

Internet Services Request for Proposal

Services Requested: *Direct Dedicated Synchronous Internet Service*

Timeline

Deadline to submit all questions: 7 calendar days after certification of the Form 470 (Posted date plus 7 calendar days)

Last day to submit bids: 28 days after Questions & Answers are posted in EPC (Q&A doc posted date plus 28 calendar days)

Communication

Please send any questions to eratequestions@accelschools.com by the deadline identified above. Questions and answers will be posted in the RFP section of the Form 470. Please include the applicant's name and 470 number in the subject line of all responses and questions.

Submission of Bids

- Each bid must be customized to the applicant you are bidding on and include the contract to be signed by the applicant in one PDF document.
- To be considered, all bids must be received on or before the deadline per the procurement timeline listed above. All bids must be emailed to eratebids@accelschools.com. "Bid for Internet Service- Applicant Name-Company name."
- Please provide pricing from the minimum to maximum bandwidths/speeds as requested below.

All agreements should allow for bandwidth increases up to the max speed listed throughout the term of the agreement; increases in bandwidth during the contract period and/or optional renewal periods shall be considered modifications to the existing agreement, not new agreements and thus do not extend the term of the contract.

Service Characteristics Requested

- Direct Dedicated Synchronous Internet Service available in a range of bandwidth/speed with a minimum of 500Mbps scalable to 5Gbps
- Service cannot be shared or backhauled internet connectivity.
- All build out costs including the initial installation and configuration of the solution must be included in the cost of the service.
- All regulatory fees associated with the service must be included in the cost of the service and on the bid
- Vendors will be responsible for maintaining leased equipment. This includes all direct support interaction with OEM vendors as well interaction with other vendors and business partners involved in providing Internet service to the schools - ISPs, resellers, etc. as needed to provide consistent and productive internet access throughout the schools.
- Any site level "hands on" support and associated travel costs must be included in the cost of the service

- Ability to provide a common solution across all locations across the network of district locations
- Customer access to a web- based portal for customer visibility and reporting on all aspects of the service; including but not limited to utilization in total and by end user or device
- Proactive reporting and alerting of service outages
- Managed firewall service included in the service. The firewall should be capable of handling the throughput of the circuit.

Terms and Service Level Expectations

- Service Level Agreement providing > 99% availability during school business hours, incident response and resolution in less than 1 hour during school hours, all scheduled maintenance and downtime to be performed during the off hours outside of normal school hours

Service Provider Experience and Expectations

- Bidding vendors should have at least 3 years of experience as a business working as an E-Rate vendor providing the requested services.
- Winning vendor is expected to cooperate with USAC, FCC, management organizations and E-Rate consultants and other constituents and business partners working to support the school as required.

E-rate Specific Info/ Considerations

Applicant reserves the right to award all, part or none of the services set forth in this procurement. Per USAC E-rate rules, “cost of eligible services” will be the highest valued criterion in the evaluation process; however, other criteria with a lesser value may also be considered.

By submitting a proposal on the requested services herein, the vendor certifies that its equipment and services are compliant with the FCC’s recent Order (FCC 19-121) prohibiting the sale, provision, maintenance, modification, or other support of equipment or services provided or manufactured by Huawei, ZTE, or any other covered company posing a national security threat to the integrity of communications networks or the communications supply chain. See <https://www.fcc.gov/supplychain/coveredlist>.

As required by E-rate rules, all proposals in response to this Form 470 must offer the Lowest Corresponding Price (LCP). See <https://www.usac.org/e-rate/service-providers/step-2-responding-to-bids/lowest-correspondingprice/>.