

Service Provider Evaluation:

Factor	Value (1-5)	Weight	Score
Price of the ELIGIBLE goods and Services		30%	0.00
Prior Experience		20%	0.00
Personnel and Management Qualifications and Capability		20%	0.00
Other Cost Factors (Ineligible Goods and Services)		20%	0.00
Local Vendor		10%	0.00
Total		100%	0.00

Note: The above worksheet is available for download – please visit: http://www.adsadsi.com/rfp_fy13.htm.

Service Provider RFP Response:

Item 21s, by location or entity number, must be included with the Service Provider response. All Service Provider responses without Item 21 attachments shall be considered incomplete and NOT considered. A sample and interactive worksheet is attached on the next page. Make and Model Numbers must be included on the Item 21 Attachments for Eligible Products and Services. Eligible Products and Services must be clearly separated from any and all Ineligible Products and Services.

All bids must be sent via email to: SEI@adsadsi.com with the 470 Number in the subject line. Please submit bids in either Microsoft Office Format (.doc, .xls, etc.) or Adobe .pdf files. Facsimile, telegraphic or mailgram offer(s) shall be rejected and not considered.

By submitting a response, Service Provider Agrees to all Terms and Conditions contained within. If Service Provider's response is selected, Sterling Education shall award SEI20100715092427 to Service Provider and authorize this cover page - creating a contract. If required, an authorized and dated Service Provider Contract is encouraged to be submitted with the Service Provider's response. All signatures MUST be original.

Service Provider Terms, Conditions and/or additional Contracts:

In order to be considered for award any and all terms, conditions and, or contracts required by the Service Provider must be signed, dated and submitted with the RFP Response.

All Priority 2 Basic Maintenance agreements or contracts must specifically identify the eligible components covered, including product name, model number, and location.

Invoicing the Universal Services Administrative Company (USAC):

The Service Provider will be responsible for invoicing USAC by using the Service Provider Invoice (SPI) methodology. Sterling Education shall be responsible for their share.

Contracts:

FCC rules require that an applicant sign a contract with the service provider before signing and submitting a completed *Services Ordered and Certification Form* (Form 471). Consequently, all Contracts, Statements, of Work, and/or Service Agreements must be submitted with this response with a handwritten signature and date. Countersigned documents may be provided after the Funding Commitment Decision Letters are issued by the Schools and Libraries Division of the Universal Services Administrative Company.

**Sterling Education
Item 21 for 470**

Location: _____
Category of Service: Internal Connections Basic Maintenance of Internal Connections

Narative:	
Additional Information:	

Quantity	Product Description (please include Make and Model when appropriate)	Unit Cost	Extended Eligible Pre-discount Cost		Extended Ineligible Pre-discount Cost	
			Eligible Recurring Cost	Eligible Non-Recurring Cost	Ineligible Recurring Cost	Ineligible Non-Recurring Cost
	Basic Maintenance for Product #1					
	Basic Maintenance for Product #2					
Totals:		\$ -	\$ -	\$ -	\$ -	\$ -

Note: The above worksheet is available for downloaded – please visit: http://adsadsi.com/rfp_year_14.shtml.

Service Provider Authorized Response

This form must be completed and returned with RFP response.

Form 470 Number:	147930000881881
General Description:	Basic Maintenance for Video Conferencing Equipment
RFP Number:	SEI20100715092427
RFP Due Date:	March 22, 2011 at 6:00PM (CST)
Term:	July 1, 2011 thru June 30, 2012

Service Provider Name:	
Service Provider Address:	
Service Provider City, State and Zip:	
Service Provider Contact Name:	
Service Provider Contact Phone Number:	
Service Provider Contact FAX Number:	
Service Provider Contact Email Address:	
State Tax Number(s):	
Federal Tax Identification Number:	
Service Provider SPIN:	

By submitting an authorized response, Service Provider Agrees to all Terms and Conditions contained within. If additional Terms, Conditions or contracts are required please submit a signed copy within the RFP Response.

If Service Provider's response is selected, Sterling Education shall award SEI20100715092427 to Service Provider and authorize this cover page - creating a contract. If required, an authorized and dated Service Provider Contract is encouraged to be submitted with the Service Provider's response. All signatures MUST be original.

Basic Maintenance Pricing, via ITEM 21s by location, must be included with the Bidder responses. All Service Provider responses without Item 21 attachments shall be considered incomplete and may NOT considered. Make and Model Numbers must be included on the Item 21 Attachments and all agreements. Eligible Products and Services must be clearly separated from any and all Ineligible Products and Services.

All invoices must cross reference the Bidder provided Inventory Documentation.

The Schools and Libraries Program of the Universal Service Fund, commonly known as "E-Rate," is administered by the Universal Service Administrative Company (USAC) under the direction of the Federal Communications Commission (FCC). To qualify as a Service Provider, your organization must be able to produce a valid SPIN (Service Provider Identification Number). If your organization does not currently have a valid SPIN and wishes to submit a response to this RFP, please visit: <http://www.universalservice.org/sl/providers/step01/> and obtain a SPIN prior to submitting a bid for consideration.

Service Provider Authorized Signature (Original)
Please do not submit with an electronic signature

Date of Service Provider Signature

SEI Authorized Signature

Date of SEI Signature