REQUEST FOR PROPOSALS

FOR

INTERNET ACCESS, MANAGED INTERNAL BROADBAND SERVICES, AND BASIC MAINTENANCE OF INTERNAL CONNECTIONS

E-Rate Funding Year	FY2027 (July 1, 2027, through June 30, 2028)
Billed Entity Number (BEN)	209890
RFP issue date	11/20/2026
Response deadline	January 7, 2027, at 12:00 noon ET

1. Introduction

West Oak Lane Charter School (WOLCS or the School) invites qualified service providers to submit proposals for internet access, managed Wi-Fi and network services, and basic maintenance of internal connections (BMIC) for eligible equipment at 7115 Stenton Avenue, Philadelphia, PA 19138, for E-Rate Funding Year 2027 (July 1, 2027, through June 30, 2028). The School will seek E-Rate discounts for the services awarded under this Request for Proposals (RFP), which accompanies FCC Form 470.

The School will award a one-year contract with the option of up to four voluntary one-year extensions by mutual written agreement. The School may award each part of the scope to a different provider, award part of the scope, or reject all proposals. This RFP includes criteria and restrictions of the E-Rate program that the successful vendor must meet for its proposal to be considered a qualified proposal.

Table 1. Key dates

Milestone	Date
RFP and Form 470 posted	November 20, 2026
Deadline for written questions	December 11, 2026
Answers posted to all bidders	December 22, 2026
Proposals due	January 7, 2027, at 12:00 noon ET
Selection and contract signing	February 2027
Service start	July 1, 2027

Issuing Officer and contact for questions

Name	Kevin Moore
Title	Information Technology Director
School	West Oak Lane Charter School
Email	erate@wolcs.org
Phone	215-927-7995, ext. 163

Prospective vendors must direct all inquiries and communications about this procurement to the Issuing Officer by email only. The School encourages vendors to submit questions as early as possible. Each question email must include "E-Rate Technology Infrastructure RFP – FY2027" in the subject line. The School will share all questions and answers with every bidder.

Vendors are responsible for monitoring the USAC E-Rate Productivity Center (EPC) and the School's website for any updates to this RFP.

Vendors must email an electronic copy of the proposal to the Issuing Officer at erate@wolcs.org on or before 12:00 noon ET on January 7, 2027, with the subject line "E-Rate 2027 Application Package." All required vendor information, certifications, and attachments must be included with the proposal. The School intends to select the successful vendor and present the final contract to its Board of Trustees no later than its February 2027 meeting.

2. About the School

West Oak Lane Charter School is a public charter school at 7115 Stenton Avenue, Philadelphia, PA 19138. It serves about 1,030 students in grades K–8 with about 94 staff in one building. Its E-Rate Billed Entity Number is 209890.

Current environment

Item	Current detail
Internet service	Zayo, 10 Gbps dedicated fiber
Static IP addresses	1
Firewall	Netgate, currently managed by Infradapt
Wireless access points	54, Ubiquiti MU-MIMO
Network switches	21, Adtran 24-port and 48-port PoE
Wireless controller or cloud management	1, Ubiquiti
Peak concurrent devices	1400

Bidders may request a site visit before the question deadline. The School will offer the same visit to every bidder who asks and will post any site visit notes with its answers to questions.

3. Scope of services

The School requests proposals in three parts. Bidders may respond to any one part, any two parts, or all three.

Part A: Internet access (E-Rate Category One)

1. Dedicated internet access of at least 10 Gbps symmetrical, with pricing for 2 Gbps or more as an option.
2. Delivery over fiber where available, with installation and any construction costs listed separately.
3. Static IP addresses (160.72.56.42) and a managed router, if required to deliver the service.
4. Service level commitments for availability, latency, and repair time, with credits for missed targets.
5. 24x7 network monitoring and outage notification.

Part B: Managed Wi-Fi and network services (E-Rate Category Two)

The School seeks managed internal broadband services for its wireless and wired network. Bidders may propose to manage the School's existing equipment or to supply and manage new equipment.

1. **Wireless network.** Coverage for all classrooms, offices, and common areas with capacity for about 1400 concurrent devices.
2. **Switching.** Management of the network switches that support the wireless network.
3. **Firewall.** Management, monitoring, updates, and licensing of the School's network firewall. E-Rate funds basic firewall functions only. Bidders must list the cost of advanced security features, such as intrusion prevention, content filtering, and anti-malware, separately as ineligible.
4. **Monitoring and support.** 24x7 monitoring, alerting, configuration changes, and remote and on-site repair.
5. **Updates.** Firmware updates and security patches for all covered equipment.
6. **Reporting.** Monthly reports on uptime, usage, and support tickets.

Part C: Basic maintenance of internal connections (E-Rate Category Two)

The School also seeks basic maintenance for its existing eligible equipment listed in Section 2: 54 Ubiquiti wireless access points, 21 Adtran switches, the Ubiquiti controller, and the Netgate firewall. Basic maintenance covers repair and replacement of failed components, technical support, and software and firmware updates. Bidders should price it per device per year. The School will not buy Part B management and Part C maintenance for the same equipment, so bidders responding to both parts must show that their prices do not overlap.

Requirements for all parts

Where a proposal includes equipment, list the manufacturer, model, and quantity of each item. Brand names in this RFP describe the type of equipment the School needs, and the School will consider equivalent products.

The School will not consider voice services, telephones, end-user devices, or other services that E-Rate does not fund under this RFP. If a proposal bundles any ineligible item, the bidder must list it and its cost separately.

4. E-Rate requirements for bidders

Each bidder must meet the following requirements. The School will reject a proposal that does not meet them.

1. Hold an active Service Provider Identification Number (SPIN, also called the 498 ID) and include it in the proposal.
2. Be in good standing with USAC and the FCC, including under the FCC's red light rule.
3. Comply with the E-Rate lowest corresponding price rule.
4. Comply with all E-Rate gift rules. Bidders may not offer gifts, meals, or favors of any value to School staff, board members, or consultants during the procurement.
5. Identify the E-Rate eligibility of every item and separate the cost of any ineligible item.
6. Accept either invoicing method the School chooses: discounted bills through the Service Provider Invoice (SPI) or full bills with reimbursement through the Billed Entity Applicant Reimbursement (BEAR).
7. Keep all records related to this contract for at least 10 years after the last date of service.
8. Cooperate with any USAC audit, review, or information request.

No bidder may help prepare this RFP or the School's Form 470. All contact about this RFP must go through the Issuing Officer named in Section 1.

5. Proposal contents

Each proposal must include the following, in this order.

1. Cover letter signed by an authorized officer, with the bidder's SPIN, FCC Registration Number, and a statement that the bidder agrees to be bound by the terms of this RFP.
2. Company overview, including years in business and experience serving K-12 schools and with the E-Rate program.
3. Technical solution for each part the bidder is proposing.
4. Equipment list with manufacturer, model, quantity, and E-Rate eligibility.
5. Service levels, support hours, response times, and escalation process.
6. Implementation plan and timeline.
7. Three references from K-12 schools, preferably in Pennsylvania.
8. Completed pricing form (Section 7).
9. Sample contract and any terms the bidder asks the School to accept.
10. Proof of insurance (Section 8).

6. Evaluation criteria

WOLCS will award the contract to the responsive and responsible bidder whose proposal is most cost-effective under the weighted criteria below. As E-Rate rules require, the price of eligible products and services is the primary factor. To be considered responsive and responsible, a bidder must:

1. Submit a timely proposal and not be disqualified under Section 9.

2. Include all the information required in Section 5.
3. Show in its company overview (Section 5, item 2) that it is familiar and experienced with the federal E-Rate program.
4. State its agreement to be bound by the terms of this RFP.

The School will score responsive and responsible proposals using the factors and weights below and the rubric in Appendix A. It will score each part separately.

Factor	Weight
Price of E-Rate eligible services	35%
Technical solution and fit with the School's needs	25%
Service levels, support, and response times	15%
Experience with K-12 schools and references	15%
Implementation plan	10%
Total	100%

The School may ask bidders for clarification or a presentation. The School will keep its completed evaluation matrix as part of its E-Rate records.

7. Pricing form

Complete one row for each item and add rows as needed. Show all prices before any E-Rate discount.

Part	Item	Qty	One-time cost	Monthly cost	Annual cost	E-Rate eligible?
A	Internet access, 10 Gbps	1				
A	Internet access, 2+ Gbps (option)	1				
A	Installation and construction	1				
A	Static IP addresses					
B	Managed Wi-Fi service					
B	Managed switching					
B	Managed firewall service and licensing	1				
B	Equipment (list each item)					
B	Installation and configuration					
C	Basic maintenance (list each device covered)					
All	Ineligible items (list each)					No

State whether prices will stay the same for each extension year and, if not, the maximum increase.

8. Terms and conditions

1. **E-Rate contingency.** The award depends on E-Rate funding approval. If USAC denies or reduces funding, the School may cancel or reduce the contract without penalty.
2. **No automatic renewal.** Extensions take effect only by written agreement of both parties.
3. **Notice before suspension.** The provider must give at least 30 days' written notice before suspending any service.
4. **Transition support.** At the end of the contract, the provider will return all School data, configurations, and passwords and will help transition services to a new provider.
5. **Insurance.** The provider must carry general liability insurance of at least $1,000,000 per occurrence and $2,000,000 aggregate, and workers' compensation as Pennsylvania law requires (See attached Professional Services Agreement document for details).
6. **Clearances.** All personnel, including contractors and subcontractors, who work on this project in the School must follow the School's security and safety procedures and must hold the record checks Pennsylvania law requires: the Act 34 Pennsylvania State Police Criminal Record Check, the Act 114 FBI Fingerprint Check, and the Act 151 Child Abuse History Clearance.
7. **Onsite work.** Onsite work may not begin until the provider has obtained all required certifications, licenses, permits, and qualifications for its workers and has given the School the documentation required for its personnel to work in the School.
8. **Taxes.** WOLCS is exempt from Pennsylvania Sales and Use Tax and holds other federal and state tax exemptions afforded to public school entities. This notice satisfies any notification the provider requires about these exemptions. Cost proposals may include only taxes, fees, and surcharges from which the School is not exempt.
9. **Public records.** Proposals may be subject to Pennsylvania's Right-to-Know Law (see Section 15).
10. **Costs.** Bidders bear all costs of preparing and presenting their proposals.
11. **Governing law.** Pennsylvania law governs this RFP and any resulting contract.
12. **Compliance review.** WOLCS will review proposals for compliance with the requirements in Section 5 and may reject any proposal that materially fails to comply.
13. **Clarifications and best and final offers.** WOLCS may ask vendors clarifying questions and may request best and final offers from all responsive bidders after reviewing initial proposals.
14. **School's rights.** The School may reject any or all proposals, waive minor irregularities, and award the contract that best serves its needs under E-Rate rules.

9. Reasons for disqualification

The School will disqualify a proposal without evaluation if any of the following applies.

1. The proposal is received after the response deadline stated in Section 1.
2. The vendor is on red light status with the FCC or is delinquent on a debt to a state or federal government agency.
3. The vendor is not authorized to do business in Pennsylvania.

4. The vendor has been in business for fewer than three years providing the services or equipment in this RFP.
5. The vendor does not have an E-Rate SPIN (498 ID).
6. The vendor does not agree to use the invoicing method the School chooses (SPI or BEAR), as Section 4 requires.
7. The vendor or its principals are suspended or debarred from federal programs, including the E-Rate program under 47 CFR § 54.8.
8. The vendor, or anyone acting for it, helped prepare this RFP or the School's Form 470, or contacted School staff about this procurement other than through the Issuing Officer.

10. Rights reserved by WOLCS

WOLCS reserves the right to:

a. Amend, modify, or cancel this RFP, or not award any contract.
b. Modify or add to the requirements of this RFP at any time after issuance, for compliance by all providers.
c. Increase or decrease the quantities of equipment at the prices in the successful contract or omit an item or group of items to reflect the School's actual needs when orders are placed. These changes are expressly anticipated and included within the scope of this RFP.
d. Negotiate terms and conditions consistent with this RFP.
e. Ask providers to clarify their proposals.

11. Timeline for purchase of equipment

Any purchase of equipment depends on E-Rate approval and a Notice to Proceed or Purchase Order the School issues after it receives E-Rate approval.

12. Equipment substitution

If the manufacturer discontinues a model specified in the contract after award, the only acceptable substitute is the manufacturer's standard replacement, in a configuration that meets or exceeds the specifications and capabilities of the specified unit. The substitute must also meet the FCC's service substitution criteria. The provider must cooperate with WOLCS to provide the information USAC needs to approve a service substitution request.

13. Lowest corresponding price

Under FCC rules, vendors must offer the lowest corresponding price (LCP). The LCP is the lowest price a service provider charges to nonresidential customers who are similarly situated to an E-Rate applicant for similar services (47 CFR § 54.500). Service providers may not charge E-Rate applicants a price above the LCP for E-Rate services (47 CFR § 54.511(b)). There is a rebuttable presumption that rates offered within the previous three years are still compensatory.

14. Contract term and invoicing

WOLCS may extend or shorten the contract period when needed to make the contract term match an E-Rate funding year, or an extended service end date under a service delivery deadline extension, as the FCC and USAC define those terms.

The vendor must itemize, price, and invoice separately any materials or services that are ineligible for E-Rate funding. Every invoice to the School for E-Rate eligible equipment or services must be on the vendor's letterhead or a vendor-generated form and must include:

i. The invoice date.

ii. The date or dates of service.

iii. The Funding Request Number (FRN).

iv. The vendor's SPIN.

v. A detailed description of the services performed and materials supplied that matches the contract specifications and the Form 471 descriptions.

vi. A clear breakdown of the amount billed to USAC (the discounted portion of eligible charges) and the amount billed to WOLCS (the non-discounted share of eligible charges).

vii. The E-Rate discount percentage stated in the applicable FRN and USAC Funding Commitment Decision Letter (FCDL).

15. Pennsylvania Right-to-Know Law

Vendors must clearly identify any information they consider proprietary and wish to withhold from public view, and must provide one redacted copy of their proposal with that information removed. The School will comply with the Pennsylvania Right-to-Know Law for any request for documents about this procurement, including the release of proposals after the response deadline. Under E-Rate rules, the price of the winning bid is not confidential.

Appendix A. E-Rate award criteria rubric, FY2027

Evaluators score each part (A, B, and C) separately. Each factor below matches a factor and weight in Section 6. Evaluators record a score and a brief reason for each factor, citing the page of the proposal.

Price (35 points) is scored by formula, not by judgment. The proposal with the lowest total price for E-Rate eligible services earns 35 points. Every other proposal earns (lowest price ÷ its price) × 35, rounded to one decimal place. Ineligible costs are not included in the price score.

Factor and points	Level 1	Level 2	Level 3	Score and comments
A. Price of E-Rate eligible services 35 points	Scored by formula (see above)	Scored by formula (see above)	Scored by formula (see above)	
B. Technical solution and fit 25 points	0–8 points Misses required items or leaves them unclear. Equipment is outdated, unsupported, or undersized, or model details are missing.	9–17 points Meets every required item. Proposes reliable, supported equipment suited to the School's size, with adequate security and eligibility details.	18–25 points Meets every requirement and adds clear value at no added cost. Proposes current, well-supported equipment with room to grow, a complete security approach, and clear E-Rate eligibility for every item.	
C. Service levels, support, and response times 15 points	0–5 points Lacks 24x7 monitoring, firm response times, or regular reporting.	6–10 points Offers 24x7 monitoring, defined response times, and monthly reports.	11–15 points Offers 24x7 monitoring, fast written response and repair times with service credits, onsite support, and detailed monthly reports with a sample.	
D. Experience with K-12 schools and references 15 points	0–5 points Fewer than three years of K-12 or E-Rate experience, or fewer than three relevant references.	6–10 points Three to seven years of K-12 and E-Rate experience, with three satisfactory K-12 references.	11–15 points More than seven years of K-12 and E-Rate experience, with three strong K-12 references, including Pennsylvania or charter schools.	

Factor and points	Level 1	Level 2	Level 3	Score and comments
E. Implementation plan 10 points	0–3 points No plan, or a plan that would disrupt instruction.	4–6 points A reasonable plan and timeline that works with the School's environment.	7–10 points A detailed plan with milestones that avoids disruption during the school day and shows a clear understanding of the School's network.	
Total				/100

Evaluator name: _____ Signature: _____ Date: _____

I confirm that I have no financial interest in any bidder and have accepted no gifts, meals, or favors from any bidder during this procurement.

Appendix B. WOLCS Professional Services Agreement

The School's Professional Services Agreement is attached.