



**STATE OF TENNESSEE
TENNESSEE DEPARTMENT OF EDUCATION**

**REQUEST FOR QUALIFICATIONS
FOR
E-RATE PROGRAM FOR TENNESSEE LOCAL EDUCATION AGENCIES – CATEGORY ONE – TEBC
- TENNESSEE EDUCATION BROADBAND CONSORTIUM**

RFQ # 33104-00220

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1. INTRODUCTION

The State of Tennessee, Tennessee Department of Education, hereinafter referred to as “the State,” issues this Request for Qualifications (“RFQ”) to define mandatory goods or services requirements; solicit responses; detail response requirements; and, outline the State’s process for evaluating responses.

Through this RFQ or any subsequent solicitation, the State seeks to buy the requested goods or services at the most favorable, competitive prices and to give ALL qualified respondents, including those that are owned by minorities, women, service-disabled veterans, persons with disabilities, and small business enterprises, the opportunity to do business with the state as contractors or subcontractors.

1.1 Statement of Procurement Purpose

The FCC’s Universal Service Schools and Libraries Support Mechanism, commonly known as the E-Rate Program, helps ensure that schools and libraries can obtain high-speed broadband products and services to and throughout eligible schools and libraries. The goal of the E-Rate Program, which is administered by the Universal Service Administrative Company (“USAC”) is to provide its applicants with an opportunity to obtain the products and services necessary to deliver high-speed broadband access to the Internet all the way to the student in a classroom or the patron in a library. The E-Rate Program continues to be a critical component of schools’, Local Education Agencies’ (“LEAs”), and public libraries’ technology budgets across the State of Tennessee as the only reliable technology funding available.

This RFQ is to award contracts to provide E-Rate Category One - Broadband Services to Local Education Agencies (“LEAs”) operating in the State of Tennessee. Through this RFQ, the State will award contracts to all qualified respondents that provide broadband services in alignment with the federal E-Rate Program requirements for discounted internet services. The services addressed in this RFQ are limited to data transmission and internet access. Suppliers will be deemed qualified based on responses to the mandatory, general, and technical qualifications laid out in this document. Cost will not be evaluated under this RFQ; however, respondents must submit a product catalog that contains maximum/ceiling prices for goods/services for which the Contractor is authorized to provide in order to participate in the USAC mini-bid process (information below).

LEAs throughout Tennessee will then conduct a “mini-bid” process as described by USAC amongst the awarded contractors. Any contracts awarded from this RFQ shall be available for use by any LEA in Tennessee; however, only those entities who have signed a Letter of Agency with the State will be authorized to use the contracts in conjunction with their E-Rate application(s). Suppliers that are awarded contracts are not expected to participate in mini-bid events that are outside of their service regions or for products areas that they do not supply.

From USAC guidance on the mini-bid process: “If the state awards contracts to multiple service providers as a result of its posted FCC Form 470 and competitive bidding process - what we refer to as a multiple award schedule - the applicant must conduct a bid evaluation for all service providers able to provide services to the applicant under these contracts (a mini-bid process).

To conduct a mini-bid process, the applicant determines the factors to use for its evaluation - with the price of the eligible products and services as the most heavily-weighted factor - scores the service providers appropriately, and chooses the most cost-effective solution.

- *The applicant does not need to post an FCC Form 470 to conduct a mini-bid.*
- *The applicant does not need to conduct a mini-bid if only one service provider is able to provide service. For example, if three service providers sign contracts with the state*

pursuant to the state-filed FCC Form 470 but only one of the service providers can provide service in the applicant's geographic location, a mini-bid is not required”
(Source:<https://www.usac.org/e-rate/applicant-process/selecting-service-providers/state-master-contracts/>)

The State’s purchases of these services is estimated at \$235k for the life of the contract. This does not include the spend by non-State LEAs.

1.2. Pre-Response Conference

A Pre-Response Conference will be held at the time and date detailed in the RFQ Schedule of Events, RFQ § 2. Pre-Response Conference attendance is not mandatory, and potential Respondents may be limited to a maximum number of attendees depending upon overall attendance and space limitations. The teleconference information is below:

[Join Microsoft Teams Meeting](#)

(https://teams.microsoft.com/l/meetup-join/19%3ameeting_ZDE0YzdiYjltZTJjZC00ZmFkLTgyNmQtMTY3YzRkYmVjMTcx%40thread.v2/0?context=%7b%22Tid%22%3a%22472445bd-2424-4e8f-b850-df7488e18b4a%22%2c%22Oid%22%3a%22da5a1f70-fadd-4258-9edc-ea471793ed89%22%7d)

[+1 615-270-9704](tel:+16152709704) United States, Nashville (Toll)
Conference ID: 707 841 396#

1.3. Notice of Intent to Respond

Before the Notice of Intent to Respond Deadline detailed in RFQ § 2, Schedule of Events, potential Respondents should submit to the Solicitation Coordinator a Notice of Intent to Respond in the form of a simple e-mail or other written communication. Such notice should include the following information: the business or individual’s name (as appropriate), a contact person’s name and title, the contact person’s mailing address, telephone number, facsimile, number, and e-mail address. Filing a Notice of Intent to Respond is not a prerequisite for submitting a response; however, it is necessary to ensure receipt of notices and communications relating to this RFQ.

1.4. Definitions and Abbreviations

TERM	DEFINITION
Basic Maintenance Internal Connections (“BMIC”)	The Basic Maintenance Internal Connections covers the repair and upkeep of eligible internal connections. Eligible repair and upkeep services include hardware, wiring, and cable maintenance, along with basic technical support and configuration changes. The products must be eligible for discounts in order for their associated repair and upkeep services to be eligible.
Category 1 (“Category 1”)	Category 1 is one of two service categories defined in the eligible services list (ESL). This category focuses on data transmission services and internet access.

Charter School (“Charter School”)	A Charter School is a publicly funded independent school established by teachers, parents, or community groups under the terms of a charter with a local Tennessee school district.
Domain Name System (“DNS”)	The Domain Name System is a network of directories on the Internet used to resolve host names (e.g., www.tn.gov) into machine-readable IP addresses (e.g., 192.264.101.81).
Dynamic Host Configuration Protocol (“DHCP”)	Dynamic Host Configuration Protocol is a network protocol used on IP networks where a DHCP server automatically assigns an IP address and other information to each host on the network so they can communicate efficiently with other endpoints.
Eligible Services List (“ESL”)	The Eligible Services List is a list published by USAC, each funding year, providing guidance on the eligibility of products and services under E-Rate.
E-Rate (“E-Rate”)	E-Rate is the Schools and Libraries Program funded via the FCC’s Universal Service Fund and administrated by USAC. The E-Rate program is responsible for the discount funding provided to schools and libraries across the nation for procurement of broadband services to the building and into the classroom or public areas of a library.
FCC Commission Registration System (“CORES”)	An online system provided by the FCC that will allow registration for organizations to participate in an FCC program.
Form 470 (“Form 470”)	Form 470 is the Description of Services Requested and Certification form which opens a competitive bidding process for services requested on the form, may have a RFP associated with the filing.
Form 471 (“Form 471”)	Form 471 is the Services Ordered and Certification Form and opens a competitive bidding process for services requested on the form, may have a RFQ associated with the filing. This form is a requirement by the FCC for schools and libraries to make application to the E-Rate program for discounted broadband services.
Form 472 (“Form 472”)	Form 472 is the Billed Entity Applicant Reimbursement (BEAR) form which is used by the Billed Entity that received a Funding Commitment Decision Letter (FCDL) from the fund administrator, the SLD of USAC, and filed a FCC Form 486, Receipt of Service Confirmation Form, indicating that the Billed Entity intended to submit to USAC an invoice for reimbursement of discounts on eligible services received on or after the effective date of discounts and already paid for by the applicant.

Form 473 (“Form 473”)	E-Rate service providers file a FCC Form 473 (Service Provider Annual Certification [SPAC]) to certify that they will comply with Schools and Libraries (E-Rate) Program rules. Service providers must have a SPAC Form on file for each funding year they participate in the E-Rate Program and for each Service Provider Identification Number (SPIN). This form is a requirement by the FCC for schools and libraries to make application to the E-Rate program for discounted broadband services.
Form 474 (“Form 474”)	Form 474 is the Service Provider Invoice (SPI) Form to be completed and submitted by a service provider that has provided discounted eligible services to eligible schools and libraries, in order to seek universal service support in the amount of the discounts. The service provider must have provided the service and given a discounted bill to the applicant prior to submitting the FCC Form 474.
Form 486 (“Form 486”)	Form 486 is the Receipt of Service Confirmation and Children’s Internet Protection Act and Technology Plan Certification Form that notifies USAC that the billed entity and/or the eligible entities that it represent is receiving, or has received, service in the relevant funding year from the named service provider(s).
Form 498 (“Form 498”)	Form 498 is the Service Provider and Billed Entity Identification Number and General Contact Information Form and is used to: <ol style="list-style-type: none"> 1. Collect contract, remittance, and payment information for service providers seeking support from the FCC’s Universal Service Fund Programs using the Form 474 (Service Provider Invoice), and/or: 2. Collects remittance and other details for E-Rate applicants seeking support from the FCC’s Universal Service Fund programs using the Form 472 (Billed Entity Applicant Reimbursement).
FCC registration number (“FRN”)	A 10-digit number that is assigned to a business or individual registering with the FCC.
Green Light Status (“Green Light Status”)	A green-light status indicates you have no delinquent bills that restrict you from conducting business with the FCC.
Local Area Network (“LAN”)	Local Area Network is a network that connects computers and other devices in a relatively small area, typically a single building or a group of buildings.
Local Education Agency (“LEA”)	Local Education Agency (“LEA”): For the purposes of the Contract, Local Education Agency is the term used to collectively refer to all Tennessee public Local Education

	Agencies, Charter Schools, State schools, the Achievement School District, the Department of Children's Services, and library systems in the State of Tennessee.
Red Light Status ("Red Light Status")	A Red Light Status indicates you have one or more delinquent bills that will prevent you from conducting business with the FCC. If you have one or more delinquent bills that were paid and are currently being processed, a Red Light Status will display.
Service Level Agreement / Quality of Service Agreement ("SLA / QoSA")	A Service Level Agreement or a Quality of Service Agreement define the level of service one expects from a vendor, laying out the metrics by which service is measured, as well as remedies or penalties should agreed-on service levels not be achieved.
Schools and Libraries Division ("SLD")	Division of USAC that administers the E-Rate Program
Scope of Work ("SOW")	A Scope of Work is the area in an agreement where the work to be performed is described. The SOW should contain any milestones, reports, deliverables, and end products that are expected to be provided by the performing party. The SOW should also contain a timeline for all deliverables.
Universal Service Administration Company ("USAC")	An independent not-for-profit designated by the FCC to administer the Universal Service Fund.
Wide Area Network ("WAN")	Wide Area Network is a telecommunication network or computer network that extends over a large geographical distance.

2. RFQ SCHEDULE OF EVENTS

The following schedule represents the State's best estimates for this RFQ; however, the State reserves the right, at its sole discretion, to adjust the schedule at any time, or cancel and reissue a similar solicitation. Nothing in this RFQ is intended by the State to create any property rights or expectations of a property right in any Respondent.

EVENT		TIME (Central Time Zone)	DATE (all dates are State business days)
1.	RFQ Issued		September 30, 2020
2.	Disability Accommodation Request Deadline	2:00 p.m.	October 5, 2020
3.	Pre-Response Conference	9:00 a.m.	October 8, 2020
4.	Notice of Intent to Respond Deadline	2:00 p.m.	October 9, 2020
5.	Written "Questions & Comments" Deadline	2:00 p.m.	October 15, 2020
6.	State response to written "Questions & Comments"		October 29, 2020
7.	RFQ Technical Response Deadline	2:00 p.m.	November 9, 2020
8.	State Notice of Qualified Respondent(s) Released		November 23, 2020
9.	State Notice of Intent to Award Released and RFQ Files Opened for Public Inspection		November 24, 2020
10.	End of Open File Period		December 3, 2020
11.	State sends contract to Contractor for signature		December 4, 2020
12.	Contractor Signature Deadline		December 8, 2020

3. RESPONSE REQUIREMENTS

3.1. **Response Contents:** A response to this RFQ should address the following:

- 3.1.1. **Mandatory Requirements:** This section details the mandatory technical, functional, and experience requirements that must be demonstrated in the response to this RFQ in order to be passed on to Phase II of the Technical Response evaluation. A Respondent must duplicate and use RFQ Attachment A as a guide to organize responses for the Mandatory Requirements of the RFQ response. The Respondent should reference the page location of the information within the response in the indicated column of the table. This section is included in the State's evaluation as to whether or not a Respondent meets mandatory qualifications (Phase I).
- 3.1.2. **General Qualifications & Experience:** This section is included in the State's evaluation of Phase II of the Technical Response Evaluation and details general information and qualifications that must be demonstrated in the response to this RFQ. A Respondent must duplicate and use RFQ Attachment B as a guide to organize responses for this portion of the RFQ response. The Respondent should reference the page location of the information within the response in the indicated column of the table.
- 3.1.3. **Technical Qualifications, Experience & Approach:** This section is also included in the State's evaluation of Phase II of the Technical Response Evaluation and details technical qualifications, experience, and approach items that must be demonstrated in the response to this RFQ. A Respondent must duplicate and use RFQ Attachment C as a guide to organize responses for this portion of the RFQ response. The Respondent should reference the page location of the information within the response in the indicated column of the table.
- 3.1.4. **Catalog Submission: *For Qualified Respondents only***
 - 3.1.4.1. This section only applies to those respondents identified as being Qualified. See RFQ § 2, Schedule of Events, "State Notice of Qualified Respondents Released."
 - 3.1.4.2. If included as part of this solicitation, then the Catalog Submission must be recorded on an exact duplicate of RFQ Attachment D, Catalog Submission Guide. Any response that does not follow the instructions included in RFQ Attachment D may be deemed nonresponsive.
 - 3.1.4.3. A Respondent must only record the Catalog Submission exactly as required by the RFQ Attachment D, Catalog Submission Guide and must NOT record any other rates, amounts, or information.
 - 3.1.4.4. The costs included on the Catalog Submission shall incorporate ALL costs for services under the contract for the total contract period.
 - 3.1.4.5. A Respondent must sign and date the Catalog Submission
 - 3.1.4.6. A Respondent must submit the Catalog Submission to the State as a digital document as "XLS" and separate from the Technical Response.

3.2. **Response Delivery Location**

A Respondent must ensure that the State receives a Response to this RFQ no later than the Response Deadline time and dates detailed in the RFQ § 2, Schedule of Events. All responses must be delivered electronically to:

[Tamara Byrd, MSM | Sourcing Account Specialist, TDOE](mailto:Tamara.byrd@tn.gov)
Tamara.byrd@tn.gov

3.3. Response Format

3.3.1. A Respondent must ensure that the original response meets all form and content requirements detailed within this RFQ.

3.3.2. A Respondent must submit their response as specified in one of the two formats below.

3.3.2.1. Digital Media Submission

3.3.2.1.1. Technical Response

The Technical Response document should be in the form of one (1) digital document in "PDF" format properly recorded on its own otherwise blank, standard CD-R recordable disc or USB flash drive and should be clearly identified as the:

"RFQ #33104-00220 TECHNICAL RESPONSE ORIGINAL"

and three (3) digital copies of the Technical Response each in the form of one (1) digital document in "PDF" format properly recorded on its own otherwise blank, standard CD-R recordable disc or USB flash drive clearly labeled:

"RFQ #33104-00220 TECHNICAL RESPONSE COPY"

The customer references should be delivered by each reference in accordance with RFQ Attachment B, Section B.17.

3.3.2.1.2. Catalog Submission: *For Qualified Respondents only*

The Catalog Submission should be in the form of one (1) digital document in "PDF" or "XLS" format properly recorded on a separate, otherwise blank, standard CD-R recordable disc or USB flash drive clearly labeled:

"RFQ #33104-00220 CATALOG SUBMISSION ORIGINAL"

An electronic or facsimile signature, as applicable, on the Cost Proposal is acceptable.

3.3.2.2. E-Mail Submission

3.3.2.2.1. Technical Response

The Technical Response document should be in the form of one (1) digital document in "PDF" format or other easily accessible digital format attached to an e-mail to the Solicitation Coordinator. Both the subject and file name should both be clearly identified as follows:

"RFQ #33104-00220 TECHNICAL RESPONSE"

The customer references should be delivered by each reference in accordance with RFQ Attachment B, Section B.17.

3.3.2.2.2. Catalog Submission:

The Catalog Submission should be in the form of one (1) digital document in "PDF" or "XLS" format or other easily accessible digital format attached to an e-mail to the Solicitation Coordinator. Both the subject and file name should both be clearly identified as follows:

“RFQ #33104-00220 CATALOG SUBMISSION”

An electronic or facsimile signature, as applicable, on the Catalog Submission is acceptable.

- 3.3.3. For e-mail submissions, the Technical Response and Cost Proposal documents must be dispatched to the Solicitation Coordinator in separate e-mail messages. For digital media submissions, a Respondent must separate, seal, package, and label the documents and copies for delivery as follows:

3.4. Response Prohibitions: A response to this RFQ shall not:

- 3.4.1. Restrict the rights of the State or otherwise qualify the response to this RFQ;
- 3.4.2. Include, for consideration in this procurement process or subsequent contract negotiations, incorrect information that the Respondent knew or should have known was materially incorrect;
- 3.4.3. Include more than one response, per Respondent, to this RFQ;
- 3.4.4. Include any information concerning costs (in specific dollars or numbers) associated with the Technical Response;
- 3.4.5. Include the respondent's own contract terms and conditions (unless specifically requested by the RFQ); or
- 3.4.6. Include any end-user license agreement, manufacturer's terms and conditions, service guide, clickwrap agreement, shrinkwrap agreement, online terms and conditions, or other terms and conditions that will supplement, modify, or contradict the terms set forth in the *pro forma* contract.
- 3.4.7. Include the respondent as a prime contractor while also permitting one or more other respondents to offer the respondent as a subcontractor in their own responses.

3.5. Response Errors & Revisions

A Respondent is responsible for any and all errors or omissions in its response to this RFQ. A Respondent will not be allowed to alter or revise its response after the Response Deadline time and dates as detailed in RFQ § 2, Schedule of Events, unless such is formally requested in writing by the State (e.g., through a request for clarification, etc.).

3.6. Response Withdrawal

A Respondent may withdraw a response at any time before the Response Deadline time and date as detailed in RFQ § 2, Schedule of Events, by submitting a written signed request by an authorized representative of the Respondent. After withdrawing a response, a Respondent may submit another Response at any time before the Response Deadline time and date as detailed in RFQ § 2, Schedule of Events.

3.7. Response Preparation Costs

The State will not pay any costs associated with the preparation, submittal, or presentation of any response. Each Respondent is solely responsible for the costs it incurs in responding to this RFQ.

4. GENERAL INFORMATION & REQUIREMENTS

4.1. Communications

- 4.1.1. Respondents shall reference **RFQ #33104-00220** in all communications relating to this solicitation, and direct any such communications to the following person designated as the Solicitation Coordinator:

Tamara Byrd, MSM | Sourcing Account Specialist, TDOE
Central Procurement Office, Tennessee Tower, 3rd Floor
312 Rosa L. Parks Ave.
Nashville, TN 37243
Tamara.Byrd@tn.gov

The State will convey all official responses and communications related to this RFQ to the potential respondents from whom the State has received a Notice of Intent to Respond (refer to RFQ Section 1.3.).

- 4.1.2. Potential respondents with a handicap or disability may receive accommodation relating to the communication of this RFQ and participating in the RFQ process. Potential respondents may contact the RFQ Coordinator to request such reasonable accommodation no later than the Disability Accommodation Request Deadline detailed in RFQ § 2, Schedule of Events.
- 4.1.3. **Unauthorized contact about this RFQ with other employees or officials of the State of Tennessee may result in disqualification from contract award consideration.**
- 4.1.4. Notwithstanding the foregoing, potential Respondents may also contact the following as appropriate:
- 4.1.4.1. Staff of the Governor's Office of Diversity Business Enterprise may be contacted for assistance with respect to available minority-owned, woman-owned, service-disabled veteran-owned, businesses owned by persons with disabilities and small business enterprises as well as general public information relating to this request; or
- 4.1.4.2. The following individual designated by the State to coordinate compliance with the nondiscrimination requirements of the State of Tennessee, Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act of 1990, and associated federal regulations:

Helen Crowley
 State of Tennessee, Central Procurement Office
 312 Rosa L. Parks Ave. 3rd Floor WRS Tennessee Tower
 Nashville, TN 37243
 615-741-3836
helen.crowley@tn.gov

4.2. Nondiscrimination

No person shall be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of a contract pursuant to this solicitation or in the employment practices of the Contractor on the grounds of handicap or disability, age, race, creed, color, religion (subject to Tenn. Code Ann. §§ 4-21-401 and 405), sex, national origin, or any other classification protected by federal, Tennessee state constitutional, or statutory law. The Contractor pursuant to this solicitation shall post in conspicuous places, available to all employees and applicants, notices of nondiscrimination.

4.3. **Conflict of Interest**

- 4.3.1. The State may not consider a proposal from an individual who is, or within the past six (6) months has been, a State employee. For these purposes,
- 4.3.1.1. An individual shall be deemed a State employee until such time as all compensation for salary, termination pay, and annual leave has been paid;
 - 4.3.1.2. A contract with or a proposal from a company, corporation, or any other contracting entity in which a controlling interest is held by any State employee shall be considered to be a contract with or proposal from the employee; and
 - 4.3.1.3. A contract with or a proposal from a company, corporation, or any other contracting entity that employs an individual who is, or within the past six months has been, a State employee shall not be considered a contract with or a proposal from the employee and shall not constitute a prohibited conflict of interest.
- 4.3.2. This RFQ is also subject to Tenn. Code Ann. § 12-4-101—105.

4.4. **Respondent Required Review & Waiver of Objections**

- 4.4.1. Each potential respondent must carefully review this RFQ, including but not limited to, attachments, the RFQ Attachment G, *pro forma* Contract, and any amendments for questions, comments, defects, objections, or any other matter requiring clarification or correction (collectively called “questions and comments”).
- 4.4.2. Any potential respondent having questions and comments concerning this RFQ must provide such in writing to the State no later than the written “Questions & Comments Deadline” detailed in RFQ § 2, Schedule of Events.
- 4.4.3. Protests based on any objection shall be considered waived and invalid if the objection has not been brought to the attention of the State, in writing, by the written “Questions & Comments Deadline.”

4.5. **Disclosure of Response Contents**

- 4.5.1. All materials submitted to the State in response to this solicitation become property of the State of Tennessee. Selection for award does not affect this right. By submitting a response, a Respondent acknowledges and accepts that the full contents and associated documents submitted in response to this request will become open to public inspection in accordance with the laws of the State of Tennessee. Refer to RFQ § 2, Schedule of Events.
- 4.5.2. The RFQ responses will be available for public inspection only after the completion of evaluation of the RFQ or any resulting solicitation which this RFQ becomes a part of, whichever is later.

4.6. **Notice of Professional Licensure, Insurance, and Department of Revenue Registration Requirements**

- 4.6.1. All persons, agencies, firms or other entities that provide legal or financial opinions, which a Respondent provides for consideration and evaluation by the State as part of a response to this RFQ, shall be properly licensed to render such opinions.
- 4.6.2. Before the Contract resulting from this RFQ is signed, the apparent successful Respondent (and Respondent employees and subcontractors, as applicable) must hold all necessary, appropriate business and professional licenses to provide service as required. The State may require any Respondent to submit evidence of proper licensure.
- 4.6.3. Before the Contract resulting from this RFQ is signed, the apparent successful Respondent must provide a valid, Certificate of Insurance indicating current insurance coverage meeting minimum requirements as may be specified by the RFQ.

- 4.6.4. Before the Contract resulting from this RFQ is signed, the apparent successful Respondent must be registered with the Department of Revenue for the collection of Tennessee sales and use tax. The State shall not approve a contract unless the Respondent provides proof of such registration or provides documentation from the Department of Revenue that the Contractor is exempt from this registration requirement. The foregoing is a mandatory requirement of an award of a contract pursuant to this solicitation. To register, please visit the Department of Revenue's Tennessee Taxpayer Access Point (TNTAP) website for Online Registration and the Vendor Contract Questionnaire. These resources are available at the following:
<https://tntap.tn.gov/eservices/#1>

4.7. **RFQ Amendments & Cancellation**

- 4.7.1. The State reserves the right to amend this RFQ at any time, provided that it is amended in writing. However, prior to any such amendment, the State will consider whether it would negatively impact the ability of potential respondents to meet the deadlines and revise the RFQ Schedule of Events if deemed appropriate. If a RFQ amendment is issued, the State will convey it to potential respondents who submitted a Notice of Intent to Respond (refer to RFQ § 1.3). A response must address the final RFQ (including its attachments) as may be amended.
- 4.7.2. The State reserves the right, at its sole discretion, to cancel or to cancel and reissue this RFQ in accordance with applicable laws and regulations.

4.8. **State Right of Rejection**

- 4.8.1. Subject to applicable laws and regulations, the State reserves the right to reject, at its sole discretion, any and all proposals.
- 4.8.2. The State may deem as nonresponsive and reject any proposal that does not comply with all terms, conditions, and performance requirements of this RFQ. Notwithstanding the foregoing, the State reserves the right to seek clarifications or to waive, at its sole discretion, a response's minor variances from full compliance with this RFQ. If the State waives variances in a response, such waiver shall not modify the RFQ requirements or excuse the Respondent from full compliance with such, and the State may hold any resulting vendor to strict compliance with this RFQ.
- 4.8.3. The State will review the response evaluation record and any other available information pertinent to whether or not each respondent is responsive and responsible. If the evaluation team identifies any respondent that appears not to meet the responsive and responsible thresholds such that the team would not recommend the respondent for potential contract award, this determination will be fully documented for the record. ("Responsive" is defined as submitting a response that conforms in all material respects to the RFQ. "Responsible" is defined as having the capacity in all respects to perform fully the contract requirements, and the integrity and reliability which will assure good faith performance.)

4.9. **Assignment & Subcontracting**

- 4.9.1. The vendor may not subcontract, transfer, or assign any portion of the Contract awarded as a result of this RFQ without prior approval of the State. The State reserves the right to refuse approval, at its sole discretion, of any subcontract, transfer, or assignment.
- 4.9.2. If a Respondent intends to use subcontractors, the response to this RFQ must specifically identify the scope and portions of the work each subcontractor will perform (refer to RFQ Attachment B, Item B.14.).
- 4.9.3. Subcontractors identified within a response to this RFQ will be deemed as approved by the State unless the State expressly disapproves one or more of the proposed subcontractors prior to signing the Contract.

- 4.9.4. The Contractor resulting from this RFQ may only substitute another subcontractor for a proposed subcontractor at the discretion of the State and with the State's prior, written approval.
- 4.9.5. Notwithstanding any State approval relating to subcontracts, the Contractor resulting from this RFQ will be the prime contractor and will be responsible for all work under the Contract.

4.10. **Next Ranked Respondent**

The State reserves the right to initiate negotiations with the next ranked respondent should the State cease doing business with any respondent selected via this RFQ process.

5. **PROCUREMENT PROCESS & CONTRACT AWARD**

- 5.1. The vendor selection process will be based on the Qualification of Technical Responses; Any contract award is subject to successful contract negotiation.
- 5.2. Qualification of Technical Responses: Technical Responses will be short-listed for further evaluation, analysis or negotiation if they are apparently responsive, responsible, and within the competitive range. A Technical Response will be deemed within the competitive range based on the following criterion:
- 5.3. **The Technical Response score must attain a combined score of 60. This minimum score threshold represents a score of 60% from RFQ Attachments B & C.**

Phase I: The State will evaluate the Mandatory Requirements set forth in RFQ Attachment A on a pass/fail basis.

Phase II: Following the Phase I evaluation, the State will apply a standard equitable evaluation model, which will represent a qualitative assessment of each response. Each response will be scored by Evaluation Team members according to the Technical Response & Evaluation Guides (See RFQ Attachments B & C).

The Solicitation Coordinator will total the average score from the evaluation team for each responsive and responsible Respondent's Technical Response Points for RFQ Attachments B & C to determine which of the Respondents are considered Qualified and within the competitive range.

- 5.4. Catalog Submissions: Catalogs shall be submitted as a separate file, as per RFQ Attachment D; however, only catalog submissions from Qualified Respondents will be opened. Catalog submission shall be signed and dated by the Contractor.
- 5.5. Clarifications and Negotiations: The State reserves the right to award a contract on the basis of initial responses received; therefore, each response should contain the respondent's best terms from a technical and cost standpoint. However, the State reserves the right to conduct clarifications or negotiations with respondents. All communications, clarifications, and negotiations shall be conducted in a manner that supports fairness in response improvement.
- 5.5.1. Clarifications: The State may identify areas of a response that may require further clarification or areas in which it is apparent that there may have been miscommunications or misunderstandings as to the State's specifications or requirements. The State may seek to clarify those issues identified during one or multiple clarification round(s). Each clarification sought by the State may be unique to an individual respondent.

5.5.2. Negotiations: The State may elect to negotiate with Qualified Respondents, within the competitive range, by requesting revised responses, negotiating costs, or finalizing contract terms and conditions. The State reserves the right to conduct multiple negotiation rounds.

5.5.2.1. Cost Negotiations: All responsive respondents within the competitive range will be given equivalent information with respect to cost negotiations. All cost negotiations will be documented for the procurement file. Additionally, the State may conduct target pricing and other goods or services level negotiations. Target pricing may be based on considerations such as current pricing, market considerations, benchmarks, budget availability, or other methods that do not reveal individual respondent pricing. During target price negotiations, respondents are not obligated to meet or beat target prices, but will not be allowed to increase prices.

5.5.2.2. If the State determines costs and contract finalization discussions and negotiations are not productive, the State reserves the right to bypass the apparent best evaluated Respondent and enter into contract negotiations with the next apparent best evaluated Respondent.

5.5.2.3. Evaluation Guide

The State will consider qualifications, experience, technical approach, and cost (if applicable) in the evaluation of responses and award points in each of the categories detailed below. The maximum evaluation points possible for each category are detailed below.

Evaluation Category	Maximum Points Possible
Mandatory Requirements (refer to RFQ Attachment A)	Pass/Fail
General Qualifications, Experience, Technical Qualifications, Experience & Approach (refer to RFQ Attachment B)	25 points
Technical Qualifications, Experience & Approach (refer to RFQ Attachment C)	75 points

ATTACHMENT A**TECHNICAL RESPONSE & EVALUATION GUIDE**

All Respondents must address all items detailed below and provide, in sequence, the information and documentation as required (referenced with the associated item references). All Respondents must also detail the response page number for each item in the appropriate space below.

The Solicitation Coordinator will review all responses to determine if the Mandatory Requirement Items are addressed as required and mark each with pass or fail. For each item that is not addressed as required, the Evaluation Team must review the responses and attach a written determination. In addition to the Mandatory Requirement Items, the Solicitation Coordinator will review each response for compliance with all RFQ requirements.

RESPONDENT LEGAL ENTITY NAME:			
Response Page # (Respondent completes)	Item Ref.	Section A— Mandatory Requirement Items	Pass/Fail
		The Technical Response must be delivered to the State no later than the Technical Response Deadline specified in the RFQ § 2, Schedule of Events.	
		The Technical Response must not contain cost or pricing information of any type.	
		The Technical Response must not contain any restrictions of the rights of the State or other qualification of the response.	
		A Respondent must not submit alternate responses.	
		A Respondent must not submit multiple responses in different forms (as a prime and a subcontractor).	
	A.1.	Provide the Statement of Certifications and Assurances (RFQ Attachment E) completed and signed by an individual empowered to bind the Respondent to the provisions of this RFQ and any resulting contract. The document must be signed without exception or qualification.	
	A.2.	Provide a statement, based upon reasonable inquiry, of whether the Respondent or any individual who shall perform work under the contract has a possible conflict of interest (e.g., employment by the State of Tennessee) and, if so, the nature of that conflict. NOTE: Any questions of conflict of interest shall be solely within the discretion of the State, and the State reserves the right to cancel any award.	
	A.3.	Provide evidence of FCC Form 498 ID (formerly known as a SPIN) – this can be accomplished by providing your PDF or screen shot of the 498 ID.	
	A.4.	Provide evidence of FCC Green Light Status – this can be accomplished by providing a screen shot from the FCC CORES system associated with your FCC Registration Number (FRN)	

RESPONDENT LEGAL ENTITY NAME:			
Response Page # (Respondent completes)	Item Ref.	Section A— Mandatory Requirement Items	Pass/Fail
<i>State Use – RFQ Coordinator Signature, Printed Name & Date:</i>			

ATTACHMENT B**TECHNICAL RESPONSE & EVALUATION GUIDE**

SECTION B: GENERAL QUALIFICATIONS & EXPERIENCE. The Respondent must address all items detailed below and provide, in sequence, the information and documentation as required (referenced with the associated item references). The Respondent must also detail the response page number for each item in the appropriate space below. Evaluation Team members will independently evaluate and assign one score for all responses to Section B— General Qualifications & Experience Items.

RESPONDENT LEGAL ENTITY NAME:		
Response Page # (Respondent completes)	Item Ref.	Section B— General Qualifications & Experience Items
	B.1.	Detail the name, e-mail address, mailing address, telephone number, and facsimile number of the person the State should contact regarding the response.
	B.2.	Describe the Respondent's form of business (<i>i.e.</i> , individual, sole proprietor, corporation, non-profit corporation, partnership, limited liability company) and business location (physical location or domicile).
	B.3.	Detail the number of years the Respondent has been in business.
	B.4.	Briefly describe how long the Respondent has been performing the goods or services required by this RFQ.
	B.5.	Describe the Respondent's number of employees, client base, and location of offices.
	B.6.	Provide a statement of whether there have been any mergers, acquisitions, or sales of the Respondent within the last ten (10) years. If so, include an explanation providing relevant details.
	B.7.	Provide a statement of whether the Respondent or, to the Respondent's knowledge, any of the Respondent's employees, agents, independent contractors, or subcontractors, proposed to provide work on a contract pursuant to this RFQ, have been convicted of, pled guilty to, or pled <i>nolo contendere</i> to any felony. If so, include an explanation providing relevant details.
	B.8.	Provide a statement of whether, in the last ten (10) years, the Respondent has filed (or had filed against it) any bankruptcy or insolvency proceeding, whether voluntary or involuntary, or undergone the appointment of a receiver, trustee, or assignee for the benefit of creditors. If so, include an explanation providing relevant details.
	B.9.	Provide a statement of whether there is any material, pending litigation against the Respondent that the Respondent should reasonably believe could adversely affect its ability to meet contract requirements pursuant to this RFQ or is likely to have a material adverse effect on the Respondent's financial condition. If such exists, list each separately, explain the relevant details, and attach the opinion of counsel addressing whether and to what extent it would impair the Respondent's performance in a contract pursuant to this RFQ. NOTE: All persons, agencies, firms, or other entities that provide legal opinions regarding the Respondent must be properly licensed to render such opinions. The State may require

RESPONDENT LEGAL ENTITY NAME:		
Response Page # (Respondent completes)	Item Ref.	Section B— General Qualifications & Experience Items
		the Respondent to submit proof of such licensure detailing the state of licensure and licensure number for each person or entity that renders such opinions.
	B.10.	Provide a statement of whether there is any pending or in progress Securities Exchange Commission investigations involving the Respondent. If such exists, list each separately, explain the relevant details, and attach the opinion of counsel addressing whether and to what extent it will impair the Respondent's performance in a contract pursuant to this RFQ. NOTE: All persons, agencies, firms, or other entities that provide legal opinions regarding the Respondent must be properly licensed to render such opinions. The State may require the Respondent to submit proof of such licensure detailing the state of licensure and licensure number for each person or entity that renders such opinions.
	B.11.	Provide a brief, descriptive statement detailing evidence of the Respondent's ability to deliver the goods or services sought under this RFQ (e.g., prior experience, training, certifications, resources, program and quality management systems, etc.).
	B.12.	Provide a narrative description of the proposed contract team, its members, and organizational structure along with an organizational chart identifying the key people who will be assigned to provide the goods or services required by this RFQ, illustrating the lines of authority, and designating the individual responsible for the completion of each task and deliverable of the RFQ.
	B.13.	Provide a personnel roster listing the names of key people who the Respondent will assign to perform tasks required by this RFQ along with the estimated number of hours that each individual will devote to the required tasks. Follow the personnel roster with a resume for each of the people listed. The resumes must detail the individual's title, education, current position with the Respondent, and employment history.
	B.14.	Provide a statement of whether the Respondent intends to use subcontractors to accomplish the work required by this RFQ, and if so, detail: (a) the names of the subcontractors along with the contact person, mailing address, telephone number, and e-mail address for each; (b) a description of the scope and portions of the work each subcontractor will perform; <u>and</u> (c) a statement specifying that each proposed subcontractor has expressly assented to being proposed as a subcontractor in the Respondent's response to this RFQ.
	B.15.	Provide documentation of the Respondent's commitment to diversity as represented by the following: (a) <u>Business Strategy</u> . Provide a description of the Respondent's existing programs and procedures designed to encourage and foster commerce with business enterprises owned by minorities, women, service-disabled veterans, businesses owned by persons with disabilities, and small business enterprises. Please also include a list of the Respondent's certifications as a diversity business, if applicable. (b) <u>Business Relationships</u> . Provide a listing of the Respondent's current contracts with business enterprises owned by minorities, women, service-disabled veterans,

RESPONDENT LEGAL ENTITY NAME:		
Response Page # (Respondent completes)	Item Ref.	Section B— General Qualifications & Experience Items
		<p>businesses owned by persons with disabilities, and small business enterprises. Please include the following information:</p> <ul style="list-style-type: none"> (i) contract description; (ii) contractor name and ownership characteristics (<i>i.e.</i>, ethnicity, gender, service-disabled, disability); and (iii) contractor contact name and telephone number. <p>(c) <u>Estimated Participation</u>. Provide an estimated level of participation by business enterprises owned by minorities, women, service-disabled veterans, businesses owned by persons with disabilities, and small business enterprises if a contract is awarded to the Respondent pursuant to this RFQ. Please include the following information:</p> <ul style="list-style-type: none"> (i) a percentage (%) indicating the participation estimate. (Express the estimated participation number as a percentage of the total estimated contract value that will be dedicated to business with subcontractors and supply contractors having such ownership characteristics only and DO NOT INCLUDE DOLLAR AMOUNTS); (ii) anticipated goods or services contract descriptions; (iii) names and ownership characteristics (<i>i.e.</i>, ethnicity, gender, service-disabled veterans, disability) of anticipated subcontractors and supply contractors. <p>NOTE: In order to claim status as a Diversity Business Enterprise under this contract, businesses must be certified by the Governor's Office of Diversity Business Enterprise (Go-DBE). Please visit the Go-DBE website at https://tn.diversitysoftware.com/FrontEnd/StartCertification.asp?TN=tn&XID=9810 for more information.</p> <p>(d) <u>Workforce</u>. Provide the percentage of the Respondent's total current employees by ethnicity and gender.</p> <p>NOTE: Respondents that demonstrate a commitment to diversity will advance State efforts to expand opportunity to do business with the State as contractors and subcontractors. Response evaluations will recognize the positive qualifications and experience of a Respondent that does business with enterprises owned by minorities, women, service-disabled veterans, businesses owned by persons with disabilities, and small business enterprises and who offer a diverse workforce.</p>
	B.16.	<p>Provide a statement of whether or not the Respondent has any current contracts with the State of Tennessee or has completed any contracts with the State of Tennessee within the previous five-year period. If so, provide the following information for all current and completed contracts:</p> <ul style="list-style-type: none"> (a) the name, title, telephone number and e-mail address of the State contact responsible for the contract at issue; (b) the name of the procuring State agency; (c) a brief description of the contract's specification for goods or scope of services; (d) the contract term; and (e) the contract number.

RESPONDENT LEGAL ENTITY NAME:		
Response Page # (Respondent completes)	Item Ref.	Section B— General Qualifications & Experience Items
	B.17.	<p>Provide customer references from individuals who are <u>not</u> current or former State employees for projects similar to the goods or services sought under this RFQ and which represent:</p> <ul style="list-style-type: none"> ▪ one (1) accounts Respondent currently services that are similar in size to the State; <u>and</u> ▪ two (2) completed projects. <p>References from at least two (2) different individuals are required to satisfy the requirements above, e.g., an individual may provide a reference about a completed project and another reference about a currently serviced account. The standard reference questionnaire, which <u>must</u> be used and completed is provided at RFQ Attachment F. References that are not completed as required may be deemed nonresponsive and may not be considered.</p> <p>The Respondent will be <u>solely</u> responsible for requesting fully completed reference questionnaires and providing instructions to references for submitting to Tamara.Byrd@tn.gov. In order to obtain and submit the completed reference questionnaires, follow the process below:</p> <p>(a) Add the Respondent's name to the standard reference questionnaire at Attachment F, and make a copy for each reference.</p> <p>(b) Send a reference questionnaire to each reference.</p> <p>(c) Instruct the reference to:</p> <ul style="list-style-type: none"> (i) complete the reference questionnaire; (ii) save the file as a document (.DOC or compatible) OR scan the form as a PDF (or compatible); (iii) name the file including the Respondent's name (iv) email the completed questionnaire to Tamara.Byrd@tn.gov. <p>NOTES:</p> <ul style="list-style-type: none"> ▪ The State will not accept late references or references submitted by any means other than that which is described above, and each reference questionnaire submitted must be completed as required. ▪ The State will not review more than the number of required references indicated above. ▪ While the State will base its reference check on the contents of the reference questionnaires emailed to Tamara.Byrd@tn.gov, the State reserves the right to confirm and clarify information detailed in the completed reference questionnaires, and may consider clarification responses in the evaluation of references. ▪ The State is under <u>no</u> obligation to clarify any reference information.
	B.18.	<p>Provide a statement and any relevant details addressing whether the Respondent is any of the following:</p> <p>(a) is presently debarred, suspended, proposed for debarment, or voluntarily excluded from covered transactions by any federal or state department or agency;</p> <p>(b) has within the past three (3) years, been convicted of, or had a civil judgment rendered against the contracting party from commission of fraud, or a criminal offence in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or grant under a public transaction;</p>

RESPONDENT LEGAL ENTITY NAME:		
Response Page # (Respondent completes)	Item Ref.	Section B— General Qualifications & Experience Items
		<p>violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;</p> <p>(c) is presently indicted or otherwise criminally or civilly charged by a government entity (federal, state, or local) with commission of any of the offenses detailed above; and</p> <ul style="list-style-type: none"> ▪ has within a three (3) year period preceding the contract had one or more public transactions (federal, state, or local) terminated for cause or default.
SCORE (for <u>all</u> Section B— Qualifications & Experience Items above): (maximum possible score = 25 points)		
<i>State Use – Evaluator Identification:</i>		

ATTACHMENT C

TECHNICAL RESPONSE & EVALUATION GUIDE

SECTION C: TECHNICAL QUALIFICATIONS, EXPERIENCE & APPROACH. The Respondent should explain its approach to providing goods or services to the State. The items listed below represent specific questions the State would request you answer in your response. For ease of review, please annotate your explanation so that it contains references to the items listed below where they are addressed. Respondent should not feel constrained to answer only the specific questions listed below in its explanation and should feel free to provide attachments if necessary in an effort to provide a more thorough response.

The Evaluation Team, made up of three (3) or more State employees and one (1) non-State Evaluator, will independently evaluate and score the response to each item. Each evaluator will use the following whole number, raw point scale for scoring each item:

0 = little value 1 = poor 2 = fair 3 = satisfactory 4 = good 5 = excellent

The Solicitation Coordinator will multiply the Item Score by the associated Evaluation Factor (indicating the relative emphasis of the item in the overall evaluation). The resulting product will be the item's raw, weighted score for purposes of calculating the section scores as indicated.

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	Item Ref.	Section C— Technical Qualifications, Experience & Approach Items	Item Score	Evaluation Factor	Raw Weighted Score
	C.1.	Provide a narrative that illustrates the Respondent's understanding of the State's requirements and project schedule.		1	
	C.2.	Describe how your organization manages E-Rate expertise internally and stays abreast of changing E-Rate conditions and requirements. Your response should include a description of how your internal E-Rate expertise will be leveraged in your response to this RFQ and any specific actions you will take to help the State achieve and maintain compliance.		1	
	C.3.	<p>Understanding of Network Topologies currently in use in TN</p> <p>The State does not impose a single standard for the configuration and topology of wide area networks in TN LEAs and consequently there are several different topologies in use today to interconnect school facilities within an LEA and to provide Internet connectivity. Topology is the way a network is arranged, including how various nodes, devices, and connections on the network are physically or logically arranged in relation to each other. It is important that Respondents fully understand the configurations in use today in TN LEAs.</p> <p>Please provide technical diagrams to describe the Respondent's understanding of the three (3) most common topologies in use today in TN for Internet connectivity across an LEA.</p>		1	

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	Item Ref.	Section C— Technical Qualifications, Experience & Approach Items	Item Score	Evaluation Factor	Raw Weighted Score
	C.4.	Please provide service details and technical diagrams to describe how Respondent will deliver connectivity, including the Respondent's proposed network topology for each service in which the Respondent is bidding (Pro Forma Contract Scope A.3-A.8). In addition, include any last mile connectivity or other partner strategies that the Respondent will use to make service connections.		2	
	C.5	<p>a) Based on the Respondent's services needed to satisfy the requirements of Pro Forma Contract Scope A.3-A.8, please provide the SLA for each service the Respondent has included in their Category 1 Catalog Submission. Note that the Category 1 Pro Forma Contract Scope of Services provides some additional guidelines on SLA requirements.</p> <p>b) Please provide technical information on how the company will meet that proposed SLA at all points in the connection from the Internet to the termination point(s) and data link(s) of the Respondent's service at physical location(s). The response should address considerations such as; intrinsic QoS, redundancy/fall back, monitoring, diagnostics and other capabilities, particularly those that might be considered proprietary or differentiating in nature.</p>		2	
	C.6	<p>Capacity Planning Demands on bandwidth vary dramatically at different times throughout the school year. For example; during online assessment windows, concurrent demand for bandwidth across the State will run many times higher than average usage patterns outside of these windows. Additionally, as the State promotes increased use of Internet connectivity with improved device to student ratios and increased emphasis on the use of media-rich digital content, demand for bandwidth in individual schools, LEAs, or statewide usage may increase by significant increments with little warning. The department would like to understand your procedures for pro-actively planning and managing network capacity to meet both increasing and transient demands for higher bandwidth and capacity.</p> <p>a) Please provide an explanation of the Respondent's capacity planning process, real time monitoring, policies related to circuit headroom and the ability of your network to support bursting or other mechanisms to</p>		1	

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	Item Ref.	Section C— Technical Qualifications, Experience & Approach Items	Item Score	Evaluation Factor	Raw Weighted Score
		address unexpected usage spikes, which may include system or process documentation.			
	C.7	<p>Network Performance Internet Connectivity in education is increasingly being used for real-time teaching applications and processes that must occur during short, finite windows of time. Bottlenecks or unpredictability of performance during these windows can have more significant impact on the success of the process and an end-user's perception of the quality of a network than in many other commercial applications. This pattern of usage also results in identical actions and content being accessed simultaneously by multiple users, for example; a class of students all viewing an interactive multi-media presentation at the same time. It should also be noted that the State is moving increasingly to Software as a Service applications (SaaS) which can be delay-sensitive and bandwidth intensive, and online collaborative systems, multicasting video and other bandwidth intensive activities. While the performance of a system overall is a function of many factors and not just the wide area network, the State considers a high performance WAN to be more than simply a high bandwidth network and wishes to understand how network performance and promised speeds will be delivered in consideration of the somewhat unique and evolving patterns associated with Internet usage in a K-12 institution.</p> <p>a) Please describe the technologies and approaches the Respondent employs to deliver a high performance network that is always consistent with contracted bandwidth speeds. The response should discuss caching and additional characteristics, such as the capability to reserve network resources in advance and to guarantee performance to match specific qualities of service.</p>		1	
	C.8	<p>Service Area Identify which of the grand divisions (East, Middle, West, and/or all)West) in which the Respondent can provide Category 1 services and the service coverage in the division Respondent may submit service coverage map.</p>		1	
	C.9	<p>Maintenance and Technical Support E-Rate Category 1 allows for maintenance and technical support services to be an</p>		1	

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	Item Ref.	Section C— Technical Qualifications, Experience & Approach Items	Item Score	Evaluation Factor	Raw Weighted Score
		<p>e-Ratable cost provided that service is provided as a component of one of the eligible connectivity services. The Category 1 Catalog submission will include provision for the Respondent's eligible maintenance and technical support services. The State places importance on the quality and completeness of maintenance and technical support services and wishes to fully understand your services in this regard.</p> <p>a) Please provide complete details of the standard inclusions, exclusions and proposed SLA for each e-Rate Eligible maintenance and technical support service the Respondent has included in their Category 1 Catalog submission.</p> <p>b) Please provide complete details of the standard inclusions, exclusions and proposed SLA for maintenance and technical support services (if any) that are included in each service you have bid on and which have no cost to the service recipient and with no cost component, either bundled, billed or amortized, reflected in the Category 1 Catalog submission.</p> <p>c) Please provide complete details of the standard inclusions, exclusions, proposed SLA and pricing table for any ineligible maintenance and technical support services (if any) that a service recipient may optionally purchase at additional cost without e-Rate benefit and that is not reflected in the Respondent's Category 1 Catalog submission.</p> <p>d) Please provide details of how LEAs will request and follow up on the status of requests for technical support. The response should include information on; help desk software, online systems, including; self-monitoring and analytics tools, availability of live operators, service hours, access to technicians and a description of your support escalation process.</p> <p>e) Please provide information on the number, geographic location, qualifications and percentage allocation of technical support engineers as it relates</p>			

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	Item Ref.	Section C— Technical Qualifications, Experience & Approach Items	Item Score	Evaluation Factor	Raw Weighted Score
		<p>to grand divisions you have listed in the response to Item Reference C.7. The Respondent may also discuss remote support capabilities in this response.</p> <p>f) Please provide the Respondent's typical / historical maintenance schedule for each service included in the Category 1 Catalog submission and describe the process for advance notification of maintenance requirements.</p>			
	C.10	<p>Security and Privacy The protection of student's engaging in online activities, staff and student identities, and data stored in online data systems is of paramount importance to the State. By necessity, Education is a publicly accountable industry that is regulated at multiple levels and subject to some of the strictest federal and state laws related to the disclosure of personally identifiable information (PII), such as; FERPA. While security of a system and protection of sensitive data involves many aspects, the wide area network is both a source of vulnerability and a source of defense. Education would like to understand any specific technologies, configurations or processes that the Respondent employs to help ensure the safety and privacy of data and the online activities of our students. a) The e-Rate Category 1 list permits delivery of basic firewall services if provided as a standard component of an eligible Internet service.</p> <p>A) Please describe the firewall capabilities of the Respondent's Internet services, including; a diagram illustrating the physical location of firewall capabilities relative to the network topology, a discussion on how the capability is enabled (i.e. appliance, network feature, software) and how the firewall rules are configured and customized.</p> <p>b) It is not uncommon for an education institution to be compelled to respond to a Request for Information, notification of a data breach or other security incident. In these cases time is of the essence and data logged by the Internet service provider will often be critical to an investigation.</p> <p>Please provide an overview of the process for responding to a mandatory security related incident or request for information, including an overview of the data related to access and traffic that the Respondent logs as part of their standard service operations.</p>		1	

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	Item Ref.	Section C— Technical Qualifications, Experience & Approach Items	Item Score	Evaluation Factor	Raw Weighted Score
		c) Please describe the organization's internal security policy as it relates to a K-12 customer and the strict requirements of federal and state laws such as FERPA. The response should discuss limiting access to network equipment and visibility to data flows, physical location/data center security, tamper prevention for network components, intruder detection / network authentication, personnel screening, support for the prevention of malicious actions, such as; "Man in the Middle" and "Denial of Service" exploits and any other information you deem relevant to this topic.			
	C.11	<p>Network Metrics and Usage Analytics</p> <p>As the TDOE moves increasingly toward cloud-based solutions and Software as a Service (SaaS) application delivery models, the ability to perform network analytics and view metrics beyond data volumes and QoS metrics becomes increasingly important for activities such as; holding online vendors accountable to SLA's, tuning products, performing online readiness assessments in schools, reacting rapidly to issues impacting critical online processes, performing timely upgrades and maintenance, and performing advanced web analytics around student engagement online with specific applications. While it is common for this type of measurement to occur at the LAN level there is also value in the data that can be collected at the WAN level.</p> <p>a) Please provide an overview of the network metrics and usage analytics data that the Respondent can provide to help support all or part of the activities described above.</p> <p>b) Please include a description of how this data will be provided or made available on demand.</p>		1	
	C.12	<p>Services</p> <p>Please list the areas of service offerings that your company provides, beyond the connectivity services listed in C.4.</p> <p>The Respondent may include service offerings that are not subject to e-Rate support. Do not include pricing.</p>		1	

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	Item Ref.	Section C— Technical Qualifications, Experience & Approach Items	Item Score	Evaluation Factor	Raw Weighted Score
<i>The Solicitation Coordinator will use this sum and the formula below to calculate the section score. All calculations will use and result in numbers rounded to two (2) places to the right of the decimal point.</i>			Total Raw Weighted Score: (sum of Raw Weighted Scores above)		
Total Raw Weighted Score		X 75 (maximum possible score)		= SCORE:	
Maximum Possible Raw Weighted Score (i.e., 5 x the sum of item weights above)					
<i>State Use – Evaluator Identification:</i>					
<i>State Use – Solicitation Coordinator Signature, Printed Name & Date:</i>					

ATTACHMENT D

Catalog Submission Guide
For Qualified Respondents Only

Catalog Submission will only be opened of Qualified Respondents. As a requirement of the RFQ, this Catalog submission will need to be signed and dated by the Contractor.

INSERT CONTRACTOR NAME

INSERT LOGO (optional)

DATE CREATED/UPDATED

Service Category	Service	Services Description	Maximum Price \$
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Contractor Catalog Signature

Date

ATTACHMENT E**STATEMENT OF CERTIFICATIONS AND ASSURANCES**

An individual responding in his or her individual capacity or legally empowered to contractually bind the Respondent must complete and sign the Statement of Certifications and Assurances below as required, and this signed statement must be included with the response as required by the Request for Qualifications.

The Respondent does, hereby, expressly affirm, declare, confirm, certify, and assure ALL of the following:

1. The Respondent will comply with all of the provisions and requirements of the RFQ.
2. The Respondent will provide all specified goods or services as required by the contract awarded pursuant to this RFQ.
3. The Respondent accepts and agrees to all terms and conditions set out in the contract awarded pursuant to this RFQ.
4. The Respondent acknowledges and agrees that a contract resulting from the RFQ shall incorporate, by reference, all Response responses as a part of the contract.
5. The Respondent will comply, as applicable, with:
 - (a) the laws of the State of Tennessee;
 - (b) Title VI of the federal Civil Rights Act of 1964;
 - (c) Title IX of the federal Education Amendments Act of 1972;
 - (d) the Equal Employment Opportunity Act and the regulations issued there under by the federal government; and,
 - (e) the Americans with Disabilities Act of 1990 and the regulations issued there under by the federal government.
6. To the best of the undersigned's knowledge, information or belief, the information detailed within the Response to the RFQ is accurate.
7. The Response submitted to the RFQ was independently prepared, without collusion, and under penalty of perjury.
8. No amount shall be paid directly or indirectly to an employee or official of the State of Tennessee as wages, compensation, or gifts in exchange for acting as an officer, agent, employee, subcontractor, or consultant to the Respondent in connection with the request or any potential resulting contract.
9. The Response submitted in response to the RFQ shall remain valid for at least 120 days subsequent to the date of the Response opening and thereafter in accordance with any contract pursuant to the RFQ.
10. The Respondent affirms the following statement, as required by the Iran Divestment Act Tenn. Code Ann. § 12-12-111: "By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each bidder is not on the list created pursuant to § 12-12-106." For reference purposes, the list is currently available online at: <https://www.tn.gov/generalservices/procurement/central-procurement-office--cpo-/library-/public-information-library.html>.

By signature below, the signatory certifies legal authority to bind the responding entity to the provisions of this request and any contract awarded pursuant to it. The State may, at its sole discretion and at any time, require evidence documenting the signatory's authority to be personally bound or to legally bind the responding entity.

DO NOT SIGN THIS DOCUMENT IF YOU ARE NOT LEGALLY AUTHORIZED TO DO SO BY THE ENTITY RESPONDING TO THIS RFQ.

SIGNATURE & DATE:

PRINTED NAME & TITLE:

LEGAL ENTITY NAME:

ATTACHMENT F

REFERENCE QUESTIONNAIRE

The standard reference questionnaire provided on the following pages of this attachment MUST be completed by all individuals offering a reference for the Respondent.

The Respondent will be responsible for obtaining completed reference questionnaires as required (refer to RFQ Attachment B, General Qualifications & Experience Items, Item B.17.). Each individual responding to this reference questionnaire shall email the completed questionnaire to Tamara.Byrd@tn.gov.

RFQ # 33104-00220 REFERENCE QUESTIONNAIRE

RESPONDENT NAME: RESPONDENT NAME (completed by respondent before reference is requested)

The "respondent name" specified above, intends to submit a response to the State of Tennessee in response to the Request for Qualifications (RFQ) indicated. As a part of such response, the respondent must include a number of completed reference questionnaires (using this form).

Each individual responding to this reference questionnaire is asked to follow these instructions:

- complete this questionnaire (either using the form provided or an exact duplicate of this document);
- save the file as a document (.DOC or compatible) or scan the form as a PDF (or compatible)
- name the file including the Vendor name of the company that asked for the reference
- email the completed questionnaire to Tamara.Byrd@tn.gov

(1) What is the name of the individual, company, organization, or entity responding to this reference questionnaire?

(2) Please provide the following information about the individual completing this reference questionnaire on behalf of the above-named individual, company, organization, or entity.

NAME:	
TITLE:	
TELEPHONE #	
E-MAIL ADDRESS:	

(3) What goods or services do/did the vendor provide to your company or organization?

(4) What is the level of your overall satisfaction with the vendor of the goods or services described above?

Please respond by circling the appropriate number on the scale below.

	1	2	3	4	5	
least satisfied						most satisfied

RFQ # 33104-00220 PROPOSAL REFERENCE QUESTIONNAIRE — PAGE 2

If you circled 3 or less above, what could the vendor have done to improve that rating?

- (5) If the goods or services that the vendor provided to your company or organization are completed, were the goods or services completed in compliance with the terms of the contract, on time, and within budget? If not, please explain.**

- (6) If the vendor is still providing goods or services to your company or organization, are these goods or services being provided in compliance with the terms of the contract, on time, and within budget? If not, please explain.**

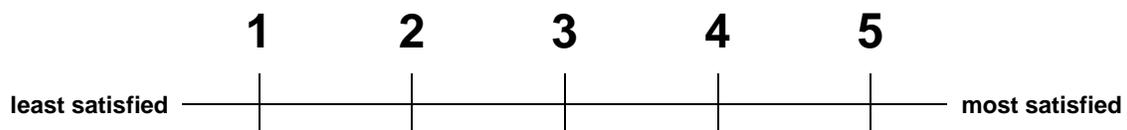
- (7) How satisfied are you with the vendor's ability to perform based on your expectations and according to the contractual arrangements?**

- (8) In what areas of goods or service delivery do/did the vendor excel?**

- (9) In what areas of goods or service delivery do/did the vendor fall short?**

- (10) What is the level of your satisfaction with the vendor's project management structures, processes, and personnel?**

Please respond by circling the appropriate number on the scale below.

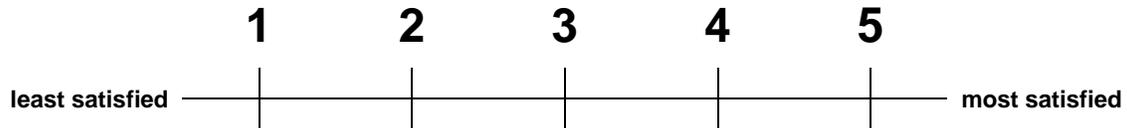


What, if any, comments do you have regarding the score selected above.

RFQ # 33104-00220 PROPOSAL REFERENCE QUESTIONNAIRE — PAGE 3

- (11) Considering the staff assigned by the vendor to deliver the goods or services described in response to question 3 above, how satisfied are you with the technical abilities, professionalism, and interpersonal skills of the individuals assigned?

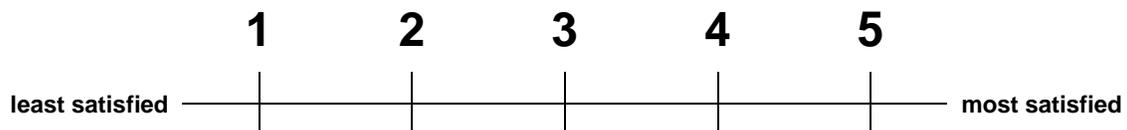
Please respond by circling the appropriate number on the scale below.



What, if any, comments do you have regarding the score selected above?

- (12) Would you contract again with the vendor for the same or similar goods or services?

Please respond by circling the appropriate number on the scale below.



What, if any, comments do you have regarding the score selected above?

ATTACHMENT G

RFQ # 33104-00220 PRO FORMA CONTRACT

The *pro forma* contract detailed in following pages of this exhibit contains some “blanks” (signified by descriptions in capital letters) that will be completed with appropriate information in the final contract resulting from the RFQ.



**CONTRACT
BETWEEN THE STATE OF TENNESSEE,
TENNESSEE DEPARTMENT OF EDUCATION
AND
CONTRACTOR NAME**

This Contract, by and between the State of Tennessee, Tennessee Department of Education ("State") and **Contractor Legal Entity Name** ("Contractor"), is for the provision of E-Rate Program for Tennessee Local Education Agencies – Category One – TEBC - Tennessee Education Broadband Consortium , as further defined in the "SCOPE." State and Contractor may be referred to individually as a "Party" or collectively as the "Parties" to this Contract.

The Contractor is a For-Profit Corporation
Contractor Place of Incorporation or Organization: **Location**
Contractor Edison Registration ID # **Number**

A. SCOPE:

- A.1. The Contractor shall provide all goods or services and deliverables as required, described, and detailed below and shall meet all service and delivery timelines as specified by this Contract.
- A.2. Definitions. For purposes of this Contract, definitions shall be as follows and as set forth in the Contract:
- a. Category 1 ("Category 1"): One of two service categories defined in the FCC's Eligible Services List. This category focuses on broadband products/services within a school building or school district.
 - b. Charter School ("Charter School"): A Charter School is a publicly funded independent school established by teachers, parents, or community groups under the terms of a charter with a local Tennessee school district.
 - c. Domain Name System ("DNS"): The Domain Name System is a network of directories on the Internet used to resolve host names (e.g., www.tn.gov) into machine-readable IP addresses (e.g., 192.264.1.1.81).
 - d. Dynamic Host Configuration Protocol ("DHCP"): Dynamic Host Configuration Protocol is a network protocol used on IP networks where a DHCP service automatically assigns an IP address and other information to each host on the network so they can communicate efficiently with other endpoints.
 - e. Eligible Services List ("ESL"): The Eligible Services List is released by the FCC prior to the opening of the Form 471 application filing window opens. This list contains a description of the products and services that will be eligible for discounts, along with additional helpful information such as eligibility conditions for each category of service for each specified funding year.

- f. E-Rate (“E-Rate”): E-Rate is the Schools and Libraries Program funded via the Universal Service Fund and administrated by USAC. The E-Rate program is responsible for the discounts funding provided to schools and libraries across the nation for procurement of broadband services to the building and into the school and/or classroom or public area of a library.
- g. Federal Communications Commission (“FCC”): The Federal Communications Commission is an independent agency of the United State government created by statute (47 U.S.C. § 151 and 47 U.S.C. § 154) to regulate interstate communications by radio, television, wire, satellite, and cable.
- h. Form 471 (“Form 471”): Form 471 is the Services Ordered and Certification Form and is the form by which E-Rate applicants requested discounts for eligible products and/or services. This form is required to be filed annually during the Form 471 application window.
- i. Form 472 (“Form 472”): Form 472 is the Billed Entity Applicant Reimbursement (BEAR) form which is used by the Billed Entity to request E-Rate discount reimbursement for eligible products/services received on or after the effective date of discounts and already paid for by the applicant.
- j. Form 473 (“Form 473”): E-Rate service providers file an FCC Form 473 (Service Provider Annual Certification {SPAC}) to certify they are compliant with Schools and Libraries (E-Rate) Program rules. Service providers must have a SPAC Form on file for each funding year they participate in the E-Rate Program and for each Service Provider Identification Number (SPIN and/or Form 498 ID). This form is required by the program in order for invoices to be paid to the service provider.
- k. Form 498 (“Form 498”): Form 498 is the Service Provider Identification Number and General Contract Information Form and is used to collect contract, remittance, and payment information for service providers that receive support from the federal universal service programs. If an applicant opts to use Form 472 for reimbursement of their approved discounts, they too are required to complete FCC Form 498.
- l. Local Education Agency (“LEA”): For the purposes of the Contract, Local Education Agency is the term used to collectively refer to all Tennessee public Local Education Agencies, Charter Schools, State schools, the Achievement School District, the Department of Children’s Services, and library systems in the State of Tennessee.
- m. Red Light Status (“Red Light Status”): A Red Light Status indicates a company has one or more delinquent bills that will prevent the company from conducting business with the government. If you have one or more delinquent bills that were paid and are currently being processed, a Red Light Status will display.
- n. Service Level Agreement / Quality of Service Agreement (“SLA / QoSA”): A Service Level Agreement or a Quality of Service Agreement define the level of service a customer expects from a vendor, laying out the metrics by which service is measured, as well as remedies or penalties should the service levels not be achieved.
- o. Schools and Libraries Division (“SLD”): Schools and Libraries Division is a division of USAC that administers the E-Rate Program.
- p. Scope of Work (“SOW”): A Scope of Work is the area in an agreement where the work to be performed is described. The SOW should contain any milestones, reports, deliverables, and end products that are expected to be provided by the performing party. The SOW should also contain a timeline for all deliverables.

- q. Universal Service Administration Company (“USAC”): An independent, not-for-profit corporation created by the FCC to administer the four (4) universal service programs (Schools and Libraries, Rural Health Care, Lifeline, High Cost) which help provide communities across the country with access to affordable telecommunications services.
- r. Wide Area Network (“WAN”): Wide Area Network is a telecommunication network or computer network that extends over a large geographical distance.
- A.3. Basic Conduit Internet Access. The Contractor shall provide Basic Conduit Access to the internet, a service that provides broadband connectivity between the Internet and one (1) or more eligible locations within an LEA or group of schools. Non-Exhaustive Examples:
- a. connecting a single, independent school directly to the Internet
 - b. connecting each school in a small LEA directly to the Internet where the LEA does not required interconnectivity between schools or the aggregation of services at one (1) or more LEA locations
 - c. connecting one (1) or more eligible LEA schools/buildings or a group of schools/buildings directly to the Internet in an aggregated/centralized manner whereby the remainder of the eligible locations within that LEA or school cluster are connected to the aggregation point(s) via transport circuits to distribute the Internet to those additional locations.
- A.4. Mandatory Service Component. The Contractor shall provide Internet Access service, necessary and appropriate transport service and all equipment necessary to connect one (1) or more eligible locations to the Internet utilizing one of the eligible Category 1 broadband service types capable of delivering a consistent speed between 1.5Mbps and 100Gbps. The service shall be supported by a Service Level / Quality of Service Agreement (SLA/QoS) acceptable to the State and reflecting a minimum service uptime of 99.9% during normal school hours, defined as; 7:00 A.M. to 5:00 P.M. Monday through Friday and 98.7% outside of these hours.
- A.5. Data Transmission/Transport Services between eligible locations in a LEA. The Contractor shall provide transport circuits/services for groups of eligible locations to the designated aggregation site(s), a service that interconnects multiple affiliated locations into a secure, physical or virtual private network and connects that private network to the Internet in a manner that enables centralized monitoring and management of the network, configurations and resources. Non-Exhaustive Examples:
- a. All schools and buildings in a LEA are interconnected via a virtual private network (VPN) implemented at the network carrier level and with broadband Internet access enabled for all schools and buildings.
 - b. All schools and buildings in a LEA are interconnected via a virtual private network (VPN) implemented at a central office location (non-carrier) and with broadband Internet access enabled for all schools and buildings.
 - c. All schools and buildings in a LEA connected via physical data links to a central office location with broadband Internet access enabled to the office and appropriately routed to all schools and buildings.
- A.6. Connection and Enablement of the Internet. The Contractor shall provide connection and enablement to the Internet for all schools and eligible locations in a LEA or other group of eligible locations in a private, secure and centrally manageable manner, implemented using:
- a. Physical data links from eligible locations to a hub location that is connected to the Internet, and utilizing an eligible Category 1 broadband service type as appropriate for both the connection to the Internet and data links from eligible locations to the hub location. OR,

- b. An individual Internet connection for each eligible location utilizing one of the eligible Category 1 broadband service types as appropriate for each location and configured into a virtual private network maintained at either the carrier level or within a centralized location. OR,
 - c. A hybrid approach to a) and b) above. OR,
 - d. An alternate model that clearly demonstrates cost effectiveness, quality of service, and 100% compliance with E-Rate guidelines for Category 1 ESL, excluding dark fiber and self-provisioned network proposals.
- A.7. Optional Service Components. If part of the service delivery selected by the LEA, the Contractor shall provide the following services:
- a. For Internet Access delivered via Lit Fiber: Upfront and one-time special construction, installation and upgrades, such as fiber provisioning, tails and termination equipment as need on a location by location basis to implement the Contractor's services to that location in accordance with allowable E-Rate installation services.
 - b. DNS, DHCP and other common configurations applicable at the carrier level needed to enable Internet connectivity to the eligible location(s).
 - c. Upfront and one-time special construction, installation and upgrades, such as: fiber provisioning, tails and termination equipment as needed on a location by location basis within the LEA or group as needed to implement the respondent's services in that entity, including connection to the Internet and data links between locations, in accordance with allowable E-Rate installation services. NOTE: This service will only be accepted if it is deemed essential to the delivery of the mandatory component of this service offering and all other acceptable transmission options that do not require special construction if available have been proposed for that location.
 - d. Configuration of virtual private network software and/or devices located within eligible locations or at carrier locations in accordance with allowable E-Rate service for enablement of service. NOTE: Configuration of data links from locations to a central hub is implicit in option of the mandatory service component of this item.
 - e. DNS, DHCP and other common configurations applicable at the carrier level needed to enable Internet connectivity to the private network and interconnected locations.
- A.8. Firewall, Advanced Firewall/Security Services, Intrusion Detection and DDos Services. The Contractor shall provide:
- a. Basic rules-based firewall capable of blocking inbound or outbound data packets between the Internet and the eligible location provided as part of the eligible Internet Access service with no separately identifiable cost. If this service is available as part of the Contractor's standard Internet Access service delivery, this shall be indicated in the catalog pricing that qualified Contractors will provide.
 - b. Basic rules-based firewall capable of blocking inbound or outbound data packets between the Internet and locations within the private network. If this service is available as part of the Contractor's standard service delivery, please indicate this in the catalog pricing that qualified Contractors will provide.
 - c. Advanced Firewall/Security Services, Intrusion Detection and DDos Services provided either in conjunction with an eligible Internet Access service (with a separately identifiable cost) or, as a stand-alone add on service provided to the service recipient.

- E-Rate eligibility of the advanced security services described is dependent upon the FCC's adoption of the annual ESL.
- A.9. FCC Compliance. The Contractor shall maintain compliance with all FCC rules and USAC procedures with regard to participation in the E-Rate program.
- A.10. Mini-Bid Process. The Contractor shall participate in a mini-bid process as described on USAC's website and as described on the State's mini-bid information page (<https://www.tn.gov/education/district-technology/erate.html>) as part of the LEAs FCC Form 471 filing.
- a. Costs submitted during the mini-bid on individual items shall not exceed the costs published in this Contract and included in the accompanying catalog. Published costs will be an upper limit or ceiling. Costs can be submitted during the mini-bid processes that are lower than the published costs.
 - b. Contractors may not submit pricing for items or services that are not explicitly contained within the catalog provided upon award of a qualified contract. Contractors found to be in violation of this provision are subject to removal from the list of qualified contractors.
 - c. In accordance with FCC regulations and USAC guidance, cost of the eligible goods/ services will be the most heavily-weighted factor in the mini-bid evaluation matrix.
 - d. Schools and libraries shall develop an evaluation matrix based various criteria other than price alone. The evaluation matrix may include local requirements with the understanding that if a conflict exists between local procurement regulations and USAC guidance, the most restrictive of the regulations prevail.
- A.11. Scope of Work (SOW). The Contractor shall provide a Scope of Work document outlining the costs and procedures to achieve the service/product solution in response to a mini-bid solicitation for a specific facility or group of facilities within a LEA. LEAs may elect to provide services to part or all of their constituent facilities.
- a. The SOW shall clearly identify the total cost for the proposed solution and demonstrate that the overall solution does not exceed the per unit maximum cost presented by the Contractor in the catalog provided by each Contract qualified by this RFQ.
 - b. The SOW shall clearly identify the model (school-owned or leased equipment) that will be used for the solution.
 - c. The SOW will clearly describe all labor and equipment costs required to completely deploy the solution as requested by the school.
 - d. The SOW will clearly describe the escalation procedures to address service issues after deployment including a list of response times for multiple issue severity tiers.
 - e. The SOW will have signatures from both the Contractor and the authorized LEA or library personnel accepting the solution description and timeline for deployment.
- A.12. Lowest Corresponding Price. The Contractor shall comply with the FCC's Lowest Corresponding Price rule and not charge a price above the LCP for E-Rate eligible services. See 47 C.F.R. Section 54.511 and 47 CFS Section 54.500(f). Contractor may refer to USAC guidance additional information
- A.13. Quantity. The Contractor shall allow the LEAs service and service quantity to increase or decrease during the period that the contract is in effect, including voluntary extension periods.

While the State anticipates that long term service demands to expand, there may be some situations where buildings close or may need to reduce the quantity of service they receive. The Contractor shall cooperate with the LEA to reduce services in the case of building or school closure.

- A.14. Records Retention. The Contractor shall maintain all records of services provided under the resulting contract for a period of no less than ten (10) years from the last date of service in the fiscal or funding year in which a contract is in place in accordance with FCC rules. This documentation shall be digitally archived and be made available at the request of the State or LEA or other agencies such as auditors, etc.
- A.15. Contractor Standing. The Contractor shall be in good standing with the FCC, have no debts outstanding that are owed to the government and must not be on Red-Light Status. The Contractor must immediately notify the State in any event that the Contractor is notified that it has been assigned Red-Light Status and must take immediate measures to cure its Red Light Status. The Contractor's Red-Light Status may constitute a material breach of contract and the State may exercise its rights under Section D.6. Termination for Cause. Red-Light Status can be checked via the Red-Light Display System at <https://apps.fcc.gov/cores/userLogin.do>.
- A.16. Contractor Registration. The Contractor shall annually submit to the SLD, a completed Form 473, Service Provider Annual Certification Form, which is a program requirement. The Contractor shall provide a copy of the completed Form 473 to the State upon request.
- A.17. Audit and Review Support. The Contractor shall cooperate with LEA and SLD/USAC during audit exercises by providing documentation about services provided and related invoicing information including details of calculations used to produce said invoices.
- A.18. On-Premise Security. All Contractor personnel assigned to this Contract shall be required to carry company picture ID's while on-site, and on-premise visits must be authorized by site contact person. These steps must be consistent with current security practices and those practices instituted by the LEA to ensure the safety of its students.
- A.19. Provide Catalog. The Contractor shall provide information for the product catalog that contains maximum/ceiling prices for goods/services for which the Contractor is authorized to provide. Updates to the Contractor's catalog may be requested for manufacturer substitutions by emailing Erate.vendor@tnedu.gov to request the substitution. The Contractor shall ensure that any updates to their catalog meet E-Rate eligibility guidelines and verification of eligibility must be included in the request. The state will provide written approval, via email, for all approved substitutions.
- A.20. Contractor Contact Information. The Contractor shall keep all contact information current in order to be notified of additional requirements (as described below). Incorrect contact information will not be considered a valid reason for non-compliance with the stated requirements.
- A.21. Quarterly Sales Reporting. The Contractor shall provide the State quarterly sales reports to Erate.vendor@tnedu.gov and the quarterly reports should align with the State's fiscal year. The reports shall be produced as a csv (or similar) and, at a minimum, include the name and billed entity number of the customer, a detailed list of the service or equipment purchased, and total amount associated with the project.
- A.22. Annual meetings. The Contractor shall be required to attend any program meetings designated by the State as required. The Contractor may attend in-person or virtually. Notification of these meetings will be sent to the contractor's contact on file with the State's contact as noted in Section D.2.

- A.23. Warranty. Contractor represents and warrants that the term of the warranty (“Warranty Period”) shall be the greater of the Term of this Contract or any other warranty generally offered by Contractor, its suppliers, or manufacturers to customers of its goods or services. The goods or services provided under this Contract shall conform to the terms and conditions of this Contract throughout the Warranty Period. Any nonconformance of the goods or services to the terms and conditions of this Contract shall constitute a “Defect” and shall be considered “Defective.” If Contractor receives notice of a Defect during the Warranty Period, then Contractor shall correct the Defect, at no additional charge.

Contractor represents and warrants that the State is authorized to possess and use all equipment, materials, software, and deliverables provided under this Contract.

Contractor represents and warrants that all goods or services provided under this Contract shall be provided in a timely and professional manner, by qualified and skilled individuals, and in conformity with standards generally accepted in Contractor’s industry.

If Contractor fails to provide the goods or services as warranted, then Contractor will re-provide the goods or services at no additional charge. If Contractor is unable or unwilling to re-provide the goods or services as warranted, then the State shall be entitled to recover the fees paid to Contractor for the Defective goods or services. Any exercise of the State’s rights under this Section shall not prejudice the State’s rights to seek any other remedies available under this Contract or applicable law.

- A.24. Inspection and Acceptance. The State shall have the right to inspect all goods or services provided by Contractor under this Contract. If, upon inspection, the State determines that the goods or services are Defective, the State shall notify Contractor, and Contractor shall re-deliver the goods or provide the services at no additional cost to the State. If after a period of thirty (30) days following delivery of goods or performance of services the State does not provide a notice of any Defects, the goods or services shall be deemed to have been accepted by the State.

B. TERM OF CONTRACT:

This Contract shall be effective for the period beginning on **Date** (“Effective Date”) and ending on **Date**, (“Term”). The State shall have no obligation for goods delivered or services provided by the Contractor prior to the Effective Date.

C. PAYMENT TERMS AND CONDITIONS:

- C.1. Maximum Liability. In no event shall the maximum liability of the State under this Contract exceed **Written Dollar Amount (\$Number)** (“Maximum Liability”). This Contract does not grant the Contractor any exclusive rights. The State does not guarantee that it will buy any minimum quantity of goods or services under this Contract. Subject to the terms and conditions of this Contract, the Contractor will only be paid for goods or services provided under this Contract after a purchase order is issued to Contractor by the State or as otherwise specified by this Contract.
- C.2. Compensation Firm. The payment methodology in Section C.3. of this Contract shall constitute the entire compensation due the Contractor for all goods or services provided under this Contract regardless of the difficulty, materials or equipment required. The payment methodology includes all applicable taxes, fees, overhead, and all other direct and indirect costs incurred or to be incurred by the Contractor.
- C.3. Payment Methodology. The Contractor shall be compensated based on the payment methodology for goods or services authorized by the State in a total amount as set forth in Section C.1.

- a. The Contractor's compensation shall be contingent upon the satisfactory provision of goods or services as set forth in Section A.
- b. The Contractor shall be compensated based upon the following payment methodology:

Goods or Services Description	Amount (per compensable increment)
See Attachment B for catalog	\$ Number

- C.4. Travel Compensation. The Contractor shall not be compensated or reimbursed for travel time, travel expenses, meals, or lodging.
- C.5. Invoice Requirements. The Contractor shall invoice the State only for goods delivered and accepted by the State or services satisfactorily provided at the amounts stipulated in Section C.3., above. Contractor shall submit invoices and necessary supporting documentation, no more frequently than once a month, and no later than thirty (30) days after goods or services have been provided to the following address:

Steven Sanders
 Director, District Technology
 Andrew Johnson Towers, 10th Floor
 710 James Robertson Parkway
 Nashville, TN 37243
Steven.Sanders@tn.gov

The address above pertains to purchases by State. All other invoices shall be sent to the purchasing LEA.

- a. Each invoice, on Contractor's letterhead, shall clearly and accurately detail all of the following information (calculations must be extended and totaled correctly):
- (1) Invoice number (assigned by the Contractor);
 - (2) Invoice date;
 - (3) Contract number (assigned by the State);
 - (4) Customer account name: Tennessee Department of Education, Office of State Technology
 - (5) Customer account number (assigned by the Contractor to the above-referenced Customer);
 - (6) Contractor name;
 - (7) Contractor Tennessee Edison registration ID number;
 - (8) Contractor contact for invoice questions (name, phone, or email);
 - (9) Contractor remittance address;
 - (10) Description of delivered goods or services provided and invoiced, including identifying information as applicable;
 - (11) Number of delivered or completed units, increments, hours, or days as applicable, of each good or service invoiced;
 - (12) Applicable payment methodology (as stipulated in Section C.3.) of each good or service invoiced;
 - (13) Amount due for each compensable unit of good or service; and
 - (14) Total amount due for the invoice period.
- b. Contractor's invoices shall:

- (1) Only include charges for goods delivered or services provided as described in Section A and in accordance with payment terms and conditions set forth in Section C;
- (2) Only be submitted for goods delivered or services completed and shall not include any charge for future goods to be delivered or services to be performed;
- (3) Not include Contractor's taxes, which includes without limitation Contractor's sales and use tax, excise taxes, franchise taxes, real or personal property taxes, or income taxes; and
- (4) Include shipping or delivery charges only as authorized in this Contract.

- c. The timeframe for payment (or any discounts) begins only when the State is in receipt of an invoice that meets the minimum requirements of this Section C.5.

C.6. Payment of Invoice. A payment by the State shall not prejudice the State's right to object to or question any payment, invoice, or other matter. A payment by the State shall not be construed as acceptance of goods delivered, any part of the services provided, or as approval of any amount invoiced.

C.7. Invoice Reductions. The Contractor's invoice shall be subject to reduction for amounts included in any invoice or payment that is determined by the State, on the basis of audits conducted in accordance with the terms of this Contract, to not constitute proper compensation for goods delivered or services provided.

C.8. Deductions. The State reserves the right to deduct from amounts, which are or shall become due and payable to the Contractor under this or any contract between the Contractor and the State of Tennessee, any amounts that are or shall become due and payable to the State of Tennessee by the Contractor.

C.9. Prerequisite Documentation. The Contractor shall not invoice the State under this Contract until the State has received the following, properly completed documentation.

- a. The Contractor shall complete, sign, and present to the State the "Authorization Agreement for Automatic Deposit Form" provided by the State. By doing so, the Contractor acknowledges and agrees that, once this form is received by the State, payments to the Contractor, under this or any other contract the Contractor has with the State of Tennessee, may be made by ACH; and
- b. The Contractor shall complete, sign, and return to the State the State-provided W-9 form. The taxpayer identification number on the W-9 form must be the same as the Contractor's Federal Employer Identification Number or Social Security Number referenced in the Contractor's Edison registration information.

D. MANDATORY TERMS AND CONDITIONS:

D.1. Required Approvals. The State is not bound by this Contract until it is duly approved by the Parties and all appropriate State officials in accordance with applicable Tennessee laws and regulations. Depending upon the specifics of this Contract, this may include approvals by the Commissioner of Finance and Administration, the Commissioner of Human Resources, the Comptroller of the Treasury, and the Chief Procurement Officer. Approvals shall be evidenced by a signature or electronic approval.

D.2. Communications and Contacts. All instructions, notices, consents, demands, or other communications required or contemplated by this Contract shall be in writing and shall be made by certified, first class mail, return receipt requested and postage prepaid, by overnight courier service with an asset tracking system, or by email or facsimile transmission with recipient

confirmation. All communications, regardless of method of transmission, shall be addressed to the respective Party at the appropriate mailing address, facsimile number, or email address as stated below or any other address provided in writing by a Party.

The State:

Steven Sanders
 Director, State Technology
 Andrew Johnson Towers, 10th Floor
 710 James Robertson Parkway
 Nashville, TN 37243
Steven.Sanders@tn.gov
 Telephone # 615-693-0207

The Contractor:

Contractor Contact Name & Title
Contractor Name
Address
Email Address
 Telephone # **Number**
 FAX # **Number**

All instructions, notices, consents, demands, or other communications shall be considered effective upon receipt or recipient confirmation as may be required.

- D.3. Modification and Amendment. This Contract may be modified only by a written amendment signed by all Parties and approved by all applicable State officials.
- D.4. Subject to Funds Availability. The Contract is subject to the appropriation and availability of State or federal funds. In the event that the funds are not appropriated or are otherwise unavailable, the State reserves the right to terminate this Contract upon written notice to the Contractor. The State's exercise of its right to terminate this Contract shall not constitute a breach of Contract by the State. Upon receipt of the written notice, the Contractor shall cease all work associated with the Contract. If the State terminates this Contract due to lack of funds availability, the Contractor shall be entitled to compensation for all conforming goods requested and accepted by the State and for all satisfactory and authorized services completed as of the termination date. Should the State exercise its right to terminate this Contract due to unavailability of funds, the Contractor shall have no right to recover from the State any actual, general, special, incidental, consequential, or any other damages of any description or amount.
- D.5. Termination for Convenience. The State may terminate this Contract for convenience without cause and for any reason. The State shall give the Contractor at least thirty (30) days written notice before the termination date. The Contractor shall be entitled to compensation for all conforming goods delivered and accepted by the State or for satisfactory, authorized services completed as of the termination date. In no event shall the State be liable to the Contractor for compensation for any goods neither requested nor accepted by the State or for any services neither requested by the State nor satisfactorily performed by the Contractor. In no event shall the State's exercise of its right to terminate this Contract for convenience relieve the Contractor of any liability to the State for any damages or claims arising under this Contract.
- D.6. Termination for Cause. If the Contractor fails to properly perform its obligations under this Contract in a timely or proper manner, or if the Contractor materially violates any terms of this Contract ("Breach Condition"), the State shall have the right to immediately terminate the Contract and withhold payments in excess of compensation for completed services or provided goods. Notwithstanding the above, the Contractor shall not be relieved of liability to the State for

damages sustained by virtue of any Breach Condition and the State may seek other remedies allowed at law or in equity for breach of this Contract.

- D.7. Assignment and Subcontracting. The Contractor shall not assign this Contract or enter into a subcontract for any of the goods or services provided under this Contract without the prior written approval of the State. Notwithstanding any use of the approved subcontractors, the Contractor shall be the prime contractor and responsible for compliance with all terms and conditions of this Contract. The State reserves the right to request additional information or impose additional terms and conditions before approving an assignment of this Contract in whole or in part or the use of subcontractors in fulfilling the Contractor's obligations under this Contract.
- D.8. Conflicts of Interest. The Contractor warrants that no part of the Contractor's compensation shall be paid directly or indirectly to an employee or official of the State of Tennessee as wages, compensation, or gifts in exchange for acting as an officer, agent, employee, subcontractor, or consultant to the Contractor in connection with any work contemplated or performed under this Contract.

The Contractor acknowledges, understands, and agrees that this Contract shall be null and void if the Contractor is, or within the past six (6) months has been, an employee of the State of Tennessee or if the Contractor is an entity in which a controlling interest is held by an individual who is, or within the past six (6) months has been, an employee of the State of Tennessee.

- D.9. Nondiscrimination. The Contractor hereby agrees, warrants, and assures that no person shall be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of this Contract or in the employment practices of the Contractor on the grounds of handicap or disability, age, race, creed, color, religion, sex, national origin, or any other classification protected by federal or state law. The Contractor shall, upon request, show proof of nondiscrimination and shall post in conspicuous places, available to all employees and applicants, notices of nondiscrimination.
- D.10. Prohibition of Illegal Immigrants. The requirements of Tenn. Code Ann. § 12-3-309 addressing the use of illegal immigrants in the performance of any contract to supply goods or services to the state of Tennessee, shall be a material provision of this Contract, a breach of which shall be grounds for monetary and other penalties, up to and including termination of this Contract.
- a. The Contractor agrees that the Contractor shall not knowingly utilize the services of an illegal immigrant in the performance of this Contract and shall not knowingly utilize the services of any subcontractor who will utilize the services of an illegal immigrant in the performance of this Contract. The Contractor shall reaffirm this attestation, in writing, by submitting to the State a completed and signed copy of the document at Attachment A, semi-annually during the Term. If the Contractor is a party to more than one contract with the State, the Contractor may submit one attestation that applies to all contracts with the State. All Contractor attestations shall be maintained by the Contractor and made available to State officials upon request.
 - b. Prior to the use of any subcontractor in the performance of this Contract, and semi-annually thereafter, during the Term, the Contractor shall obtain and retain a current, written attestation that the subcontractor shall not knowingly utilize the services of an illegal immigrant to perform work under this Contract and shall not knowingly utilize the services of any subcontractor who will utilize the services of an illegal immigrant to perform work under this Contract. Attestations obtained from subcontractors shall be maintained by the Contractor and made available to State officials upon request.
 - c. The Contractor shall maintain records for all personnel used in the performance of this Contract. Contractor's records shall be subject to review and random inspection at any reasonable time upon reasonable notice by the State.

- d. The Contractor understands and agrees that failure to comply with this section will be subject to the sanctions of Tenn. Code Ann. § 12-3-309 for acts or omissions occurring after its effective date.
 - e. For purposes of this Contract, "illegal immigrant" shall be defined as any person who is not: (i) a United States citizen; (ii) a Lawful Permanent Resident; (iii) a person whose physical presence in the United States is authorized; (iv) allowed by the federal Department of Homeland Security and who, under federal immigration laws or regulations, is authorized to be employed in the U.S.; or (v) is otherwise authorized to provide services under the Contract.
- D.11. Records. The Contractor shall maintain documentation for all charges under this Contract. The books, records, and documents of the Contractor, for work performed or money received under this Contract, shall be maintained for a period of five (5) full years from the date of the final payment and shall be subject to audit at any reasonable time and upon reasonable notice by the State, the Comptroller of the Treasury, or their duly appointed representatives. The financial statements shall be prepared in accordance with generally accepted accounting principles.
- D.12. Monitoring. The Contractor's activities conducted and records maintained pursuant to this Contract shall be subject to monitoring and evaluation by the State, the Comptroller of the Treasury, or their duly appointed representatives.
- D.13. Progress Reports. The Contractor shall submit brief, periodic, progress reports to the State as requested.
- D.14. Strict Performance. Failure by any Party to this Contract to require, in any one or more cases, the strict performance of any of the terms, covenants, conditions, or provisions of this Contract shall not be construed as a waiver or relinquishment of any term, covenant, condition, or provision. No term or condition of this Contract shall be held to be waived, modified, or deleted except by a written amendment signed by the Parties.
- D.15. Independent Contractor. The Parties shall not act as employees, partners, joint venturers, or associates of one another. The Parties are independent contracting entities. Nothing in this Contract shall be construed to create an employer/employee relationship or to allow either Party to exercise control or direction over the manner or method by which the other transacts its business affairs or provides its usual services. The employees or agents of one Party are not employees or agents of the other Party.
- D.16. Patient Protection and Affordable Care Act. The Contractor agrees that it will be responsible for compliance with the Patient Protection and Affordable Care Act ("PPACA") with respect to itself and its employees, including any obligation to report health insurance coverage, provide health insurance coverage, or pay any financial assessment, tax, or penalty for not providing health insurance. The Contractor shall indemnify the State and hold it harmless from any costs to the State arising from Contractor's failure to fulfill its PPACA responsibilities for itself or its employees.
- D.17. Limitation of State's Liability. The State shall have no liability except as specifically provided in this Contract. In no event will the State be liable to the Contractor or any other party for any lost revenues, lost profits, loss of business, decrease in the value of any securities or cash position, time, goodwill, or any indirect, special, incidental, punitive, exemplary or consequential damages of any nature, whether based on warranty, contract, statute, regulation, tort (including but not limited to negligence), or any other legal theory that may arise under this Contract or otherwise. The State's total liability under this Contract (including any exhibits, schedules, amendments or other attachments to the Contract) or otherwise shall under no circumstances exceed the Maximum Liability. This limitation of liability is cumulative and not per incident.

- D.18. Limitation of Contractor's Liability. In accordance with Tenn. Code Ann. § 12-3-701, the Contractor's liability for all claims arising under this Contract shall be limited to an amount equal to two (2) times the Maximum Liability amount detailed in Section C.1. and as may be amended, PROVIDED THAT in no event shall this Section limit the liability of the Contractor for: (i) intellectual property or any Contractor indemnity obligations for infringement for third-party intellectual property rights; (ii) any claims covered by any specific provision in the Contract providing for liquidated damages; or (iii) any claims for intentional torts, criminal acts, fraudulent conduct, or acts or omissions that result in personal injuries or death. For clarity, except as otherwise expressly set forth in this Section, Contractor's indemnification obligations and other remedies available under this Contract are subject to the limitations on liability set forth in this Section.
- D.19. Hold Harmless. The Contractor agrees to indemnify and hold harmless the State of Tennessee as well as its officers, agents, and employees from and against any and all claims, liabilities, losses, and causes of action which may arise, accrue, or result to any person, firm, corporation, or other entity which may be injured or damaged as a result of acts, omissions, or negligence on the part of the Contractor, its employees, or any person acting for or on its or their behalf relating to this Contract. The Contractor further agrees it shall be liable for the reasonable cost of attorneys' fees, court costs, expert witness fees, and other litigation expenses for the State to enforce the terms of this Contract.

In the event of any suit or claim, the Parties shall give each other immediate notice and provide all necessary assistance to respond. The failure of the State to give notice shall only relieve the Contractor of its obligations under this Section to the extent that the Contractor can demonstrate actual prejudice arising from the failure to give notice. This Section shall not grant the Contractor, through its attorneys, the right to represent the State in any legal matter, as the right to represent the State is governed by Tenn. Code Ann. § 8-6-106.

- D.20. HIPAA Compliance. The State and Contractor shall comply with obligations under the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), Health Information Technology for Economic and Clinical Health ("HITECH") Act and any other relevant laws and regulations regarding privacy (collectively the "Privacy Rules"). The obligations set forth in this Section shall survive the termination of this Contract.
- a. Contractor warrants to the State that it is familiar with the requirements of the Privacy Rules, and will comply with all applicable requirements in the course of this Contract.
 - b. Contractor warrants that it will cooperate with the State, including cooperation and coordination with State privacy officials and other compliance officers required by the Privacy Rules, in the course of performance of the Contract so that both parties will be in compliance with the Privacy Rules.
 - c. The State and the Contractor will sign documents, including but not limited to business associate agreements, as required by the Privacy Rules and that are reasonably necessary to keep the State and Contractor in compliance with the Privacy Rules. This provision shall not apply if information received or delivered by the parties under this Contract is NOT "protected health information" as defined by the Privacy Rules, or if the Privacy Rules permit the parties to receive or deliver the information without entering into a business associate agreement or signing another document.
 - d. The Contractor will indemnify the State and hold it harmless for any violation by the Contractor or its subcontractors of the Privacy Rules. This includes the costs of responding to a breach of protected health information, the costs of responding to a government enforcement action related to the breach, and any fines, penalties, or damages paid by the State because of the violation.

- D.21. Tennessee Consolidated Retirement System. Subject to statutory exceptions contained in Tenn. Code Ann. §§ 8-36-801, *et seq.*, the law governing the Tennessee Consolidated Retirement System (“TCRS”), provides that if a retired member of TCRS, or of any superseded system administered by TCRS, or of any local retirement fund established under Tenn. Code Ann. §§ 8-35-101, *et seq.*, accepts State employment, the member's retirement allowance is suspended during the period of the employment. Accordingly and notwithstanding any provision of this Contract to the contrary, the Contractor agrees that if it is later determined that the true nature of the working relationship between the Contractor and the State under this Contract is that of “employee/employer” and not that of an independent contractor, the Contractor, if a retired member of TCRS, may be required to repay to TCRS the amount of retirement benefits the Contractor received from TCRS during the Term.
- D.22. Tennessee Department of Revenue Registration. The Contractor shall comply with all applicable registration requirements contained in Tenn. Code Ann. §§ 67-6-601 – 608. Compliance with applicable registration requirements is a material requirement of this Contract.
- D.23. Debarment and Suspension. The Contractor certifies, to the best of its knowledge and belief, that it, its current and future principals, its current and future subcontractors and their principals:
- a. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any federal or state department or agency;
 - b. have not within a three (3) year period preceding this Contract been convicted of, or had a civil judgment rendered against them from commission of fraud, or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or grant under a public transaction; violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification, or destruction of records, making false statements, or receiving stolen property;
 - c. are not presently indicted or otherwise criminally or civilly charged by a government entity (federal, state, or local) with commission of any of the offenses detailed in section b. of this certification; and
 - d. have not within a three (3) year period preceding this Contract had one or more public transactions (federal, state, or local) terminated for cause or default.

The Contractor shall provide immediate written notice to the State if at any time it learns that there was an earlier failure to disclose information or that due to changed circumstances, its principals or the principals of its subcontractors are excluded, disqualified, or presently fall under any of the prohibitions of sections a-d.

- D.24. Force Majeure. “Force Majeure Event” means fire, flood, earthquake, pandemics, elements of nature or acts of God, wars, riots, civil disorders, rebellions or revolutions, acts of terrorism or any other similar cause beyond the reasonable control of the Party except to the extent that the non-performing Party is at fault in failing to prevent or causing the default or delay, and provided that the default or delay cannot reasonably be circumvented by the non-performing Party through the use of alternate sources, workaround plans or other means. A strike, lockout or labor dispute shall not excuse either Party from its obligations under this Contract. Except as set forth in this Section, any failure or delay by a Party in the performance of its obligations under this Contract arising from a Force Majeure Event is not a default under this Contract or grounds for termination. The non-performing Party will be excused from performing those obligations directly affected by the Force Majeure Event, and only for as long as the Force Majeure Event continues, provided that the Party continues to use diligent, good faith efforts to resume performance without delay. The occurrence of a Force Majeure Event affecting Contractor's representatives, suppliers, subcontractors, customers or business apart from this Contract is not a Force Majeure Event

under this Contract. Contractor will promptly notify the State of any delay caused by a Force Majeure Event (to be confirmed in a written notice to the State within one (1) day of the inception of the delay) that a Force Majeure Event has occurred, and will describe in reasonable detail the nature of the Force Majeure Event. If any Force Majeure Event results in a delay in Contractor's performance longer than forty-eight (48) hours, the State may, upon notice to Contractor: (a) cease payment of the fees for the affected obligations until Contractor resumes performance of the affected obligations; or (b) immediately terminate this Contract or any purchase order, in whole or in part, without further payment except for fees then due and payable. Contractor will not increase its charges under this Contract or charge the State any fees other than those provided for in this Contract as the result of a Force Majeure Event.

- D.25. State and Federal Compliance. The Contractor shall comply with all State and federal laws and regulations applicable to Contractor in the Contractor's performance of this Contract.
- D.26. Governing Law. This Contract shall be governed by and construed in accordance with the laws of the State of Tennessee, without regard to its conflict or choice of law rules. The Tennessee Claims Commission or the state or federal courts in Tennessee shall be the venue for all claims, disputes, or disagreements arising under this Contract. The Contractor acknowledges and agrees that any rights, claims, or remedies against the State of Tennessee or its employees arising under this Contract shall be subject to and limited to those rights and remedies available under Tenn. Code Ann. §§ 9-8-101 - 408.
- D.27. Entire Agreement. This Contract is complete and contains the entire understanding between the Parties relating to its subject matter, including all the terms and conditions of the Parties' agreement. This Contract supersedes any and all prior understandings, representations, negotiations, and agreements between the Parties, whether written or oral.
- D.28. Severability. If any terms and conditions of this Contract are held to be invalid or unenforceable as a matter of law, the other terms and conditions of this Contract shall not be affected and shall remain in full force and effect. The terms and conditions of this Contract are severable.
- D.29. Headings. Section headings of this Contract are for reference purposes only and shall not be construed as part of this Contract.
- D.30. Incorporation of Additional Documents. Each of the following documents is included as a part of this Contract by reference. In the event of a discrepancy or ambiguity regarding the Contractor's duties, responsibilities, and performance under this Contract, these items shall govern in order of precedence below:
- a. any amendment to this Contract, with the latter in time controlling over any earlier amendments;
 - b. this Contract with any attachments or exhibits (excluding the items listed at subsections c. through f., below), which includes Attachment A and B;
 - c. any clarifications of or addenda to the Contractor's proposal seeking this Contract;
 - d. the State solicitation, as may be amended, requesting responses in competition for this Contract;
 - e. any technical specifications provided to proposers during the procurement process to award this Contract; and
 - f. the Contractor's response seeking this Contract.
- D.31. Iran Divestment Act. The requirements of Tenn. Code Ann. § 12-12-101, *et seq.*, addressing contracting with persons as defined at Tenn. Code Ann. §12-12-103(5) that engage in investment activities in Iran, shall be a material provision of this Contract. The Contractor certifies, under penalty of perjury, that to the best of its knowledge and belief that it is not on the list created pursuant to Tenn. Code Ann. § 12-12-106.

- D.32. Insurance. Contractor shall maintain insurance coverage as specified in this Section. The State reserves the right to amend or require additional insurance coverage, coverage amounts, and endorsements required under this Contract. Contractor's failure to maintain or submit evidence of insurance coverage, as required, is a material breach of this Contract. If Contractor loses insurance coverage, fails to renew coverage, or for any reason becomes uninsured during the Term, Contractor shall immediately notify the State. All insurance companies providing coverage must be: (a) acceptable to the State; (b) authorized by the Tennessee Department of Commerce and Insurance ("TDCI"); and (c) rated A- / VII or better by A.M. Best. All coverage must be on a primary basis and noncontributory with any other insurance or self-insurance carried by the State. Contractor agrees to name the State as an additional insured on any insurance policy with the exception of workers' compensation (employer liability) and professional liability (errors and omissions) insurance. All policies must contain an endorsement for a waiver of subrogation in favor of the State. Any deductible or self insured retention ("SIR") over fifty thousand dollars (\$50,000) must be approved by the State. The deductible or SIR and any premiums are the Contractor's sole responsibility. The Contractor agrees that the insurance requirements specified in this Section do not reduce any liability the Contractor has assumed under this Contract including any indemnification or hold harmless requirements.

To achieve the required coverage amounts, a combination of an otherwise deficient specific policy and an umbrella policy with an aggregate meeting or exceeding the required coverage amounts is acceptable. For example: If the required policy limit under this Contract is for two million dollars (\$2,000,000) in coverage, acceptable coverage would include a specific policy covering one million dollars (\$1,000,000) combined with an umbrella policy for an additional one million dollars (\$1,000,000). If the deficient underlying policy is for a coverage area without aggregate limits (generally Automobile Liability and Employers' Liability Accident), Contractor shall provide a copy of the umbrella insurance policy documents to ensure that no aggregate limit applies to the umbrella policy for that coverage area. In the event that an umbrella policy is being provided to achieve any required coverage amounts, the umbrella policy shall be accompanied by an endorsement at least as broad as the Insurance Services Office, Inc. (also known as "ISO") "Noncontributory—Other Insurance Condition" endorsement or shall be written on a policy form that addresses both the primary and noncontributory basis of the umbrella policy if the State is otherwise named as an additional insured.

Contractor shall provide the State a certificate of insurance ("COI") evidencing the coverages and amounts specified in this Section. The COI must be on a form approved by the TDCI (standard ACORD form preferred). The COI must list each insurer's National Association of Insurance Commissioners (NAIC) number and be signed by an authorized representative of the insurer. The COI must list the State of Tennessee – CPO Risk Manager, 312 Rosa L. Parks Ave., 3rd floor Central Procurement Office, Nashville, TN 37243 as the certificate holder. Contractor shall provide the COI ten (10) business days prior to the Effective Date and again thirty (30) calendar days before renewal or replacement of coverage. Contractor shall provide the State evidence that all subcontractors maintain the required insurance or that subcontractors are included under the Contractor's policy. At any time, the State may require Contractor to provide a valid COI. The Parties agree that failure to provide evidence of insurance coverage as required is a material breach of this Contract. If Contractor self-insures, then a COI will not be required to prove coverage. Instead Contractor shall provide a certificate of self-insurance or a letter, on Contractor's letterhead, detailing its coverage, policy amounts, and proof of funds to reasonably cover such expenses. The State reserves the right to require complete, certified copies of all required insurance policies, including endorsements required by these specifications, at any time.

The State agrees that it shall give written notice to the Contractor as soon as practicable after the State becomes aware of any claim asserted or made against the State, but in no event later than thirty (30) calendar days after the State becomes aware of such claim. The failure of the State to give notice shall only relieve the Contractor of its obligations under this Section to the extent that the Contractor can demonstrate actual prejudice arising from the failure to give notice. This Section shall not grant the Contractor or its insurer, through its attorneys, the right to represent

the State in any legal matter, as the right to represent the State is governed by Tenn. Code Ann. § 8-6-106.

The insurance obligations under this Contract shall be: (1)—all the insurance coverage and policy limits carried by the Contractor; or (2)—the minimum insurance coverage requirements and policy limits shown in this Contract; whichever is greater. Any insurance proceeds in excess of or broader than the minimum required coverage and minimum required policy limits, which are applicable to a given loss, shall be available to the State. No representation is made that the minimum insurance requirements of the Contract are sufficient to cover the obligations of the Contractor arising under this Contract. The Contractor shall obtain and maintain, at a minimum, the following insurance coverages and policy limits.

a. Commercial General Liability (“CGL”) Insurance

- 1) The Contractor shall maintain CGL, which shall be written on an ISO Form CG 00 01 occurrence form (or a substitute form providing equivalent coverage) and shall cover liability arising from property damage, premises and operations products and completed operations, bodily injury, personal and advertising injury, and liability assumed under an insured contract (including the tort liability of another assumed in a business contract).

The Contractor shall maintain single limits not less than **one million dollars (\$1,000,000)** per occurrence. If a general aggregate limit applies, either the general aggregate limit shall apply separately to this policy or location of occurrence or the general aggregate limit shall be twice the required occurrence limit.

b. Workers’ Compensation and Employer Liability Insurance

- 1) For Contractors statutorily required to carry workers’ compensation and employer liability insurance, the Contractor shall maintain:

- i. Workers’ compensation in an amount not less than **one million dollars (\$1,000,000)** including employer liability of one million dollars **(\$1,000,000)** per accident for bodily injury by accident, **one million dollars (\$1,000,000)** policy limit by disease, and **one million dollars (\$1,000,000)** per employee for bodily injury by disease.

- 2) If the Contractor certifies that it is exempt from the requirements of Tenn. Code Ann. §§ 50-6-101 – 103, then the Contractor shall furnish written proof of such exemption for one or more of the following reasons:

- i. The Contractor employs fewer than five (5) employees;
- ii. The Contractor is a sole proprietor;
- iii. The Contractor is in the construction business or trades with no employees;
- iv. The Contractor is in the coal mining industry with no employees;
- v. The Contractor is a state or local government; or
- vi. The Contractor self-insures its workers’ compensation and is in compliance with the TDCI rules and Tenn. Code Ann. § 50-6-405.

c. Automobile Liability Insurance

- 1) The Contractor shall maintain automobile liability insurance which shall cover liability arising out of any automobile (including owned, leased, hired, and non-owned automobiles).
- 2) The Contractor shall maintain bodily injury/property damage with a limit not less than **one million dollars (\$1,000,000)** per occurrence or combined single limit.

D.33. Major Procurement Contract Sales and Use Tax. Pursuant to Tenn. Code Ann. § 4-39-102 and to the extent applicable, the Contractor and the Contractor's subcontractors shall remit sales and use taxes on the sales of goods or services that are made by the Contractor or the Contractor's subcontractors and that are subject to tax.

D.34. Confidentiality of Records. Strict standards of confidentiality of records and information shall be maintained in accordance with applicable state and federal law. All material and information, regardless of form, medium or method of communication, provided to the Contractor by the State or acquired by the Contractor on behalf of the State that is regarded as confidential under state or federal law shall be regarded as "Confidential Information." Nothing in this Section shall permit Contractor to disclose any Confidential Information, regardless of whether it has been disclosed or made available to the Contractor due to intentional or negligent actions or inactions of agents of the State or third parties. Confidential Information shall not be disclosed except as required or permitted under state or federal law. Contractor shall take all necessary steps to safeguard the confidentiality of such material or information in conformance with applicable state and federal law.

The obligations set forth in this Section shall survive the termination of this Contract.

E. SPECIAL TERMS AND CONDITIONS:

E.1. Conflicting Terms and Conditions. Should any of these special terms and conditions conflict with any other terms and conditions of this Contract, the special terms and conditions shall be subordinate to the Contract's other terms and conditions.

E.2. Software License Warranty. Contractor grants a license to the State to use all software provided under this Contract in the course of the State's business and purposes.

E.3. Software Support and Maintenance Warranty. Contractor shall provide to the State all software upgrades, modifications, bug fixes, or other improvements in its software that it makes generally available to its customers.

E.4. Extraneous Terms and Conditions. Contractor shall fill all orders submitted by the State under this Contract. No purchase order, invoice, or other documents associated with any sales, orders, or supply of any good or service under this Contract shall contain any terms or conditions other than as set forth in the Contract. Any such extraneous terms and conditions shall be void, invalid and unenforceable against the State. Any refusal by Contractor to supply any goods or services under this Contract conditioned upon the State submitting to any extraneous terms and conditions shall be a material breach of the Contract and constitute an act of bad faith by Contractor.

E.5. Family Educational Rights and Privacy Act & Tennessee Data Accessibility, Transparency and Accountability Act. The Contractor shall comply with the Family Educational Rights and Privacy Act of 1974 (20 U.S.C. 1232(g)) and its accompanying regulations (34 C.F.R. § 99) ("FERPA"). The Contractor warrants that the Contractor is familiar with FERPA requirements and that it will comply with these requirements in the performance of its duties under this Contract. The Contractor agrees to cooperate with the State, as required by FERPA, in the performance of its

duties under this Contract. The Contractor agrees to maintain the confidentiality of all education records and student information. The Contractor shall only use such records and information for the exclusive purpose of performing its duties under this Contract. The obligations set forth in this Section shall survive the termination of this Contract.

The Contractor shall also comply with Tenn. Code Ann. § 49-1-701, *et seq.*, known as the “Data Accessibility, Transparency and Accountability Act,” and any accompanying administrative rules or regulations (collectively “DATAA”). The Contractor agrees to maintain the confidentiality of all records containing student and de-identified data, as this term is defined in DATAA, in any databases, to which the State has granted the Contractor access, and to only use such data for the exclusive purpose of performing its duties under this Contract.

Any instances of unauthorized disclosure of data containing personally identifiable information in violation of FERPA or DATAA that come to the attention of the Contractor shall be reported to the State within twenty-four (24) hours. Contractor shall indemnify and hold harmless State, its employees, agents and representatives, from and against any and all claims, liabilities, losses, or causes of action that may arise, accrue, or result to any person or entity that is injured or damaged as a result of Contractor’s failure to comply with this section.

- E.6. Intellectual Property Indemnity. The Contractor agrees to indemnify and hold harmless the State of Tennessee as well as its officers, agents, and employees from and against any and all claims or suits which may be brought against the State concerning or arising out of any claim of an alleged patent, copyright, trade secret or other intellectual property infringement resulting from the services. In any such claim or action brought against the State, the Contractor shall satisfy and indemnify the State for the amount of any settlement or final judgment, and the Contractor shall be responsible for all legal or other fees or expenses incurred by the State arising from any such claim. The State shall give the Contractor notice of any such claim or suit, however, the failure of the State to give such notice shall only relieve Contractor of its obligations under this Section to the extent Contractor can demonstrate actual prejudice arising from the State’s failure to give notice. This Section shall not grant the Contractor, through its attorneys, the right to represent the State of Tennessee in any legal matter, as provided in Tenn. Code Ann. § 8-6-106.

IN WITNESS WHEREOF,

CONTRACTOR LEGAL ENTITY NAME:

CONTRACTOR SIGNATURE

DATE

PRINTED NAME AND TITLE OF CONTRACTOR SIGNATORY (above)

TENNESSEE DEPARTMENT OF EDUCATION:

COMMISSIONER, PENNY SCHWINN

DATE

Pro Forma ATTACHMENT A**(Fill out only by selected Contractor)****ATTESTATION RE PERSONNEL USED IN CONTRACT PERFORMANCE**

SUBJECT CONTRACT NUMBER:	
CONTRACTOR LEGAL ENTITY NAME:	
EDISON SUPPLIER IDENTIFICATION NUMBER	

The Contractor, identified above, does hereby attest, certify, warrant, and assure that Contractor shall not knowingly utilize the services of an illegal immigrant in the performance of this Contract and shall not knowingly utilize the services of any subcontractor who will utilize the services of an illegal immigrant in the performance of this Contract.

CONTRACTOR SIGNATURE

NOTICE: This attestation MUST be signed by an individual empowered to contractually bind Contractor. If said individual is not the chief executive or president, this document shall attach evidence showing the individual's authority to contractually bind Contractor.

PRINTED NAME AND TITLE OF SIGNATORY**DATE OF ATTESTATION**

Contractor Catalog Pro Forma ATTACHMENT B
