BISBEE UNIFIED SCHOOL DISTRICT
REQUEST FOR QUOTE – E-RATE ELIGIBLE SERVICES
MANAGED INTERNAL BROADBAND SERVICES

DATE: November 11, 2026
DUE DATE: December 10, 2026

The Bisbee Unified School District is requesting quotes for Managed Internal Broadband Services per the detailed specifications and quantities listed below, to include network switches, wireless LAN devices, firewall, web content filtering, servers, virtual servers, data storage/backup, endpoint security, management and maintenance.

The district is completing an existing management contract that includes the equipment listed in the table at the end of this document. That equipment is distributed amongst the 3 schools.

The District prefers to replace the existing, aging equipment. Due to budget constraints, however, total replacement may not be feasible. Therefore, your quotes **MUST** provide pricing for the Replacement of existing equipment with new equipment and Operation, Management and Monitoring of new equipment.

You **MAY** additionally provide an alternate option for the Operation, Management and Monitoring of District's existing equipment.

The contract start date will be July 1, 2027, for a term of 5 years.

The District's current end-user environment currently consists of approximately (100) staff computers running Microsoft Windows, (800) student Chromebooks, (10) printers, (5) copy machines and (50) interactive smart panels. The District has standardized on Google Workspace using approximately 3.32TB of their allotted 100TB storage.

The District is seeking services and pricing through an approved State Master Contract or other Cooperative Purchasing Contract that is acceptable according to the Arizona State Procurement Rules. Please be advised that this is a Request for Quote and not a formal sealed RFP/Bid process. Arizona State Procurement Code requires a formal sealed bidding process; or purchasing from an approved cooperative purchasing contract, or compliant consortium procured contract for any award in excess of $100,000.00. **Any quote/proposal whose total value exceeds $100,000.00 and is not linked to a current approved cooperative purchasing contract, or a compliant consortium procured contract will be disqualified by Arizona State Procurement Code.**

Quotes should be delivered electronically to email address erate@busd.k12.az.us no later than the posted due date. Quotes can be mailed or delivered in person to the address above. Extensions may be requested up to three days prior to the posted due date. Extensions will be granted at the District's discretion. It is the prospective vendor's responsibility to deliver the requested quote on or prior to the posted due date and time.

The submission of a quote will indicate that the prospective vendor understands the requirements and specifications and that the services and materials requested can be supplied, and the required delivery timeline can be met as specified.

Please direct all questions and requests for information to Dr. Jennifer McBeth via email at erate@busd.k12.az.us.

Additional Instructions:

1. The pricing quoted must be compliant with the prospective vendor's State Master Contract or Cooperative Purchasing Contract pricing structure. A copy of any and all contracts that the district will be expected to sign must accompany the quote provided.
2. Submitted quotes must clearly identify the prospective vendor's State Master Contract or Cooperative Purchasing Contract number, if applicable, and E-Rate SPIN.
3. The original contract offered should not expire prior to June 30, 2032.
4. For quotes that include replacement equipment, the vendor shall clearly identify ownership of the equipment during the contract term and the disposition of all equipment upon expiration or termination of the contract, including whether equipment becomes District property, remains vendor property, must be returned, or is subject to any purchase or buyout requirement. Any end-of-contract charges shall be clearly identified.
5. Vendor shall provide remote end-user technical support through telephone, electronic ticketing and live-chat or comparable real-time electronic support. Issues that require District personnel to perform onsite tasks shall be escalated to designated District technology staff. Vendor shall state proposed response, escalation and resolution times in its SLA.
6. Please quote the cost for all non-recurring services, including but not limited to campus assessment, startup costs, initial deployment, inspections, software/firmware updates, documentation, travel, taxes, etc. The awarded vendor will be responsible for any and all costs not identified in the proposal.
7. All taxes, including sales taxes, must be identified separately. Sales tax will not be included in the competitive evaluation of the quote but will be included in the E-Rate Funding Application.
8. The products quoted must be eligible for E-Rate under the Category 2 Internal Connections provision compliant with the Schools and Libraries Division Eligible Services List for the current funding year. The costs for services not eligible for E-Rate must be clearly itemized separate from eligible services.
9. Any pricing proposed must comply with the FCC Lowest Corresponding Price Rule as required by the Universal Service First Report and Order, and restated in the FCC E-Rate Modernization Report and Order, adopted July 11, 2014. The FCC Lowest Corresponding Price rule prohibits an E-rate services offeror from offering or charging E-rate applicants a price higher than the lowest price that the offeror charges to non-residential customers who are similarly situated to a particular school, library, rural health care provider or consortium that purchase directly from the offeror.
10. Provide a minimum of three references; preferably Arizona school districts. Include the following information: District Name, Contact Person's Name, Title, Phone Number, Email and Years Services Provided.
11. The District will evaluate all compliant quotes received, and reserves the right to select the quote that is the most cost effective, compliant with FCC Fair and Competitive Bidding Rules.

Failure to comply with these general specifications may be grounds for disqualification and award may be made to the next most cost-effective provider.

Nicely Done Consulting, as a service to our clients, has provided templates and guidance for the presented scope of work. Nicely Done Consulting, its principals or employees, does not determine the services or needs of the applicant. All projects are defined by the applicant.

Eligible Managed Services Requested:

1. Managed Firewall/Security Gateway
    - Provide and manage an appropriately sized firewall/security gateway solution. (Current Internet bandwidth is 1Gbps but will increase over the contract term)
    - The solution may be premises-based, cloud-based or otherwise hosted
    - Describe the architecture, equipment/software supplied, licensing, filtering/security functions, monitoring and management responsibilities.
2. Proactive Monitoring, Alerts and Maintenance
    - Monitor Network Availability, Fault, and Performance
    - Real-time alerting when pre-set thresholds are met and approaching capacity
    - Network Interface uptime reporting
    - OS and Firmware upgrades and patching
    - Historical archiving to identify reoccurring issues
    - Monitor syslog data, events, alerts, SNMP trap, and other messages in a single web console
    - Network Device Break/Fix and troubleshooting with RMA management
    - Configuration Backups
3. Network Topology and Connection Overview
    - Map style view of all sites on single management screen
    - Immediate access to equipment and statistics from management portal
    - Easily accessed from the Internet with secure login authentication
4. Monitor and manage wireless networks and access points
    - Real time statistics and availability reporting
    - Centralized log reporting and alerting for wireless environments
    - End user statistic reporting including Wi-Fi signal strength
5. Network Performance Reporting
    - Scheduled reports to analyze per site
    - Customizable to provide necessary information for troubleshooting and capacity planning
    - Internet and web-based traffic monitoring and performance reporting
6. Quarterly meeting to Review following
    - Technology Summary
    - Technology Planning
    - Business Initiatives, Goals, Projects, Timelines, Statuses, and Future Recommendations
    - Growth and Capacity Planning

Nicely Done Consulting, as a service to our clients, has provided templates and guidance for the presented scope of work. Nicely Done Consulting, its principals or employees, does not determine the services or needs of the applicant. All projects are defined by the applicant.

- Technology Budget Planning
- Vendor Assessment
- Business Continuity Planning
- Client Education

Ineligible Managed Services Requested (quote separately):

1. Web Content Filtering
    - Provide, administer and maintain District web content filtering
    - Policy/configuration management
    - User/device filtering support
    - Activity and reporting capabilities
    - Ability to provide historical activity documentation upon District request
2. End-user Workstations
    - Anti-Virus Software Management and Updating
    - Proactive Monitoring and Removal of Virus, Spyware and Malware and System Cleaning
    - Performance Monitoring
    - Event Log History
    - Automated Maintenance Routines
    - Temporary File and Cache Clean Up
    - Application and OS software updating
3. Servers, Hosted Storage and File Services
    - Management/support of any existing physical or virtual server resources
    - Support and administration of District mapped/network drives
    - Support for hosted/cloud data storage
    - Backup administration and test restores, where applicable
    - Vendor shall identify the storage platform and included storage capacity proposed
4. Google Workspace Administration and Support
    - User account administration
    - Email administration and support
    - Google Workspace configuration and troubleshooting
    - User/group access administration
    - Support for Google Drive/shared storage
5. Microsoft Windows Operating System Licensing and Activation Support
    - Provide and/or manage applicable Windows licensing for District workstations

Nicely Done Consulting, as a service to our clients, has provided templates and guidance for the presented scope of work. Nicely Done Consulting, its principals or employees, does not determine the services or needs of the applicant. All projects are defined by the applicant.

- Provide activation/product-key support
- Clearly identify software licensing costs separately from management/support services

6. Remote and Onsite Help Desk Support
    - Workstation and Laptop Support
    - Virus, Spyware and Malware Removal
    - User Login/Authentication Support
    - Printer, Copier, Scanner, Fax Support; connectivity/troubleshooting only. Not physical maintenance.
    - Application Support
    - Email System Support
    - Anti-SPAM Systems
    - Storage Device Support
    - Smart Interactive Panel; networking, support and troubleshooting
    - Wireless Network Support
    - Cabling Issue Diagnosis and Support
    - Firmware Upgrades
    - Moves, Additions, and Changes that take under 4 hours to perform
7. Employee onboarding and off boarding
    - Workstation/Laptop Upgrades
    - Workstation/Laptop Application Installation
    - Email changes related to mailboxes, distribution groups, public folders, access, etc.
8. Customer Service Portal with Ticketing Information and History
    - Email, Portal, Desktop Agent, and Live Customer Service Hotline Ticket Submission
    - Committed Response Time and Tracked SLA Performance
    - Monthly Help Desk Ticket Reporting

Nicely Done Consulting, as a service to our clients, has provided templates and guidance for the presented scope of work. Nicely Done Consulting, its principals or employees, does not determine the services or needs of the applicant. All projects are defined by the applicant.

Vendor Qualifications:

1. Include a statement with your quote indicating the level of partnership your organization has with the original equipment manufacturer(s) identified on the Equipment List below.
2. Provide a minimum of three references; preferably Arizona school districts. Include the following information: District Name, Contact Person's Name, Title, Phone Number, Email and Years Services Provided.
3. If not expressed in the contracts provided, state the Service Level Agreement to be provided in terms of availability and response time.

Evaluation Criteria:

Evaluation of the quotes provided will be based on but not limited to the following criteria:

1. **Cost of ELIGIBLE Services** – Primary evaluation factor.
2. **Cost of INELIGIBLE Services**
3. **Service Level Agreement** – contracted response times, contract flexibility
4. **Vendor Qualifications/Personnel Certifications** – Vendor's experience, level of partnership with original equipment manufacturers, and strength of references.
5. **Quality of References** – Including Previous Experience with the District

---

Existing E-Rate Eligible Equipment

Make/Model - Part Number	Quantity
Meraki MR46 Wireless Access Point	69
Meraki MR56 Wireless Access Point	1
Meraki MS125-48LP Switch	13
Meraki MS130-48X Switch	2
Meraki MS225-24P Switch	2
Meraki MS125-24P Switch	10
Meraki MS120-24P Switch	1
Meraki MS210-24P Switch	2
Meraki MS220-24P Switch	3
Meraki MS120-8FP Switch	1
Meraki MS120-8LP Switch	1
Cisco ISR4331-SEC/K9 Security Router	1

Nicely Done Consulting, as a service to our clients, has provided templates and guidance for the presented scope of work. Nicely Done Consulting, its principals or employees, does not determine the services or needs of the applicant. All projects are defined by the applicant.