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**Request For Proposals**

**For Mobile Broadband Services to K-12 Student Households**

**RFP No. \_\_\_\_\_\_\_\_\_**

**Contact Name**

**District Name**

**District Mailing Address**

**Website URL**

**Contact Email**

|  |  |
| --- | --- |
| **RFP Issued:** | **[date]** |
| **Questions Due:** | **[date]** |
| **Answer Provided:** | **[date]** |
| **Responses Due:** | **[date]** |

1. Summary
   1. The [District] (heretofore known as ‘ the Applicant’) is seeking proposals for mobile Internet access services for student households that have been identified by the Applicant as in need of such services. The Applicant intends to pre-qualify Internet service providers (ISPs) through this RFP process so that many of the burdens placed on individual households that go through this process on their own can be addressed at scale to ease broadband adoption and subscription.
   2. The primary goal is to be able to offer at least one mobile service option for each household at least through the entire 2020-21 academic year starting on [date].
   3. The secondary goal is to off load administrative burdens away from the student household and onto the Applicant, particularly the sign-up, activation, and billing processes.
   4. All costs associated with this RFP will be paid by the Applicant.
2. Background Information
   1. Due to COVID-19, school districts face unprecedented challenges ensuring they can deliver instruction to all students regardless of where they reside. While districts have an obligation to provide sufficient access within the schools and classrooms, individual student families, however, are on their own when it comes to procuring Internet access at the home. There are numerous reasons why a student home does not have Internet service - a lack of high-speed services, a lack of affordable options, or simply no compelling reason to have it. With no clear indication when schools may fully resume in-class teaching, there exists a conscious effort to provide universal access to learning resources so that the achievement gap is not widened further due to the lack of broadband adoption. Therefore, the Applicant attempts to address these challenges through this RFP process.
3. Application Process
   1. Key Dates and Milestones

|  |  |
| --- | --- |
| [Date] | RFP Issued |
| [Date] | Deadline for all questions and clarification inquiries, required to be submitted via email to [contact email] |
| [Date] | Deadline for posting answer to questions |
| [Date] | Responses due by 5:00pm local time |
| [Date] | Expected award announcement |

* 1. Questions and Answers
     1. This RFP has been distributed electronically using the Applicant website. If the Applicant determines that it is necessary to revise any part of this RFP, or if additional data is necessary to clarify any of its provisions, an addendum will be posted to the Applicant website. It is the responsibility of each potential Respondent to check the Applicant website for any addenda or modifications to the RFP. The Applicant accepts no liability and will provide no accommodation to Respondents who submit a response based on outdated information or an out-of-date RFP.
     2. All questions regarding this RFP must be submitted by electronic mail to [contact email] with the following Subject Line: “Questions - RFP [RFP number]”. All questions must be received by 5:00pm local time on [Date]. All questions submitted to the Applicant about this RFP and the Applicant’s responses to all questions received will be posted on or before 5:00pm on [Date] to the Applicant’s website at [URL].

1. Scope of Services
   1. Description
      1. Provide turn-key mobile Internet access primarily to service locations listed in Appendix A. The response must indicate the specific solution available to each location.
      2. All services must include all service related charges, all customer premise equipment (CPE) required for the service to function as prescribed by the solution specifications outlined below. In most cases, CPEs refer to personal hotspots.
      3. Provide technical support directly to student household subscribers for all issues related to the Internet service. Any local or client device issues will be the responsibility of the Applicant.
      4. All billing and accounting goes to the Applicant.
   2. Solution Specifications
      1. Internet service (upstream)
         1. The Applicant is seeking Internet speeds of 25/3 Mbps (download/upload) to each student household but will consider all proposed bandwidth tiers.
         2. All solutions must be a minimum connection of 4G/LTE.
      2. Wi-Fi
         1. All solutions must be able to provide Wi-Fi at minimum 802.11n built-in to the CPE. No additional equipment should be required from the subscriber in order to connect the user devices.
         2. Security should support WPA2 at minimum
         3. All CPEs must be able to support, at a minimum, three (3) client devices connected concurrently.
      3. Other Requirements
         1. All solutions must be accompanied by a data plan without any throttling or rate limiting.
         2. All proposed solutions must include details regarding any and all data usage caps of any kind, if applicable.
         3. All CPEs must be able to support, at a minimum, six to eight (6-8) hours of battery life on a single charge and include all necessary power accessories.
         4. All CPEs must be included and pre-activated upon delivery
   3. Service Delivery
      1. Activation
         1. All solutions must be turn-key. All necessary services and CPEs must be provided in the Respondent's proposed solution to allow students to use the Internet service provided by the Respondent. The user device will be provided by the student household.
         2. For all solutions, data plan activation steps required must be pre-configured and completed upon delivery of the CPE by the provider.
      2. Deployment
         1. The Respondent must describe its anticipated deployment timeline. All solutions must be installed and deployed in accordance to the proposed timeline. If the provider fails to meet the proposed timeline, the Applicant reserves the right to select another provider, if available.
         2. Provide a proposed schedule for the implementation and activation of student households, broken out in phases, if applicable. Include milestone dates for major activities including, but not limited to, planning and design, installation, provisioning, household onboarding and training.
         3. Explain Respondent’s approach to working with the entity, student households, and wider community to develop and provide services.
      3. Management
         1. All broadband services and/or CPEs must have remote management capabilities accessible by the Applicant via standard cloud-based technologies.
      4. Reporting
         1. All solutions should have the ability to report on service usage either at a per subscriber or CPE level, or aggregated at the Applicant’s account level.
         2. Data includes, but is not limited to, service uptime measured in minutes, total bandwidth usage, measured either as a rate, in bits per second (bps), or total data consumed, in bytes (B).
         3. All reporting data should be accessible and interacted with through a cloud-based portal.
         4. All reporting data should be downloadable and consumable by external authorized parties and support standard file types including, but not limited to, XLS, CSV, or PDF.
      5. Content Filtering
         1. The federal Children’s Internet Privacy Act (CIPA) must be adhered to by all school districts and thus all broadband solutions must be able to allow for CIPA enforcement by the Applicant. The provider’s solution or network must not prevent CIPA compliance in any way.
         2. If content filtering services is included, it must support category-based or URL specific rules structure.
         3. If content filtering services is included, control mechanisms must be managed and administered through a cloud-based portal by the Applicant.
   4. Support
      1. All CPEs or equipment required to deliver service must be able to be replaced, exchanged, or modified in order to meet the minimum service specifications.
      2. If a CPE fails or does not perform up to the standards as outlined in the service specifications for any reason, the provider will replace at no additional cost to the Applicant or the student household subscriber.
      3. All CPE support must be the responsibility of the selected provider.
      4. All post-implementation technical support must be available to both the Applicant and the student household subscriber.
      5. Respondents must include a procedure for the Applicant to contact support including, but not limited to, a primary account contact, a primary technical contact, email addresses and phone numbers for each.
      6. All technical support must be available from 6am - 11pm local time, 7 days per week.
      7. All account support must be available from 8am to 5pm local time, 5 days a week from Monday through Friday.
2. Respondent Experience
   1. Provide a summary of the organization, their qualifications and their proposed technical and operational approach for providing mobile broadband service for each type of student household they propose to serve. Respondents that do not meet all of the eligibility criteria or cannot meet some of the Solution Specifications outlined in Section 6 should explain the alternative measures that the Respondent proposes to address.
   2. Provide an overview of the Respondents history, organizational structure and current operations.
   3. Provide examples of previous experience along with reference contacts.
3. Pricing and Proposed Terms
   1. All pricing must be inclusive of taxes, fees, equipment, and any other related costs incurred by the provider to deliver service that meets the solution specifications.
   2. No impact from subscriber past debt and/or financial standing.
   3. The proposed pricing must be valid and honored through the entire service term with no price increases for the life of the contract.
   4. Preference will be given to those providers who will honor the FCC’s Keep Americans Connected Pledge by providing the first 2 months of service free of charge.
   5. If applicable, provide a rate sheet for territory within the existing service area that serves or encompasses student households.
   6. Indicate service tiers and proposed rates to be charged as a monthly rate.
   7. Respondents are encouraged to propose any discounts applied to bulk subscriptions if the Applicant meets the minimum number of subscriptions.
   8. It is expected for all potential Respondents to assist the Applicant with identifying participating and eligible households via data sharing. A mutual non-disclosure agreement (NDA) will be required which prohibits the Applicant from disclosing the Respondent’s customer information, as well as limits the Respondent’s use of the school district’s address information to answering the specified questions in Section 6.10.
   9. It is expected that the Respondent will complete the serviceability information within ten (10) business days.
   10. Respondents must indicate serviceability information for each household included in Attachment A. Specifically, the following questions must be answered in the columns provided:
       1. Does the location have existing service that is not considered a low-cost’ plan?
       2. Is service available at this location?
   11. If the Respondent determines that a location currently does have broadband service that is not considered a ‘low-cost’ plan then that location must be omitted from the pricing proposal.
4. General Terms and Conditions
   1. If the Respondent fails to meet any material terms, conditions, requirements or procedures, its response may be deemed unresponsive and disqualified.
   2. The Applicant reserves the right to waive omissions or irregularities that it determines to be not material.
   3. The Applicant reserves the right, in its sole discretion, to make no awards, or to award less than the proposed amount through this RFP.
   4. The Applicant reserves the right, in its sole discretion, to accept or reject any or all proposals received, to request supplemental or clarifying information, to negotiate with any or all qualified Respondents, and to request modifications to proposals in accordance with negotiations.
   5. On matters related to this RFP that arise prior to an award decision by the Applicant, Respondents shall limit communications with the Applicant to the Contact Person. No other Applicant employee or representative is authorized to provide any information or respond to any questions or inquiries concerning this RFP.
   6. Any information shared with the Respondent may not be used for any other purpose other than this RFP. This includes, but is not limited to, marketing, upselling, or sharing with any entity other than the Applicant.
   7. Indemnification

[INSERT DISTRICT INDEMNITY CLAUSE]

1. Proposal Guidelines
   1. Submission Deadline
      1. All proposals must be submitted by [time] on [date] as stated on the cover page as well as in Section 3 Application Process.
      2. Late submissions will not be accepted. The Applicant is not responsible for delayed or failed deliveries by common carriers.
   2. Information Required in Proposal
      1. Include a cover page with the primary contact person’s information
      2. Provide a high-level technical description of the proposed service.
      3. Include responses to Section 4 Scope of Services
      4. Include responses to Section 5 Respondent Experience
      5. Include responses to Section 6 Pricing and Proposed Terms
      6. Include responses to Appendix A Service Locations
      7. Completed Appendix B Pricing Sheet.
   3. Broadband Service Offering and Pricing - Describe all proposed broadband and related or additional services that the Respondent plans to offer to student households.
      1. List any fees, charges and costs associated with equipment or installation fees.
      2. Describe approach to pricing of broadband services. Include minimum time during which initial rates will be in effect. Indicate any additional discounts available to households that may qualify, e.g. low-income households.
      3. Explain Respondent’s approach to working with the entity, student households, and wider community to develop and provide services.
2. Evaluation Process
   1. A team from the Applicant will evaluate each proposal that meets the threshold criteria and requirements listed. Proposals that comply with the requirements in this RFP and pass threshold review will be evaluated based on the criteria below in 9.3
   2. The Applicant will compare pricing across the multiple tiers of service proposed with individual subscriber bandwidth speed being the identifying criteria.
   3. Criteria

|  |  |
| --- | --- |
| Points | Criteria |
| 60 | Pricing Proposal |
| 30 | Scope of Services |
| 10 | Respondent’s experience and references |

**Appendix A**

**SERVICE LOCATIONS**

[List of student household addresses, anonymized. A sample is included below.

Include a visual map of addresses, if applicable.]

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Street** | **City** | **State** | **Zip** | **Current service?** | **Service Available?** |
| *123 Main St #101* | *Learnville* | *XX* | *00000-000* | *No* | *Yes* |
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**Appendix B**

**PRICING SHEET**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Service Type** | **Bandwidth Tier** | **Installation Cost** | **Monthly Cost** | **# of subscribers** | **Notes** |
| *DSL* | *25 Mbps* | *$50.00* | *$29.99* | *100* | *example* |
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