

Request for Proposal

Eligible Entity:	Sterling Education 531 Ajax Drive, Suite 100 Madison Heights, MI 48071
General Description:	E-rate Basic Maintenance
RFP Number:	SEI20110926133348
470 Number:	868370000941024
470 Post Date:	02/06/2012
RFP Due Date:	03/05/2012 at 2:00P.M. local standard time
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.

METHOD OF BID RECEIPT: E-Mail to SEI@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: 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).

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 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_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.

Equipment for which Basic Maintenance is Sought

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

CAMPUS	E-rate Eligible	85 S/N	95 S/N	C20 S/N	CAMERA S/N	1700 S/N	E-rate Purchase
Baltimore 1	Y		26A27832		20A50575		No
Baltimore 2	Y		26A25251		20A47794		No
Baltimore 3	Y			F1AN40D00306	A1AB40D00133		YES
Baltimore 4	Y			F1AN32D00160	A1AB33D00198		YES

Baltimore 5	Y					39B20403	No
Boston 1	Y			F1AN03D00223	A1AB02D00097		No
Boston 2	Y	26A01172			20A09812		No
Boston 3	Y					39B20485	No
Boston 4	Y					39B20478	No
Boston 5	Y					39A01362	No
Chicago 1	Y	26A10246			20A05491		No
Chicago 2	Y			F1AN04C00037	A1AB33D00287		YES
Chicago 3	Y			F1AN04C00021	B1AB35D00045		YES
Cleveland 1	Y			F1AN01D00231	A1AB05D00096		No
Cleveland 2	Y			F1AN06D00522	A1AB05D00098		No
Cleveland 3	Y	26A10278			20A57349		No
Columbus 1	Y	26A10248			20A05338		No
Columbus 2	Y	26A10242			20A05391		No
Council Bluffs 1	Y		26A24470		20A46804		No
Council Bluffs 2	Y			F1AN04C00305	A1AB33D00139		YES
Council Bluffs 3	Y			F1AN04C00350	A1AB32D00243		YES
Council Bluffs 4	Y	26A10323			20A05589		No
Des Moines 1	Y	26A10331			20A06390		No
Des Moines 2	Y	26A21231			20A41391		No
Des Moines 3	Y	26A22116					No
Des Moines 4	Y		26A01185				No
Des Moines 5	Y			F1AN06D00564	A1AB05D00351		No
Des Moines 6	Y			F1AN03D00080	A1AB02D00039		No
Des Moines 7	Y				A1AB05D00104		No
Des Moines 8	Y			F1AN07D00437	A1AB05D00093		No
Des Moines 9	Y			F1AN06D00500	A1AB05D00345		No
Detroit 1	Y	26A20347			20A05477		No
Detroit 2	Y			F1AN07D00485	A1AB04D00411		No
Detroit 3	Y			F1AN07D00482	A1AB05D00201		No
Gothenburg 1	Y	26A10274			20A05120		No
Gothenburg 2	Y	26A21230			20A41751		No
Gothenburg 3	Y			F1AN33D00304	A1AB33D00276		YES
Gothenburg 4	Y		26A28113		20A51250		No
Indianapolis 1	Y			F1AN03D00215	A1AB02D00062		No
Indianapolis 2	Y	26A10259			20A05348		No
Kalispell 1	Y		26A04605		20A22275		No
Kalispell 2	Y		26A82903		20B00801		No
Knoxville 1	Y			F1AN02D00164	A1AB05D00332		No
Knoxville 2	Y	26A10304			20A05337		No
Knoxville 3	Y			F1AN33D00114	A1AB33D00280		YES
Knoxville 4	Y			F1AN04C00077	A1AB33D00185		YES
Los Angeles 1	Y						No

Los Angeles 2	Y			F1AN41D00004	A1AB41D00160		YES
Manchester 1	Y	26A10353			20A05345		No
Manchester 2	Y					39B20486	No
Manchester 3	Y					39A03328	No
Manchester 4	Y			F1AN06D00563	A1AB05D00101		No
Minneapolis 1	Y	26A10328			20A93588		No
Minneapolis 2	Y					39B27472	No
Minneapolis 3	Y			F1AN03D00212	A1AB02D00066		No
Minneapolis 4	Y			F1AN05D00590	A1AB02D00055		No
Minneapolis 5	Y			F1AN06D00492			No
Pascack 1	Y	26A10319			20A05052		No
Pascack 2	Y	26A21256			20A40796		No
Philadelphia 1	Y		26A27833		20A50594		No
Philadelphia 2	Y			F1AN04C00017	A1AB34D00021		YES
Philadelphia 3	Y		26A82969		20B00618		No
Philadelphia 4	Y		26A27486		20A47808		No
Philadelphia 5	Y		26A25268		20A50074		No
Portland 1	Y	26A10330					No
Portland 2	Y			F1AN02D00092	A1AB05D00206		No
Rochester 1	Y	26A10312			20A05494		No
Rochester 2	Y			F1AN07D00484	A1AB05D00360		No
Rochester 3	Y			F1AN07D00467	A1AB02D00239		No
San Antonio 1	Y			F1AN04C00065	A1AB33D00272		YES
San Antonio 2	Y			F1AN04C00034	A1AB33D00261		YES
San Antonio 3	Y	26A10302			20A47506		No
San Antonio 5	Y		26A28104		20A51253		No
San Antonio 6	Y	26A01184			20A05486		No
San Francisco 1	Y		26A25436		20A97642		No
San Francisco 2	Y			F1AN07D00314	A1AB05D00150		No
San Francisco 3	Y			F1AN03D00154	A1AB02D00061		No
Seattle 1	Y			F1AN20D00027	A1AB33D00190		YES
Seattle 2	Y			F1AN27D00099	A1AB35D00217		YES
Stamford 1	Y	26A20803			20A41660		No
Sterling Office 1	Y			F1AN36B00065	B1AB31B00207		No
Sterling Office 2	Y		26A51328		20A55965		No
St. Vincent 1	Y			F1AN26D00153	A1AB35D00249		YES
St. Vincent 2	Y			F1AN24D00208	A1AB35D00257		YES
Vesta 1	Y			F1AN04C00005	A1AB33D00297		YES
Vesta 2	Y	26A00442			20A37972		No

Cost allocation shall be performed as required.

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:

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

Note: The above worksheet is available for download – please visit: 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: 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 SEI20110926133348 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. 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 20110926133348

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_15.shtml.

Service Provider Authorized Response

This form must be completed and returned with RFP response.

Form 470 Number:	86837000941024
General Description:	E-rate Basic Maintenance
RFP Number:	SEI20110926133348
RFP Due Date:	03/05/2012 at 2:00P.M. local standard time
Allowable Contract Date:	03/05/2012
Term:	July 1, 2012 thru June 30, 2013 unless otherwise stated

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 SEI20110926133348 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 be 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