# E-Rate Request for Proposals (RFP) for Priority One Internet Access

**Ontario School District 8c**
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**FY 2027 - 2028**

**RFP Information for Universal Service Administrative Company**
**Schools and Libraries Division (SLD) Forms 470 and 471**

**Billed Entity Number: 145166**

**Bidding Window Opens: September 8th 2026**
**Bidding Window Closes: October 6th 2026**

## 1.0 E-Rate Background

The information in the Request for Proposals (RFP) is provided in conjunction with the SLD Forms 470 and 471, in partial fulfillment of the requirements for the FCC Universal Service Fund (a.k.a.) "E-Rate" discounts. These programs provide discounts for certain telecommunications products and services, including voice and data communications, Internet Access, and, in some cases, internal connections. For more information about these Federal programs, and before responding to this RFP, please refer to the SLD website, www.usac.org/sl/ or call the SLD Help Line at 888-203-8100. Please do not contact applicant personnel either with general questions about E-Rate, or to offer ineligible services or services not requested with this RFP. Bidders must have a valid Service Provider Identification Number (SPIN). Telecommunications providers must also be registered providers as defined by SLD. Service providers must be prepared to discount invoices to the school and submit the balance to the E-Rate program via Service Provider (SPI) forms, as specified by the SLD.

## 2.0 District Overview

The Ontario School District 8C (OSD) is a public, K-12 district located in Eastern Oregon. OSD is comprised of three elementary schools, one middle school, and one high school with a combined enrollment of approximately 2,400 students.

## 3.0 Products and Services Sought

This RFP seeks competitive bids for the following services:

- Priority One Internet Access – Internet Service Provider (ISP) services Reference Sections 6.0 and 7.0

OSD prefers terms of 3-year contract with voluntary contract extensions for up to two additional years, renewable at discretion of OSD starting on July 1 and ending on June 30 of each funding year for recurring services.

## 4.0 General Terms and Conditions

4.1 Submission of Proposals – OSD is soliciting proposals for the above services commencing July 1, 2027. Proposals are due on or before 4:00 pm MDT on October 6, 2026 after which time they will be opened. Proposals should be submitted electronically and in hard-copy by mail to the Ontario School District 8C at the address shown on page one of this document. See Section 8.0 for electronic submittal requirements. Electronic submittals will be considered official submittals in regards to the due date and time, hard-copies must be received within three (3) days of the due date.

4.2 Evidence of Responsibility - Any supplier submitting a proposal will be required to furnish in writing that such supplier (a) maintains a permanent place of business and (b) has adequate equipment, finances and personnel to furnish satisfactorily and expeditiously the service requested and (c) is authorized by the state of Oregon and all applicable government bodies to provide necessary services and warranties for the items proposed. In addition, all suppliers are required to conform to all requirements of this document and furnish completely and truthfully all requested information.

4.3 Compliance With Proposal Requirements - Any inability to comply with the conditions and specifications as outlined must be clearly stated in the proposal. Any proposal which is incomplete or contains additions, alterations, deletions, or terms and conditions not called for or allowed under the provisions of the proposal document or any other irregularities may be rejected as non-conforming.

4.4 Selection or Rejection of Proposals - OSD reserves the right to accept or reject any or all proposals, in whole or in part, to award contracts to one or more service providers, and to waive any or all informalities in connection with any proposal at its discretion.

4.5 Contracts - If the proposal is accepted, the contracts shall consist of the Request for Proposals, the proposal specifications applicable to this RFP, the general terms and conditions, the proposal, and all other relevant documents along with any revisions, clarifications, error correction notices, and explanatory notes issued prior to the proposal opening, and OSD's standard for purchase order or signed service agreement with the supplier who has been awarded contracts under this Request for Proposal. The contract shall be interpreted, construed and given effect in all respects according to the laws of the State of Oregon. The term "contract" wherever worded in the singular, may be taken to refer to multiple contracts if required.

4.6 Assignment - Any successful supplier shall not assign the performance of the contract nor any portion thereof to any other person without the prior written consent of OSD.

4.7 Billing - All invoices shall be sent to the District office of the Ontario School District 8C, at the address listed on page one of this document.

4.8 Default - OSD may upon written notice of default to the Supplier, terminate any contract resulting from the Request for Proposal if the Supplier fails to perform the services as specified in the proposal specifications and other proposal documents or fails to conform to the general terms and conditions and other requirements set forth by the Request for Proposal documents.

4.9 Disputes - Exclusive jurisdiction and venue for any dispute relating to any matters pertaining to any proposal (or to any contract resulting from any proposal) shall be in a Malheur County court and governed by the laws of the State of Oregon.

4.10 Rights and Remedies - The rights and remedies of OSD shall be exclusive and are in addition to any other rights and remedies provided by law or under the contract. OSD reserves the right to waive minor irregularities or reject any and all proposals provided that such action is in the best interest of OSD. Any such waiver shall not modify any remaining RFP requirements or excuse the RFP offeror from full compliance with other specifications and contract requirements.

4.11 Applicable Laws - All applicable federal, state, and local laws shall be deemed to be part of the Specifications and the supplier shall be responsible for compliance therewith.

4.12 Force Majeure - The occurrence of a force majeure event rendering either party unable to carry out its obligations shall excuse both parties from either obligation during any such force majeure event. The term "force majeure" shall mean events not reasonably within the control of the party claiming suspension and shall specifically include any future changes in laws, rules, or regulations as may prohibit or materially frustrate the parties from carrying out the terms of the agreement.

## 5.0 Proposal Specifications

5.1 OSD will be participating in the Federal Universal Service Fund for Schools and Libraries (E-Rate) during the funding years covered by this RFP. Any contract(s) resulting from this RFP shall be subject to E-rate requirements and Bidders must meet the following E-rate related requirements:

- 5.1.1 The bidder must participate in the Federal Universal Service Fund (E-Rate program). Proof of a valid, current Service Provider Identification Number (SPIN) and Federal Communications Commission Registration Number (FCCRN) must be included in the response to this RFP. These can be printed from the SLD and FCC websites, respectively,
- 5.1.2 The bidder must describe briefly their prior experience with the E-Rate program,
- 5.1.3 The bidder must indicate whether they have been "red-lighted" by the Federal Communications Commission in the two years prior to the response date of this RFP and, if so, explain why and indicate whether they are currently "red-lighted",
- 5.1.4 The bidder will be required to provide evidence of the filing of a Service Provider Annual Certification (SPAC) form prior to the signing of the contract,
- 5.1.5 The bidder must agree to service substitutions if requested by OSD, and must comply with the requirements for a service substitution under the E-Rate program,
- 5.1.6 The bidder must agree to assist in the SPIN change process if requested by OSD,

5.1.7 The bidder will regularly issue bills on a schedule as agreed to by OSD and the service provider. The bills must also clearly distinguish between those services which are eligible for E-rate and those which are not eligible for E-rate,

5.1.8 The bidder must also agree to comply with all of the other requirements of the Federal Universal Service Fund (E-rate) program, including the retention of all documentation for a period of ten years after the last date that service is delivered under this contract or any extension to this contract. Any program violations that are the fault of the bidder, and not OSD, will be the responsibility of the bidder to resolve and the bidder agrees to be solely responsible for any costs related to such violations.

5.2 The criteria that will be used to select or reject any or all proposals is listed below. Cost is required to be the primary criterion. **See Appendix D -- Bid Evaluation Matrix**.

5.2.1 Cost of Eligible Service (one-time as well as recurring): 51 Points,

5.2.2 Technical Compliance & SLA: 30 Points,

5.2.3 Vendor Qualifications & References: 19 Points,

## 6.0 Description of Requested Service

6.1 Priority One Internet Access -- Internet Service Provider services

6.1.1 Priority One Internet Access is sought from an established Internet Service Provider (ISP) with adequate peering arrangements. Highly available, reliable, fiber-based, broadband, symmetric, ISP service is sought. Service Level Agreements (SLA) should be appropriate for the data communications solution chosen.

6.1.2 The successful supplier must provide discounted bills to OSD (billing OSD only for its non-discount share) and invoice USAC directly for the E-Rate discount share via the Service Provider Invoice (SPI / Form 474) process.

## 7.0 ISP Requirements

Service offerings may be more comprehensive than the following specifications. These specifications are the minimum requirements for consideration:

7.1 Provide a fiberoptic internet connection with minimum of 5 Gbps of symmetrical bandwidth with the option to increase up to 15 Gbps,
7.2 Actively manage the Internet connection up to and including the Ethernet hand-off to OSD,
7.3 Provide all on-site equipment necessary to provide the Ethernet hand-off to OSD,
7.4 Provide a minimum of 32 consecutive public IP addresses,
7.5 Provide DNS mapping to existing ontario.k12.or.us domain,
7.6 Automatic BGP failover and failback to secondary ISP is preferred,
7.7 Connect to multiple Tier 1 ISP's,
7.8 Provide access to website for monitoring network performance and bandwidth utilization,
7.9 Guarantee an industry standard Service Level Agreement (SLA) that addresses network latency, network availability of at least 99.9%, credit policy, response time, and support,
7.10 Provide a detailed network topology diagram,
7.11 Provide technical support that is available 7 x 24 x 365,
7.12 Provide a network operations center that performs 7 x 24 x 365 monitoring and repair,
7.13 OSD will have full and unrestricted use of its contracted bandwidth with no packet or traffic shaping or any other similar network traffic manipulation technology or techniques used on OSD traffic unless requested by OSD.

## 8.0 Proposal Format and Submission Procedure

8.1 General - Proposal shall include completed copies of all appendices. Written responses to questions shall be completed on separate pages if necessary.
8.2 Additional Information - The list of required RFP submission elements is not meant to be all inclusive. Bidders shall include all items necessary to provide the services specified. Additional items must be itemized and added to the appendices so that OSD has a complete listing of all products and services the bidder intends to bill for. Vendor price shall include ALL labor, materials, products, and services necessary to install and provide the services as specified. OSD SHALL NOT BE LIABLE FOR ADDITIONAL CHARGES THAT ARE NOT STATED IN YOUR PROPOSAL. All charges for overtime, installation, shipping, et cetera, must be included in your costs.
8.3 Signatures - Each proposal submitted shall be signed and dated by the authority having jurisdiction for the entity submitting the proposal. All proposals shall be deemed legal and binding with OSD.
8.4 Detailed Diagram of Proposed Network Topology - Include an Executive Summary, detailed written description, and list of all equipment required of OSD for connectivity at the hand-off.

8.5 Detailed Installation Time-Line - Connection must be fully operational no later than July 1, 2027.

All appendices shall be submitted electronically, preferably in PDF format, although Microsoft Word and Excel formats will also be accepted. Please use the following e-mail address to transmit the Qualifications and Proposals: erate01@ontario.k12.or.us. The enclosed file should be named “FY2027 RFP_[supplier name]”.

## Appendix A – Supplier Qualification Statement

**Supplier Qualifications Statement**

1) Company Name: _____

2) Principal Address: _____

3) Telephone:_____

4) Fax: _____

5) FCC E-rate SPIN Number: _____

6) Business Organization (Check One)
____Corporation, incorporated in the State of _____
____Other (partnership, etc.) Explain _____

7) Parent Company (if any):_____

8) Affiliated telecommunications related companies:___

9) Are you registered with the Oregon Public Utilities Commission to do business in Oregon? _____

10) Do you have an Oregon office?_____
If yes, contact person: _____
Title:_____
Office Location: _____
Telephone:_____
Fax: _____
E-mail: _____

11) In separate attachments, please provide the following backup information, which will help us in our qualification process: most recent annual report, audited financial statement, biographies of corporate officers and/or major decision makers, and your standard promotional package.

**All of the information provided on this statement and any backup documentation is true and accurate to the best of my knowledge.**

Signature: _____ Title: _____

Print Name:_____Date: _____

## Appendix B – Cost Summary

### Internet Connection Cost Summary

| Bandwidth | Term | Monthly ISP Cost | Monthly Telecom Cost | Other Monthly Cost | Total Monthly Cost | Non-recurring Costs |
|---|---|---|---|---|---|---|
| 5 Gbps | | | | | | |
| 6 Gbps | | | | | | |
| 7 Gbps | | | | | | |
| 8 Gbps | | | | | | |
| 9 Gbps | | | | | | |
| 10 Gbps | | | | | | |
| 12 Gbps | | | | | | |
| 13 Gbps | | | | | | |
| 14 Gbps | | | | | | |
| 15 Gbps | | | | | | |

### Tier 1 ISP Connectivity

| ISP | Connection Speed |
|---|---|
| | |
| | |
| | |

## Appendix C – Vendor Background

### Vendor Background

1) How large is your current client base?
    a. Percent Residence _____
    b. Percent Business_____

2) Would an account team be assigned to OSD?

3) Describe the members of the team and each person's responsibilities.

4) Would the account team be local?

5) For routine orders and changes, who does OSD contact?

6) Do you have your own service staff?

7) What is the location of the service staff?

8) Are the technicians subcontractors?

9) What hours are the technicians available?

10) Describe how the technicians can be reached.

11) Who will be responsible for coordination of the installation? How does OSD contact this person?

12) What type of status reporting is provided during the installation process?

13) How does OSD open a trouble ticket?

14) When opening a trouble ticket, will the person taking the call have access to a OSD's specific account information, such as a list of people authorized to place tickets, specific customer procedures, et cetera?

15) After normal business hours, are trouble calls transferred to a different, centralized call center? If so, does this call center have access to specific information about each customer's account?

16) Does your call center have the ability to perform remote diagnostics?

17) What are your escalation procedures for trouble tickets?

18) What are your procedures for providing status information and problem resolution timeframes to the customer?

19) What are your references for similar projects and service, especially with K-12 education customers?

## Appendix D – Bid Evaluation Matrix

| Factor | Points Available | Vendor 1 | Vendor 2 | Vendor 3 |
|---|---|---|---|---|
| **Cost of Eligible Service (one-time as well as recurring)** | 51 | | | |
| **Technical Compliance & SLA** | 30 | | | |
| **Vendor Qualifications & References** | 19 | | | |
| **TOTAL** | **100** | | | |