

# Request for Proposal

<b>Eligible Entity:</b>	El Camino Real Academy 3713 Isleta Blvd. SW Albuquerque, NM 87105
<b>General Description:</b>	E-rate Basic Maintenance
<b>RFP Number:</b>	ECRA20110926131730
<b>470 Number:</b>	468460000940790
<b>470 Post Date:</b>	01/13/2012
<b>RFP Due Date:</b>	02/20/2012 at 2:00P.M. local standard time
<b>Billed Entity Number:</b>	231458
<b>Email Address:</b>	<a href="mailto:ECRA@adsadsi.com">ECRA@adsadsi.com</a>

El Camino Real Academy ("ECRA") 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: [ECRA@adsadsi.com](mailto:ECRA@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.**

METHOD OF BID RECEIPT: E-Mail to [ECRA@adsadsi.com](mailto:ECRA@adsadsi.com) - Late offers shall not be considered.

To perform the work required by this RFP, the winning Bidder must provide a valid Service Provider Identification Number (SPIN) and be licensed in accordance with all applicable rules and regulations, including Local and State Law.

**Note: El Camino Real Academy 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).**

It is the intent to award all of the services sought within this RFP to either one or multiple Bidders – as appropriate.

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

## **REFERENCES:**

Bidder shall provide references that demonstrate successfully Funded E-Rate Projects from recent Funding Years. In addition, please indicate the number of positive Funding Commitment Decision Letters that applicants have received for your company's services. Applicant Name, Entity Number, and Individual Contact Information is requested for all references provided.

In addition, please provide the date and time of the Bidder's last reimbursement from the School and Libraries Division of the Universal Services Administrative Company.

## **ADS Advanced Data Services, Inc. role is to assist with the E-Rate Application Process:**

**ADS Advanced Data Services, Inc. does not evaluate Service Provider Service Offerings – The applicant is responsible for selecting all Service Providers. ADS shall not recommend Service Providers.**

All information is provided on the 470, to include applicant type, service locations, addresses, and service NPA/NXXs.

If you have a proposal, or optional packages, please provide details and the eligible applicant shall evaluate all options to select a winner. Pricing specific to the applicant's requirements must be included for an evaluation to be completed. Please make sure any required Contracts or Statements of Work are authorized and included in your response.

All correspondence must be submitted in writing to the email address listed on the Form 470. No phone calls please.

If the applicant has a question on your service offering, terms, and/or pricing, clarification shall be sought.

## **Scope of Work**

Internal Connections are components located at ECRA'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 ECRA'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\\_15.shtml](http://adsadsi.com/rfp_year_15.shtml).**

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 Funding Year 2011. 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.

**For additional information on the changes to the eligibility of basic maintenance contracts and other changes to the E-rate program 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.

**Existing Equipment for which Basic Maintenance is Requested:**

Coverage: Provide options for 1 and 3 year Basic Maintenance on hardware only with next business day onsite support.

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

**Requested Services:**

- Service Provider Authorized Basic Maintenance for all listed eligible Equipment.
- Proposal may include a block of hours for Basic Maintenance – minimum of 10 hours per month requested.
- Proposed agreements or contracts offered **must** specifically identify the eligible components covered, including location deployed, product name, and make/model number.

**List of Equipment for which Basic Maintenance is Requested:**

Location Deployed	BEN	Product / Service to be Covered	Make/Model Number
El Camino Real Academy	231458	1 WLAN Controller for up to 25 Aps	Cisco 4400
El Camino Real Academy	231458	22 Non Modular 802.11 a/g Access Points	Cisco 1131
El Camino Real Academy	231458	6 PoE Switches - 48 port	Cisco Catalyst 3560
El Camino Real Academy	231458	1 Integrated Services Router	Cisco 2821
El Camino Real Academy	231458	5 HP Servers	Proliant ML370

1. HAS-DC1 - main domain controller. DHCP. Terminal server
2. HAS-DC2 - secondary domain controller. Terminal server.
3. HAS-FS - main file server. Active directory user account storage
4. HAS-SASI - Student information system
5. Dans-Guardian - firewall / content filter

Please remember: The following products and services **are NOT eligible**:

- 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.
- Services such as network management and 24-hour network monitoring.
- Help desks that provide a comprehensive level of support beyond basic maintenance of only eligible components.
- Technical support contracts that are more than basic maintenance.
- 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.

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

## **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:**

<b>Factor</b>	<b>Value</b>	<b>Weight</b>	<b>Score</b>
<b>Price of the ELIGIBLE goods and services</b>		<b>30%</b>	<b>0</b>
<b>Prior experience</b>		<b>25%</b>	<b>0</b>
<b>Other Cost Factors (Ineligible Goods and Services)</b>		<b>20%</b>	<b>0</b>
<b>Personnel and Management Qualifications and Capability</b>		<b>15%</b>	<b>0</b>
<b>Local Vendor</b>		<b>10%</b>	<b>0</b>
<b>Total</b>		<b>100%</b>	<b>0</b>

**Note:** The above worksheet is available for download – please visit: [http://www.adsadsi.com/rfp\\_fy15.htm](http://www.adsadsi.com/rfp_fy15.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: [ECRA@adsadsi.com](mailto:ECRA@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, El Camino Real Academy shall award ECRA20110926131730 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):**

Unless otherwise agreed upon, the Service Provider shall be responsible for invoicing USAC by using the Service Provider Invoice (SPI) methodology. El Camino Real Academy 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.

**El Camino Real Academy  
Item 21 for 470 20110926131730**

**Location:** \_\_\_\_\_  
**Category of Service:**  Internal Connections  Basic Maintenance of Internal Connections

<b>Narative:</b>	
<b>Additional Information:</b>	

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					
<b>Totals:</b>		\$ -	\$ -	\$ -	\$ -	\$ -

**Note:** The above worksheet is available for downloaded – please visit: [http://adsadsi.com/rfp\\_year\\_15.shtml](http://adsadsi.com/rfp_year_15.shtml).

## **Service Provider Authorized Response**

This form must be completed and returned with RFP response.

<b>Form 470 Number:</b>	<b>46846000940790</b>
<b>General Description:</b>	<b>E-rate Basic Maintenance</b>
<b>RFP Number:</b>	<b>ECRA20110926131730</b>
<b>RFP Due Date:</b>	<b>02/20/2012 at 2:00P.M. local standard time</b>
<b>Allowable Contract Date:</b>	<b><u>02/10/2012</u></b>
<b>Term:</b>	<b>July 1, 2012 thru June 30, 2013 unless otherwise stated</b>

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, El Camino Real Academy shall award ECRA20110926131730 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

\_\_\_\_\_  
ECRA Authorized Signature

\_\_\_\_\_  
Date of ECRA Signature