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**Request For Information**

**For Broadband Services to K-12 eligible Households**

**RFI No. \_\_\_\_\_\_\_\_\_**

**Contact Name**

**District Name**

**District Mailing Address**

**Website URL**

**Contact Email**

1. Summary
   1. The [District] (heretofore known as ‘Applicant’) is seeking Internet access service pricing information for eligible students and school staff households. The Applicant intends to pre-qualify Internet service providers (ISPs) through this RFI process.
   2. The primary goal is to be able to offer at least one Internet service option for each eligible household.
2. Background Information
   1. The FCC's new $7.2 billion Emergency Connectivity Fund (ECF) program provides funding to schools and libraries for broadband Internet service and equipment to support **remote learning during the COVID-19 pandemic**. The new fund will be distributed through the federal E-rate program and provides a lifeline to the 7-12 million eligibles who lack a home Internet connection and dedicated digital learning device.
3. Scope of Services
   1. Description
      1. Provide turn-key Internet access for eligible student and school staff households. The response must include.
      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.
      3. All billing and accounting goes to the Applicant.
   2. Solution Specifications
      1. Internet service
         1. The Applicant is seeking Internet speeds of 25/3 Mbps (download/upload) to each eligible household but will consider all proposed bandwidth tiers available for each location.
         2. The Applicant will accept any connection type that meets or exceeds the requirements as set forth in this RFI.
         3. The Applicant prefers wired connections wherever possible. If the Respondent can provide a wired connection to a location listed in Appendix A, but the Respondent's offer is a different connection type, the Respondent must provide an explanation why they recommend the alternative connection type.
      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. Other Requirements
         1. All proposed solutions must include details regarding any and all data usage caps of any kind, if applicable.
   3. Service Delivery
      1. All solutions must be turn-key. All necessary services and CPEs must be provided in the Respondent's proposed solution to allow eligibles to use the Internet service provided by the Respondent.
      2. 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.
   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 eligible 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 eligible 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.
4. 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. Indicate service tiers and proposed rates to be charged for each tier as a monthly rate.
   5. Respondents are encouraged to propose any discounts applied to bulk subscriptions if the Applicant meets the minimum number of subscriptions.
5. General Terms and Conditions
   1. On matters related to this RFI 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 RFI.
   2. Any information shared with the Respondent may not be used for any other purpose other than this RFI. This includes, but is not limited to, marketing, upselling, or sharing with any entity other than the Applicant.
6. Proposal Guidelines
   1. 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 3 Scope of Services
      4. Include responses to Section 4 Pricing and Proposed Terms
      5. Completed Appendix A Pricing Sheet.
   2. Broadband Service Offering and Pricing - Describe all proposed broadband and related or additional services that the Respondent plans to offer to eligible 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, eligible households, and wider community to develop and provide services.

**Appendix A**

**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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