



Virgin Islands Department of
EDUCATION

www.vide.vi

January 20, 2015

ADDENDUM # 1 TO RFQ-DOE-002-TERR-2014 For a Qualified firm or individual(s) to provide E-RATE Services for Fiscal Year 2015 (Program Year 18) in Telecommunication Services (Cellphones and Local and Long Distance Telephone Services).

DELETE: **DUE DATE** of Monday, January 19, 2015 @ 4:00p.m.

INSERT: ***NEW DUE DATE*** of Friday, February 13, 2015 @ 4:00p.m.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED

BIDDERS MUST ACKNOWLEDGE RECEIPT OF THIS AMENDMENT WITH THEIR QUOTE.



**REQUEST FOR QUOTE:
TELECOMMUNICATION SERVICES**

To: ALL CONTRACTORS

RFQ No.: RFQ-DOE-002-TERR-2014

DATE: December 18, 2014

A: RFQ SUMMARY:

The Virgin Islands Department of Education ("VIDE" OR "Department"), through this Request for Quotes (RFQ) is requesting quotes for telecommunication services from eligible E-Rate service providers to provide cellphone and local and long distance telephone services.

B. SCHEDULE

Deadline for Quote Submission: Monday, January 19, 2015 at 4:00PM

Quotes received after the deadline will not be considered, but will be retained by the Department until after an award is made and then returned to the disqualified candidate. Packages received will be stamped with the time and date immediately upon receipt.

Anticipated Start Date for Services: July 1, 2015

The Request for Quotes (RFQ) can be obtained from:

Website: www.vide.vi

Or at:
VI Department of Education
Office of Instructional Technology
Attention: Dr. Clinton Stapleton
1834 Kongens Gade
St. Thomas, VI 00802
340-774-0100 ext. 8071. 8124

Please contact Dr. Clinton Stapleton at [340-774-0100 ext. 8071, 8124](tel:340-774-0100) or cstapleton@doe.vi with any questions concerning the RFQ. Proposers shall be responsible for their document delivery to the VIDE before 4:00PM on Monday, January 19, 2015.



**REQUEST FOR PROPOSALS FOR
E-RATE FUNDING YEARS 2015 and 2016
(Program Years 18 and 19)
TELECOMMUNICATION SERVICES**

I. GENERAL INFORMATION

1. **Purpose/Overview:** The purpose of this Request for Quotes (RFQ) is to solicit quotes from provider(s)/vendor(s) (also referred to as proposers) qualified in providing and delivering products and services.

The Virgin Islands Department of Education (VIDE) seeks qualified service provider(s)/vendor(s) with the knowledge, experience, and expertise to provide all things necessary to provide customized cellphone and local and long distance telephone services.

2. **Categories of Services:** This RFQ is requesting proposals for several Telecommunication services. Respondents may elect to limit their quotes to a single service within any category, or multiple services within any or all categories. **Proposers may respond to one or more of the requested services. If a Proposer is responding to more than one category of service, a separate quote and proposed pricing for each service must be developed and submitted, unless a single quote combines multiple services as a more cost-effective solution (e.g., long distance service and cellular service).** One or more proposer may be selected to provide the services outlined herein.

3. **About the VIDE:** The Territory of the United States Virgin Islands is divided into two (2) school districts – the St. Thomas/St. John school district and the St. Croix school district. The day-to-day operations of the two (2) school districts are managed by centralized district offices on St. Thomas and St. Croix. The VIDE, an executive branch agency of the Government of the Virgin Islands (Government) in accordance with Titles 3 and 17 of the Virgin Islands Code, oversees the administration and operation of all publicly supported elementary and secondary education facilities and programs throughout the Territory. The following table contains additional information concerning the two (2) school districts.

ST. THOMAS/ST. JOHN SCHOOL DISTRICT	Number
Schools	14
Elementary Schools	9
Middle Schools	2
Junior High School	1
High Schools	2
Programs	3
Day Adult Program	1
Skill Center	1
Alternative Ed Program	1
Total Schools and Programs	17
Number of Students	7,492*
ST. CROIX SCHOOL DISTRICT	
Schools	15
Elementary Schools	10
High Schools	2
Junior High Schools	3
Programs	3
Adult Ed	1
Alternative Ed	1
Career and Technical Ed	1
Total Schools and Programs	18
Number of Students	6,749*

BOTH DISTRICTS	
TOTAL NUMBER OF VIDE REGULAR K-12 SCHOOLS	29
TOTAL NUMBER OF PROGRAMS	6
TOTAL NUMBER OF STUDENTS	14,241*
TOTAL NUMBER OF TEACHERS/ADMINISTRATORS	1,319*
TOTAL NUMBER OF EMPLOYEES	2,351*

*This information is constantly changing.

4. Administrative Structure: Donna Frett Gregory, Commissioner of the Department of Education heads the Virgin Islands Public School System. The two (2) School Districts are managed and directed by Insular Superintendents. The official address for the Virgin Islands Department of Education is: 1834 Kongens Gade, St. Thomas, Virgin Islands 00802. This is the address to be used for any correspondence or delivery of paper reports.

B. TELECOMMUNICATIONS

1. LOCAL AND LONG DISTANCE TELEPHONE SERVICES

The VIDE is seeking quotes for local and long distance telephone services. The service shall include, but not be limited to:

- Maintain existing local telephone and fax service at all schools and VIDE support offices
- IntraLATA (local access transport area) that is not local
- InterLATA – Intrastate
- Interstate
- International
- Calling cards for long distance services
- Toll free numbers (1-800 service)
- Account codes and call management
- Conference calling
- Security codes

2. CELLULAR PHONE

General Information

The VIDE desires quotes for Cellular Phone as specified herein for approximately 50 users. Prices quoted shall include inside delivery to the State Office of Instructional Technology. The purpose of this RFQ is to establish a contract, at firm prices, for the purchase of the services and equipment listed as a part of this RFQ. The successful awardee(s) agrees to this condition by signing its quote. Cellular phone service must include an unlimited data package for internet and email access.

Cellular Phone Service

Technical Specifications for Coverage Area:

Proposer will be required to provide a written guarantee with the quote or upon request that local area coverage for cellular service includes all of St. Thomas, St. John and St. Croix, United States Virgin Islands.

Monthly Service Invoices for All Items:

Aggregate and detailed billing is required by the VIDE and its accounting and budgetary departments, and must be provided at no charge. Proposer will provide a hard copy (paper) invoice for the Aggregate VIDE account activity each month. Proposer must provide detailed information about individual subscriber call via digital record each month to VIDE's State Office of Instructional Technology from which record data can be sorted (or otherwise manipulated) and printed using standard Microsoft Office productivity applications (Excel, Access).

Aggregate monthly statements must include the following information via hard-copy media (paper):

- Summary total of all charges incurred in the billing period
- Summary totals for charges falling into each of the categories below:
 - Roaming
 - Long distance
 - Directory Assistance
 - Summary total of all airtime minutes used
 - Summary total of all billable airtime minutes used
 - Total Adjusts to the current bill
- Detailed monthly service invoice must provide the following features:
 - Digital or electronic record delivered monthly to VIDE's State Office of Instructional Technology Individual call detail included in the above noted electronic billing record for each cellular telephone (or any other cellular device that provides wireless connectivity to its user)
 - Total minutes of airtime used
 - Number(s) being called
 - Location (city) of numbers called
 - Date(s) of each call
 - Time(s) of each call
 - Call duration
 - Itemized charges for Long Distance
 - Itemized charges for Roaming
 - Itemized charges for Directory Assistance Service invoices shall be submitted monthly to VIDE's State Office of Instructional Technology

Standard Equipment: Proposer must provide at the time of, and in association with, each new line activation a cellular telephone equipment handset that meets or exceeds the following specifications. Please note that cellular phones are ineligible for E-rate support and must be listed in pricing as a separate ineligible cost. The price of E-rate ineligible cellular telephone(s) may not be bundled with E-rate eligible cellular service.

- Call forwarding
- Call waiting
- Three way calling
- Caller ID
- Voicemail
- "Phonebook" - storage of frequently used numbers
- Dual Band / Dual Mode / Digital handset
- Emergency Services - 911 quick-dial
- Hands-free earplug and microphone
- Desk Charger
- Adjustable Ringing Tones
- Vibration Alert
- Keypad Lock
- Hearing Aid support
- Back-lit display for low-light conditions
- Speed-dial feature

Requested Services.

Proposer will provide network services that provide/support the following standard features:

- National coverage either through network systems owned by the awardee or via peering relationships with other local or regional providers.
- Digital networks - System infrastructure / architecture
- Security systems ensuring the privacy and safety of VIDE service subscribers
- Long distance provisioning.

Optional Equipment And Service Requirements

The Proposer must be able to make available within its established line of product offerings:

- A cellular telephone handset capable of being locked down in such a manner that all incoming and outbound calls can be restricted to the numbers stored in its password protected on-board, electronic phone book.
- The selected contractor will provide a universally accessible web portal that supports the composition and relay of text messaging to VIDE cellular phones.

Service Level Agreements

Each Respondent shall include a Service Level Agreement (SLA) for review as part of the quote warranting that services will be delivered as requested and outlining a process for escalation and remediation of problem conditions. The SLA will include commitments to:

- A specified warranty of service
- Incident resolution procedures
- Clearly defined escalation procedures
- Remediation strategies to mitigate equipment, systems or services deficiencies
- Damages and compensation for failure to meet warranted service.

Proposer agrees to respond and resolve dispatched maintenance requests within a reasonable time given the priority of the request. The VIDE will work with the selected vendor to determine how priority levels will be assigned to incidents and service requests. The VIDE reserves the right to adjust priorities, response and resolution times, as needed.

All questions and requests for information must be made in writing and sent:

VI Department of Education
Office of Instructional Technology
Attention: Dr. Clinton Stapleton
1834 Kongens Gade
St. Thomas, VI 00802

Or Call:
340-774-0100 ext 8071, 8124,

**CONTACT WITH ANYONE OTHER THAN THE INDIVIDUAL NAMED HEREIN IS
STRICTLY PROHIBITED.**

Quotes must be received by Monday, January 19, 2015, 4:00 p.m. EST and addressed to:

VI Department of Education
Office of Instructional Technology
Attention: Dr. Clinton Stapleton
1834 Kongens Gade
St. Thomas, VI 00802

Solicitation Disclaimer: All quotes received as part of this solicitation become the property of the VI Department of Education upon submission. The cost to prepare and submit the quotes becomes the sole expense of each firm.