

Request for Proposal

Eligible Entity:	Safe Harbor at Indian Oaks Academy 101 Bramble Manteno, IL 60950
General Description:	Basic Maintenance
RFP Number:	IOA20120628095250
470 Number:	801150001052100
470 Post Date:	02/01/2013
RFP Due Date:	03/01/2013 at 2:00P.M. local standard time
Billed Entity Number:	16040972
E-Mail Address:	IOA@adsadsi.com

Safe Harbor at Indian Oaks Academy ("IOA") 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.

For consideration Bidder may submit a response via E-mail to IOA@adsadsi.com. IOA shall not be responsible for the preopening of, post-opening of or failure to open, a RFP not properly addressed or identified. Sealed bids may be delivered to IOA.

Note: On-site job walks shall not be hosted during the bidding period.

Responses to this Request for Proposal ("RFP") that include or require a demonstration shall not be considered.

PREQUALIFICATION: None Required
 MANDATORY JOB WALK: None Required
 SEALED BID MARKING: 801150001052100
 PLACE OF SEALED BID RECEIPT: Safe Harbor at Indian Oaks Academy
 Attn: Simon Topliss
 101 Bramble
 Manteno IL 60950
 METHOD OF BID RECEIPT: E-mail to IOA@adsadsi.com
 Personal delivery, courier, or mailed via United States Postal Service to above address.
 Late offers shall not be considered.

DO NOT UNDER ANY CIRCUMSTANCE PROVIDE CONFLICTING DATA. IF CONFLICTING DATA IS PRESENTED THE SUBMITTING BIDDER MAY BE DISQUALIFIED.

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: Safe Harbor at Indian Oaks 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.

QUESTIONS:

To assure all vendors have the same information **ALL QUESTIONS MUST** be posted to http://adsadsi.com/rfp_year_16.shtml. Please visit the website and click on the RFP/470 Q/A link associated with the applicant's Form 470 Application to submit a question. In addition, please click on the RFP/470 Q/A link associated with this application to review all questions asked and answered. Please remember that questions submitted within 5 business days of bid due date shall not be answered.

If you do not have a question, but would like to stay current with questions asked and answered, please visit the website and click on the RFP/470 Q/A link associated with the applicant's Form 470 Application and submit a request, in the form of a question, to be added to the question and answer distribution list. If you submit a question you are automatically added to the distribution list for updates.

No other method of asking questions is acceptable. Questions asked in any other method than the acceptable method as described above shall not be answered – i.e. questions submitted via text, E-mail, or asked via a telephone, or left on a voicemail shall not be answered.

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.

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

Priority 2 Internal Connections – Basic Maintenance

Internal Connections are components located at IOA’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 IOA’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_16.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 – payment shall only be remitted for service provided.
- Proposed agreements or contracts offered **must** specifically identify the eligible components covered, including location deployed, product name, and make/model number.

Qty	Description
1	BE 6000 UCS C220 M3 VMW HYPERVISOR 100 BASIC UCL 100 ADV VM (Call Processing)
1	BE 6000 UCS C220 M3 VMW HYPERVISOR 100 BASIC UCL 100 ADV VM (Gateway)
1	PV MD3220i,RKMNT,iSCSI, 24 Bay, Dual Controller 4 x 1TB 7.2K RPM Near-Line SAS 6Gbps 2.5in Hotplug Hard Drive Pro Support : Next Business Day Onsite Service After Problem Diagnosis, Initial Year RackRails, RapidRails for Dell Rack
1	VMware vSphere vCenter Standard 5.0
2	VMware vSphere ESXi Standard 5.0
100	UPG UNIFIED CMBE 6000 ENHANCED FROM BASIC USER -

48	US ONLY UPG ESSEN SW UNIFIED CMBE 6000 ENHANCED FROM BASIC
24	BUSINESS EDITION 6000 ESSENTIAL USER CONNECT LICS
1	Cisco 2951 Int. Services Router - 1 x SFP(mini-GBIC) Shared, 3 x Services Module, 4 x HWIC, 3 x PVDM, 2 x CompactFlash (CF) Card - 3 x 10/100/1000Base-T WAN
1	Cisco VWIC3-2MFT-T1/E1 Multiflex Trunk Voice/WAN Interface Card - 2 x T1/E1 WAN
1	Cisco Four-Port VIC Voice Interface Card (VIC) - 4 x FXO WAN - Voice Interface Card (VIC)
1	Cisco (PVDM3-32U64) Module
1	Cisco VG224 24-Port Voice over IP Analog Phone Gateway - 1 x , 2 x LAN
1	CyberPower OR1500PFCRT2U PFC Sinewave UPS System 1500VA 900W Rack/Tower PFC compatible Pure sine wave - 1500VA/900W - 7 Minute Full Load - 8 x NEMA 5-15R - Battery/Surge-protected
2	Eaton 5PX 2200 VA Tower/Rack Mountable UPS - 2.20 kVA/1.98 kW - 2UTower/Rack Mountable 0.05 Hour Full Load - 1 x IEC 60320 C19, 8 x IEC 60320 C13
6	Cisco Catalyst WS-C3560X-48P-S Ethernet Switch - 48 Port - 1 Slot - 48 x 10/100/1000Base-T - Power Over Ethernet - 1 x Network Module Slot
6	Cisco C3KX-NM-1G Network Module - 1 x 1000Base-X
12	Cisco GLC-SX-MM LC 1000Base-SX SFP (mini-GBIC) - 1 x 1000Base-SX LAN - SFP (mini-GBIC)
2	Cisco Catalyst WS-C3560X-24P-S Stackable Ethernet Switch - 2 x Network Module - 24 x 10/100/1000Base-T IP
2	Cisco C3KX-NM-1G Network Module - 1 x 1000Base-X
4	Cisco GLC-SX-MM LC 1000Base-SX SFP (mini-GBIC) - 1 x 1000Base-SX LAN - SFP (mini-GBIC)
2	Cisco Catalyst 3750X-24S-S Layer 3 Switch - 25 Slot - 1 x Network Module, - 24 x SFP (mini-GBIC) Slot
22	Cisco GLC-SX-MM 1000Base-SX SFP (mini-GBIC) - 1 x 1000Base-SX LAN - SFP (mini-GBIC)
2	Cisco WS-C3750X-12S-S Layer 3 Switch - 13 Slot - 12 x SFP (mini-GBIC), - 1 x Network Module Slot
8	Cisco GLC-SX-MM 1000Base-SX SFP (mini-GBIC) - 1 x 1000Base-SX LAN - SFP (mini-GBIC)
25	SonicWALL SonicPoint 01-SSC-9289 IEEE 802.11n (draft) 300 Mbps Wireless Access Point - Power Over Ethernet - Wall Mountable, Ceiling-mountable

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 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		20%	0
Other Cost Factors (Ineligible Goods and Services)		20%	0
Personnel and Management Qualifications and Capability		20%	0
Local Vendor		10%	0
Total		100%	0

Note: The above worksheet is available for download – please visit: http://www.adsadsi.com/rfp_fy16.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.

Successful Bidder shall provide a complete inventory upon project completion. All Invoices must cross reference the Inventory Documentation provided.

Bids may be submitted to: IOA@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.

By submitting a response, Service Provider Agrees to all Terms and Conditions contained within. If Service Provider's response is selected, Safe Harbor at Indian Oaks Academy shall award IOA20120628095250 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. Safe Harbor at Indian Oaks 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.

**Safe Harbor at Indian Oaks Academy
Item 21 for 470 801150001052100**

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

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
Totals:		\$ -	\$ -	\$ -	\$ -	\$ -

Note: The above worksheet is available for downloaded – please visit: http://www.adsadsi.com/rfp_fy16.shtm.

Service Provider Authorized Response

This form must be completed and returned with RFP response.

Form 470 Number:	801150001052100
General Description:	Basic Maintenance
RFP Number:	IOA20120628095250
RFP Due Date:	03/01/2013 at 2:00P.M. local standard time
Term:	July 1, 2013 thru June 30, 2014 unless otherwise specified

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 E-Mail 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, Safe Harbor at Indian Oaks Academy shall award IOA20120628095250 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.

Internal Connections (including Basic Maintenance) Pricing must be included with the Bidder response in the form of an ITEM 21 – by location. 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

IOA Authorized Signature

Date of IOA Signature