West Virginia Purchasing Division

2019 Washington Street, East
Charleston, WV 25305
Telephone: 304-558-2306
General Fax: 304-558-6026
Bid Fax: 304-558-3970

The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at *wvOASIS.gov*. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at *WVPurchasing.gov* with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

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Jump to: FORMS ⬆ Go | 🏠 Home | 🔧 Personalize | Ⓐ Accessibility | 🅿 App Help | 📋 About | ⏻

Welcome, Alisha S Pettit | Procurement | Budgeting | Accounts Receivable | Accounts Payable

Solicitation Response(SR) | **Dept:** 0433 | **ID:** ESR06292200000008157 | **Ver.:** 1 | **Function:** New | **Phase:** Final | ▼ | Modified by batch , 06/29/2022

Header 📎 2

🗂 List View

| **General Information** | Contact | Default Values | Discount | Document Information | Clarification Request |

Procurement Folder: 1041920

Procurement Type: Central Master Agreement

Vendor ID: VS0000036894 ⬆

Legal Name: Solix, Inc.

Alias/DBA: Solix, Inc.

Total Bid: $32,000.00

Response Date: 06/29/2022 📅

Response Time: 11:01

Responded By User ID: SolixSolutions ⬆

First Name: Lisa

Last Name: McDermott

Email: solutions@solixinc.com

Phone: 973-581-5190

SO Doc Code: CRFQ

SO Dept: 0433

SO Doc ID: LIB2200000009

Published Date: 6/16/22

Close Date: 6/29/22

Close Time: 13:30

Status: Closed

Solicitation Description: E-Rate Services Coordinator

Total of Header Attachments: 2

Total of All Attachments: 2

Proc Folder:	1041920
Solicitation Description:	E-Rate Services Coordinator
Proc Type:	Central Master Agreement

Solicitation Closes	**Solicitation Response**	**Version**
2022-06-29 13:30	SR 0433 ESR06292200000008157	1

VENDOR
VS0000036894
Solix, Inc.

Solicitation Number:	CRFQ 0433 LIB2200000009				
Total Bid:	32000	**Response Date:**	2022-06-29	**Response Time:**	11:01:48
Comments:	Solix, Inc. (Solix) submits its bid for this Solicitation that is inclusive of two attachments: Technical Proposal; and Exhibit A: Pricing Page. Please contact Eric Seguin at 973-581-7676 or Eric.Seguin@solixinc.com with any questions. Thank you.				

FOR INFORMATION CONTACT THE BUYER
Joseph E Hager III
(304) 558-2306
joseph.e.hageriii@wv.gov

Vendor
Signature X   **FEIN#**   **DATE**

All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	E-Rate Coordinator				32000.00

Comm Code	Manufacturer	Specification	Model #
84131510			

Commodity Line Comments: The bid submitted by Solix, Inc. (Solix) is based on $750,000 anticipated disbursements with a 3.5% Standard Fee whereas the fee will be reduced if actual disbursements are lower. Solix' offer is not to exceed (NTE) $32,000 for the one-year contract term. Please see the attached Exhibit A: Pricing Page.

Extended Description:

To provide E-rate Consultation for FCC E-Rate forms for the WV Library Commission. A program that provides discounts to assist schools and libraries in the US to obtain affordable telecommunications and internet access.

E-Rate Services Coordinator

Solicitation No.: CRFQ 0433 LIB2200000009

Technical Proposal

Proposal Opening: June 29, 2022

Prepared for:
West Virginia Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130
Joseph E. Hager III
Senior Buyer

Prepared by:
Eric D. Seguin
Chief Operating Officer
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Eric.Seguin@solixinc.com

SOLIX
A Passion for Precision

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SOLIX
A Passion for Precision

June 29, 2022

Mr. Joseph E. Hager III
Senior Buyer
West Virginia Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130

Re: Solicitation No. CRFQ 0433 LIB2200000009, E-Rate Services Coordinator

Dear Mr. Hager,

Solix, Inc. ("Solix") is pleased to present our proposal to the West Virginia Purchasing Division ("Purchasing Division") to provide E-Rate Consulting and Coordination Services to the West Virginia Library Commission ("Library Commission"). With nearly 25 years of E-Rate Program experience, Solix is highly qualified to provide the requested services and help the Division maximize your E-Rate Program funding.

Over the 21 years when Solix was the E-Rate Program Administrator, our E-Rate Consulting Team gained valuable and unique programmatic expertise. Since 2019, we continue to leverage this experience and inside knowledge to very effectively and efficiently provide E-Rate Consulting Services to libraries, schools, and school districts across the United States. Our team has the necessary skills to manage all aspects of the E-Rate application and RFP processes, and we provide comprehensive administrative and operational support to assist our clients in maximizing their E-Rate funding.

Solix has a full understanding of the Library Commission's program requirements. We will provide all services and support described in this proposal, meeting or exceeding all scope of work requirements outlined in the above referenced Solicitation and the related Addendums numbers 1 and 2 issued June 8 and June 16, respectively.

We provide our pricing separately through the submittal of Exhibit A: Pricing Page.

Thank you for your consideration of our proposal. Please do not hesitate to contact me if you have any questions regarding our offer.

Sincerely,

Eric D. Seguin, Chief Operating Officer

TABLE OF CONTENTS

COMPANY OVERVIEW AND EXPERIENCE

Company Background

Solix, Inc. provides 100% U.S.-based consulting services that assist our customers with the recovery of federal funds. With deep knowledge and experience with the FCC program rules, we are uniquely qualified to assist the West Virginia Library Commission ("Library Commission") to maximize funding.

Incorporated in 2000 in the State of Delaware, Solix, Inc. ("Solix") is a privately held, shareholder-owned corporation. With more than 800 employees and contractors, Solix is headquartered in Parsippany, NJ. Contact center services and operational support are provided from our locations in Charleston, IL and Killeen, TX. Our subsidiary, Sivic Solutions Group ("SSG") is located in Utica, NY, and provides consulting, systems, and operations support and services to state and county health and human service agencies, juvenile justice agencies, and school districts across the United States.

Parsippany, NJ	**Headquarters**
Charleston, IL	**Customer Care**
Killeen, TX	**Customer Care**
Utica, NY	**Sivic Solutions Group (SSG)**
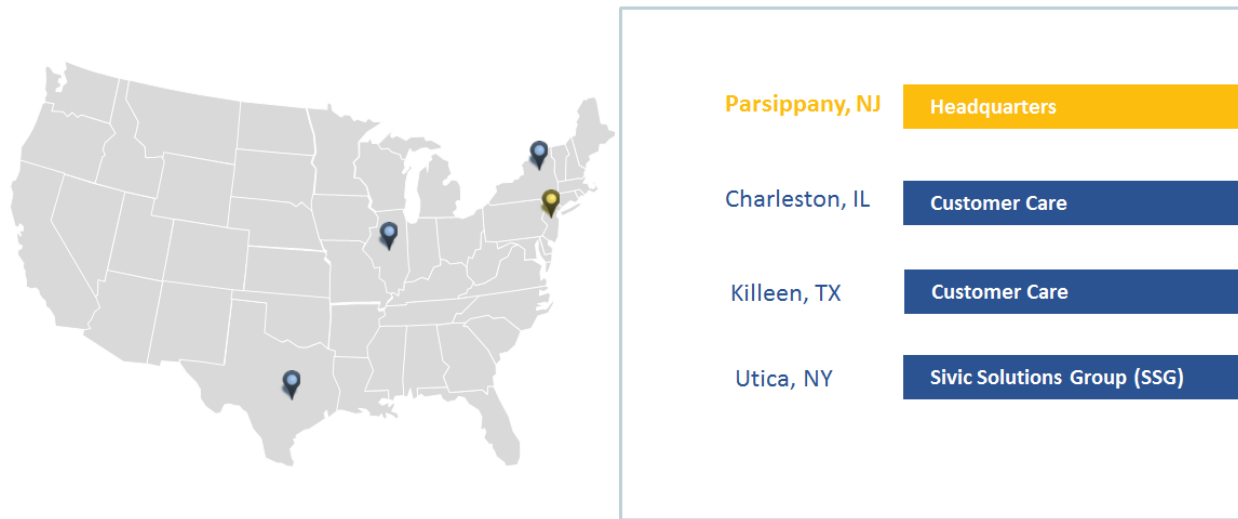
With four facilities in the U.S., Solix offers an agile, scalable, and flexible workforce that is focused on service delivery and customer satisfaction.

A member of SHLB (Schools, Health, and Libraries Broadband Coalition), we are proud to be the only E-Rate consulting firm with 21 years of experience administering the FCC E-Rate Program on behalf of USAC. Our vast and unique experience has provided us with practical and unparalleled insights into the program. We are well-versed in FCC rules and guidelines, the filing processes, common and uncommon errors that delay funding, roadblocks that may slow the review and funding commitment, and best practices for all components of the E-Rate Program application process. We are also members in good standing of E-MPA, the E-Rate Management Professionals Association as well as subscribing members of SECA, the State E-

Rate Coordinators' Alliance. We provide the services and solutions to guide the Library Commission through the complexities of the E-Rate program and application process to maximize your funding commitments and disbursements.

A Uniquely Qualified Partner

Solix is highly qualified to provide comprehensive services and solutions to guide the Library Commission through the complexities of the E-Rate Program and application process. We are confident that our experience and expertise will facilitate the optimization of your funding commitments and disbursements.

Solix: Your Highly Qualified Business Partner
■ *Vast project management experience in drafting, scheduling, complying with Program requirements, maximizing funding, and ensuring successful client programs.*
■ *Regularly interfaces directly with USAC's Open Data to retrieve E-Rate data, allowing for the presentation of meaningful information to our clients using our Business Intelligence tool, Intuition, bringing exceptional insight and clarity to our clients' programs.*
■ *E-Rate Consultants with extensive experience directly supporting applicants, responding to applicant questions, and assisting them with correcting application errors.*
■ *First-hand experience with Program Integrity Assurance (PIA) and Heightened Scrutiny reviews, as well as Commitment Adjustments (COMAD), appeals, and invoicing.*
■ *A long history of development of Program training materials; conducting Train-the-Trainer sessions to USAC Trainers so that they may be prepared to conduct applicant training and respond to applicant questions.*
■ *Remains up to date on E-Rate Program knowledge including policies and regulatory changes and assessing impact and leveraging knowledge to maximize client funding while maintaining compliance.*
■ *Direct insight into what can trigger a denial and how to avoid those errors. (Our team of E-Rate Consultants wrote the review procedures that are used today!)*
■ *Assists clients with maintaining FCC compliance with tools to track funding progress, store documentation, and monitor fund balances, as well as many other benefits.*

In addition to our work with E-Rate, Solix' core business involves supporting grant and federal assistance programs for federal and state agencies, demonstrating that we are very well positioned and staffed to meet the demands of large programs and libraries. Solix has served as the Administrator for many states' Universal Service Fund (USF) programs, the Rural Health Care Program, low-income discount programs, disaster recovery efforts, and other programs that assist in getting critical funds into the hands of those who need it most.

Solix provides Business Process Outsourcing (BPO) services, technology solutions, customer care, and Business Process as a Service (BPaaS) for mission-critical commercial and government programs across the healthcare, public utilities, and telecommunications industries. With a long history of innovation, Solix has demonstrated its ability to identify, recommend, and implement continuous improvements in close collaboration with our clients. As a best practice, we continuously seek opportunities to streamline program processes, improve customer service, and leverage the knowledge and expertise of our staff. We are very accustomed to managing workloads and maintaining a highly skilled, cross-trained workforce that adjusts to peak demands, ensuring a positive customer experience.

Unparalleled Experience and Insights

Knowledge of E-Rate Program, FCC, USAC, and SLD Structures & Administration

> *Solix provides 100% U.S.-based consulting services that assist our clients with the recovery of federal funds. With deep knowledge and experience with FCC program rules, we are uniquely qualified to assist the Library Commission to maximize funding.*

Applicants face various challenges when filing for E-Rate funding such as navigating the highly complex application filing process, working in EPC (E-Rate Productivity Center), maintaining compliance to program rules, and remaining current with program changes. Solix' E-Rate Consultants have extensive expertise to support all the Library Commission's scope of services. Our team members are unique in that their deep and first-hand experience spans every facet of the program from translating the FCC rules into actionable procedures to supporting the applicants in resolving filing issues. We possess unmatched program knowledge and understanding of how rules are applied.

With unparalleled experience and unique program insights, Solix is highly qualified to provide expert E-Rate Program support and services and we are able to scale resources to meet demand. The illustration below provides additional information.

Key Staff Qualifiations	Organizational Experience	Scalability	Proven Technology
• Senior Consultant with nearly 25 years of E-Rate Program experience • Team of E-Rate certified Consultants to support your needs • Successful history of assisting libraries and school districts maximize their E-Rate funds	• 21 years as the E-Rate Program Administrator on behalf of USAC • Since 2019, assisted schools andlibraries in maximizing their E-Rate funding • 14 years as the Rural Healthcare (RHC) Program Administrator • Since 2014, providing consulting for Rural Healthcare providers to maximize funding	• Solix' E-Rate Consultants are supported internally by a team of personnel who have extensive E-Rate experience, providing scalability to meet project demand • Our Information Technology Team can provide guidance on technical inquiries regarding networking equipment	• Tools for secure document management • Planning, tracking, and monitoring tools to maximize funds and monitor reimbursements • Business Intelligence (BI) and data analytics to gain insight into your application status, process, funding, and invoices

With unparalleled experience and unique program insights, Solix is highly qualified to provide expert E-Rate Program support and services, scaling resources to meet demand.

With 21 years of experience as the Program Administrator, we continue to maintain multiple contacts with USAC personnel, many of whom began their careers at Solix. It is not uncommon for Solix Consultants to contact former colleagues to inquire about situations regarding our clients and the overall program.

The members of Solix' E-Rate Consulting Team have extensive experience developing and operationalizing FCC and USAC orders and guidelines into comprehensive procedures and effective training modules. In addition, Solix has many years of experience developing and delivering valuable training regarding highly complex government programs to libraries and school districts across the United States.

Solix is the only consulting firm whose Consultants have actively participated with USAC to interpret all FCC orders, including the two modernization orders. We have translated the program into an FCC-approved procedure manual and provided training to our staff, USAC staff, and E-Rate Coordinators across the United States.

Technical Competencies

Solix considers the populations, needs, and costs of each school and library to determine the degree of support needed. Additionally, we assess how well clients may understand their technology situations to determine if they require additional technical support, beyond standard E-Rate needs. Solix provides full E-Rate support, from pre-commitment through post-commitment, to all our clients regardless of size, and we scale our services to the comfort level and needs of each individual applicant.

Your Trusted E-Rate Partner and Advocate

The E-Rate Program and support for the FCC and USAC has always been a significant core of our business, and it remains so today. As a consulting firm, we understand the importance of staying current with program rules and changes. We accomplish this by monitoring FCC rule changes, participating in organizations dedicated to E-Rate advocacy, maintaining active communications with USAC, monitoring USAC board meetings, and keeping current with USAC training updates and USAC-sponsored webinars. We review daily USAC news updates as well as policy impacting events, and we create our own internal E-Rate news brief to keep team members current with events or news that may impact the Program and/or our clients.

> *Solix specifically monitors for annual program changes, and quickly adjusts or modifies our internal processes and keep clients informed. We review rule changes and Notices of Proposed Rule Making (NPRMs), EPC and legacy system changes, product and service eligibility changes, and more.*

All Solix Consultants have been certified in E-Rate processing and as previously noted, we maintain an active membership in the E-Rate Management Professionals Association (E-MPA). We also are active members of the Schools, Health, and Libraries Broadband Coalition (SHLB), where we participate in meetings and calls to advocate on behalf of our clients. We have a long history with interpreting the program guidelines and rules and understanding the effect of program changes on the applicants and the application process.

We will advocate on behalf of the Library Commission, while bringing you the latest news and assisting you with navigating any potential impact to your filings. We are proactive in sharing new information with the Library Commission through our E-News, webinars, blog postings, client meetings, training sessions, and discussions. Solix is committed to ensuring that the Library Commission has the information you need to run an effective E-Rate Program.

Familiarity with Statewide Procurement Contracts

Solix has worked extensively with statewide contracts both as a Program Administrator and as a consulting agency. In fact, one of our largest clients relies on the use of state contracts to follow local procurement laws that require additional steps for any high-dollar projects that do not utilize these contracts. Thus, we are consistently working with clients that take advantage of statewide procurement contracts, and we are familiar with their unique qualities.

Strategic and Technical Advice and Expertise

Our E-Rate Consulting Team will engage professionals from other Solix departments as needed which may include, but not limited to, members of the Information Technology Team and Procurement Specialists.

- Information Technology:
  - Available to collaborate with the Solix Consultant Team and the Library Commission; and
  - Recommends new products and technology not being used today by the Library Commission but are eligible for E-Rate funding.
- Procurement:
  - Assists with crafting RFPs for the Library Commission; and
  - Provides strategic direction allowing the Library Commission to make stronger purchases.

Drafting of Solicitations Such as RFPs, RFBs, and RFQs

Solix' staff is well-equipped to provide support around systems, solicitations, and contracts. With a wealth of knowledge and experience in RFP review, bid analysis, contract execution, and information technology (IT) systems, our staff will work with the Library Commission through all phases. These include technology selection, including planning, evaluation, implementation, and coordination.

Emergency Connectivity Program

Solix staff members are well-versed in the guidelines of the Emergency Connectivity Program, or Emergency Connectivity Fund (ECF). Our clients have received millions of dollars in ECF funding. We have the ability to address any questions or issues that may arise on existing ECF applications and funding, and will provide aid in the process for any new ECF work.

Audits, Reviews of Applications, and Appeals of Adverse Decisions

E-Rate is an ongoing and ever-evolving process that changes with new FCC rules and subsequent process and system changes. Solix will monitor for how these changes can impact the Library Commission, and work with you to maintain program compliance. We know that things may not always go as planned; therefore, Solix will also provide full support on all other processes as listed below (when needed):

- If the Library Commission is selected for either a Payment Quality Assurance (PQA) audit or Beneficiary and Contributor Audit (BCAP) by the Schools and Library Division (SLD), Solix, as your partner, will assist in the preparation of answers to all questions and documentation to be submitted to comply with the audit.

- As the main point of contact (POC) for the Library Commission, Solix will represent your interests in responding to questions and preparing for a program audit.

- We will provide all documentation to the Library Commission prior to submission to USAC SLD.

- ■ We will analyze the current process for documentation retention and implement additional best practices, if needed.

- ■ We will analyze past years' funding commitments to identify the reasons for current delays, funding denials and reasons for denial, and strategize and utilize best practices to attempt to recover those funds.

- ■ We will monitor each application with program deadlines for filing Form 470, Form 471, Form 486, and BEAR forms, and advise the Library Commission of any pending deadlines.

- ■ We will effectively serve as liaison with the FCC and SLD as unique problems and issues arise to facilitate resolution of the problem or issue. Solix will maintain communication with the Library Commission to keep you informed of all issues that are currently being discussed.

- ■ We will maintain strict confidentiality with all materials and information obtained.

With Solix providing a full level of support and guidance navigating tedious E-Rate processes, the Library Commission's administrative burden will be reduced, ensuring success year after year.

E-Rate Compliance, Improving Internal Controls and Procedures

Solix' E-Rate Consultants are among the leading experts in the field when it comes to E-Rate compliance. Many of our employees were with Solix when the E-Rate Program first began and worked in conjunction with USAC for 21 years determining proper rules and guidelines for how the program should be conducted. Each of our Consultants has spent time on both the administrative and consulting side of the E-Rate Program, and, while confident in their knowledge, the Solix E-Rate Consulting Team is always looking for modifications made to this ever-changing program.

Solix will perform quality assurance reviews as requested on forms prior to submission and, per applicant request, are open to additional reviews by the Library Commission. Compliance is the single most important part of the E-Rate process, which we take very seriously. We implement proven procedures to avoid any potential compliance problems.

3.0   QUALIFICATIONS

3.1. *The Vendor must have a minimum of three (3) years of professional experience in E-Rate application coordinating, or in projects of similar scope and nature.*

Solix' E-Rate Clients

Since January 2019, when our E-Rate Consulting Practice was launched, Solix has signed over 70 contracts with schools and libraries in multiple states throughout the U.S. to provide E-Rate consulting services. In all cases, Solix' E-Rate Consultants successfully obtained Category 1 and/or Category 2 funding, meeting or exceeding each client's unique program objectives. We are proud of our recent and consistent track record of success. We look forward to the opportunity to deliver similar results for the Library Commission.

Client Name	City
CALIFORNIA	
California Crosspoint HS Academy	Hayward
CECA - Patten Academy of Christian Education	Oakland
Pope Valley Union Elementary School District	Pope Valley
Riverdale Unified School District	Riverdale
San Pasqual Valley USD	Winterhaven
COLORADO	
Monte Vista School District	Monte Vista
CONNECTICUT	
Park City Prep Charter School	Bridgeport
Xavier High School	Middletown
DELAWARE	
Ursuline Academy	
FLORIDA	
Coral Reef Montessori Academy	Miami
Franklin County School District	Eastpoint
Galaxy Education Inc. dba Discovery Academy	Dunedin
Jubilee Christian Academy	Pensacola
Miami Union Academy	North Miami
New Springs School	Tampa
Orlando Science Elementary School	Orlando
Orlando Science Middle High Charter School	Orlando
Osceola Science Charter School	Orlando
Seminole Science Charter School	Lake Mary
Stetson Baptist Christian School	Deland
United Cerebral Palsy School of Central Florida	Orlando

Client Name	City
HAWAII	
Sacred Hearts Academy	Honolulu
St. Patrick School	Honolulu
ILLINOIS	
DeKalb Public Library	DeKalb
KENTUCKY	
Holy Cross Elementary School	Covington
Holy Family Catholic School	Covington
Holy Trinity School	Covington
Newport Central Catholic High School	Newport
Prince of Peace School	Covington
St. Anthony School	Taylor Mill
St. Augustine School	Covington
MAINE	
MSAD 58	Phillips
MICHIGAN	
Fr. Gabriel Richard High School	Ann Arbor
MINNESOTA	
Cotter Schools	Winona
MISSOURI	
Diamond School District R 4	Diamond
Schuyler County School District R 1	Queen City
St. Martin Elementary School	Jefferson City
NEBRASKA	
Jesuit Academy	Omaha
NEW JERSEY	
Achievers Early College Prep Charter School	Trenton
Classical Academy Charter School of Clifton	Clifton
Elysian Charter School	Hoboken
New Providence School District	New Providence
Newark Educators Charter School	Newark
Paterson Public Schools	Paterson
Princeton Charter School	Princeton
Riverdale School District	Riverdale
Union County T.E.A.M.S. Charter School and High School	Plainfield
NEW MEXICO	
New Mexico Public Schools Facilities Authority (PSFA)	Albuquerque

Client Name	City
New Mexico State Library	Santa Fe
NEW YORK	
Adelphi Academy	Brooklyn
Albany Academies	Albany
Archbishop Molloy High School	Briarwood
Brooklyn Friends School	Brooklyn
Chaminade High School	Mineola
Cooke School	New York
Immaculate Heart of Mary School	Scarsdale
La Salle School	Albany
Long Island Hebrew Academy	Great Neck
Manhattan Christian Academy	New York
Manlius-Pebble Hill School	Syracuse
Monsignor Scanlan High School	Bronx
Preston High School	Bronx
Smithtown Christian School	Smithtown
St. Francis Prep School	Flushing
St. John the Baptist Diocesan High School	West Islip
NORTH CAROLINA	
Achievement Charter Academy	Fuquay-Varina
Davie County Public Library	Mocksville
OHIO	
Marburn Academy	New Albany
St. Helen School	Newbury
St. Joseph School	Galion
OKLAHOMA	
Sacred Heart School	Oklahoma City
PENNSYLVANIA	
St. Athanasius School	Philadelphia
TEXAS	
Tarkington Community Library	Cleveland
VIRGINIA	
Grace Christian School	Staunton
WISCONSIN	
Algoma School District	Algoma
Sheboygan Lutheran High School	Sheboygan
St. Mary's Elementary School	Colby

What Our Clients Are Saying

Throughout our history, Solix has assisted many libraries, school districts, and state departments of education with the application process from initial filing through post-commitment. The table below demonstrates our solid reputation in the field through the words of just some of our many satisfied clients.

Solix Client	What They Said
Library in New Mexico	"…Through their work with our libraries, Solix has proven that they possess the skills and knowledge required to successfully assist applicants navigate and complete the E-Rate process. Part of that success was due to regular communication towards library status at any given point in time, weekly accomplishments and transparency of documents, forms and updates available through a shared Google drive. With their assistance, our libraries will be receiving funding assistance needed to gain access to high-speed internet and refreshed network equipment. While the E-Rate cycle for this year is not complete. I fully anticipate that SOLIX will continue to work with us to provide webinar instruction, file the appropriate reimbursement forms to complete this year's E-Rate cycle. Both my colleague… and I wholeheartedly recommend SOLIX and their E-Rate team to meet your E-Rate needs."
School District in Maine	"The 2019-2020 school year was the first year that [we] worked with Solix. We decided to award the contract to them due to the quick response we received from them when we reached out to them and the competitive pricing they have for their services. We have been very pleased with the service they have provided. They are very knowledgeable about the E-Rate process, and they were on top of all of the filing and digital paperwork that needed to be done. I would highly recommend choosing Solix for your E-Rate consulting needs."
State Department in North Carolina	"I cannot thank you enough for all the hard work you have put into working these C2 apps for North Carolina. I am not sure you are aware, but NC is leading the nation in Digital Teaching and Learning and these E-Rate applications are helping us make the goal of "one AP per classroom." Chairman Pau was just here in Graham Co marveling at our process and success. Our general assembly is leveraging the non-discount with the E-Rate discount, and so the schools are not paying out of pocket for any projects - unless they're over budget of course. Again, you and your colleagues are doing a herculean job and you should be commended...for your efforts."
Catholic School in Ohio	"Solix Consulting went the extra mile in every sense when helping [us] take advantage of the eRate subsidy. In addition to helping us understand the requirements and assisting in navigating the applicable web sites, they were proactive in preparing our bid package and analyzing the results. We felt comfortable exploring various tech options with them and analyzing the possibilities in light of the eRate subsidy. Solix always responded to our

Solix Client	What They Said
	questions quickly, and they were very patient in considering our requests and alternative proposals. As a small school, it is very important for us to take advantage of all opportunities – working with Solix gave us confidence that we fully explored all the options to maximize our eRate grant amount."
High School in Connecticut	"My school was not using e-Rate to its full potential and being a two-person IT team made it difficult to allocate appropriate resources for the paperwork. Ivan and his team at Solix brought us the maximum potential funding. Have an accountant do your taxes? Have Solix do your e-Rate."

Related Experience – Case Studies

Solix has extensive experience in consistently ensuring successful E-Rate Program outcomes for our clients. The case studies below describe the proven methods and approaches Solix has recently used to ensure project success for our clients.

Case Study #1: Solix Saves Internet Access at a Rural Library

A small rural library in Texas was the only outlet for wired Internet access in their entire town; people relied on mobile smartphone networks for any home connection. Their Head Librarian, who had spearheaded use of the E-Rate program to support their expensive connection, had left, leaving the replacement Librarian with no instruction or advice on how to continue applying for their yearly discount. Solix reached out to them after noticing that they had not applied for that funding year and spoke with the new Librarian about how to correct this issue and make sure that they received the funding that they needed to continue offering Internet access to their community. We located their existing contract after obtaining access to their EPC account and filed an FCC Form 471 as soon as possible, as well as a late filing waiver with the FCC immediately afterwards. After the waiver was granted, the library received the 80% discount they were accustomed to and were able to maintain their Internet connection.

Case Study #2: Solix Helps School Obtain Maximum Funding for Networking Equipment

A Solix client was undergoing an expansion to their school and knew that they would need a wide assortment of new networking equipment. However, they were not at the stage where they even knew what they would need to request. They turned to Solix for assistance. As an expansive consulting firm with a wide array of talent, Solix assembled a team with the necessary technical expertise to put together an estimated technology plan, letting the client know the types of equipment, and related quantity, they would have to request via the FCC Form 470 to have a successful network for their updated building. This allowed vendors to provide comprehensive and competitive bids, and the applicant received the maximum amount of Category 2 funding allowed, saving them over $50,000 in the procurement of needed equipment.

Case Study #3: Solix Assists Client in Improving Internet Service and Costs

A Solix client in rural Ohio was paying what they perceived to be an exorbitant amount for Internet service; however, they were in a very isolated area, and believed that this was their only option. With a proven track record providing highly effective E-Rate support to clients, they chose Solix for assistance. Solix' Consultants worked with the client to craft a bid that requested different levels of speed and Internet access. We also consulted with the state's E-Rate Coordinator on how to access the Ohio K-12 Network Connectivity Subsidy, and if such a choice was warranted given the choice of local cooperatives. By navigating the process with them, the school successfully upgraded their Internet speed and significantly lowered their monthly costs.

Case Study #4: Solix Provides School District with a Strong Wireless Network Solution

A school district needed to build a stronger connection wireless network in two of their four schools. This client had not participated in the E-Rate Program in recent years. Solix collaborated with them to select the vendor that would best meet their very specific needs, while ensuring price was the most heavily weighted selection factor, as required by the E-Rate competitive bidding rules. The E-Rate competitive bidding process resulted in a price for the entire project that was less than a quarter of their budget. After selection of the vendor and submission of the application, Solix met with both the client and the vendor to discuss implementation and installation. This personal touch is a hallmark of Solix' service, as we are always willing to assist our clients in whatever ways we can.

3.1.1. Vendor shall provide a list of references with the bid.

Client References

Solix' client references are listed in the tables below.

Reference #1: Dekalb County Library (IL)

Client & Contract Information	Description of Services Provided
Ryan Racine, Facilities Manager 309 Oak Street DeKalb, IL 60115 Tel. No.: 815-756-9568, Ext. 1800 Email: ryanr@dkpl.org	E-Rate Consulting for FY2020 and FY2021: Competitive bidding including Form 470, Form 471, and PIA review. Date of Service/Contract: Feb. 2020 - Present

Reference #2: New Mexico State Library (NM)

Client & Contract Information	Description of Services Provided
Richard Govea, NMSL Broadband Program Manager 1209 Camino Carlos Rey Santa Fe, NM 87507 Tel. No.: 505-467-9283 Email: Richard.govea@state.nm.us	E-Rate Consulting for FY2020: Competitive bidding including Form 470 and RFPs, Form 471 filing, PIA review, and RAL submission Date of Service/Contract: Mar. 2020 - Present

Reference #3: Paterson Public School (NJ)

Client & Contract Information	Description of Services Provided
Yacine Abada, Director of Network Services 90 Delaware Avenue Paterson, NJ 07503 Tel. No.: 973- 321-0908 Email: yabada@paterson.k12.nj.us	Solix produces and files the District's E-Rate applications and is currently in the process of updating their entities in the EPC system. This initiative involves navigating the constantly changing challenges of an urban school district with dozens of schools that are often being renamed, combining, closing, or even being built. The District includes more than 50 buildings with 29,475 enrolled students. Solix completed full E-Rate consultation and support for FY2021, securing $1,042,841 for Category 1 services. For Emergency Contact Fund, Solix provided consultation services securing $5,709,375 for laptops and Chromebooks for staff and students. Currently, Solix is working on approval process for FY2022 for Category 1 and 2 services. Date of Service/Contract: Oct. 2020 - Present

3.2. The Vendor must describe their approach and methodology to meeting the goals/objectives identified below in Section 4.

Project Management Approach

Solix follows five key principles to successfully managing projects. This approach to project management is aligned with our values of integrity, innovation, teamwork, and excellence.

Client Expectations → Project Management Work Plan → Team Assignments → Communication → Quality Control

Solix' key principles for successful project management.

The key principles are summarized as follows:

■ **Understand Client Expectations.** Immediately following award of a contract, Solix will meet with the Library Commission's Management Team to understand its definition of project success, confirm the scope of work, establish project objectives, agree on the sequencing of tasks, and walk through a preliminary schedule of implementation.

■ **Develop a Project Management Work Plan.** The Work Plan accurately captures the Library Commission's vision, mission, and objectives for the project and provides a proven approach to executing the work to deliver the anticipated results. The Work Plan will be used by Solix and the Library Commission to monitor risks and issue resolutions, start and finish dates, and status of activities, deliverables, and corresponding resource consumption for each deliverable.

■ **Assign and commit the "right" professionals to the project.** We believe that Solix' approach to identifying and mobilizing the right talent, with capabilities and experience aligned with the project, sets us apart. Solix is highly selective. We employ a team of E-Rate Program experts with extensive experience managing the Program, developing program training modules, and creating Program processes. Our E-Rate Consulting Team is established and ready to support the Library Commission.

■ **Communicate frequently with client about project status, issues, and concerns.** A project is a collaborative effort. As such, we will provide the Library Commission with regular project status reports and schedule regular cadence calls during which we can collaborate towards an efficient and seamless implementation. Please see Appendix A: Business Intelligence Reports for details regarding Solix' Business Intelligence (BI) reporting and analytics tool, *Intuition.*

■ **Implement a rigorous Quality Control (QC) approach.** Because of the critical importance of relevant talent and experience, Solix spends significant time focusing on these key aspects of the team. At a logical midpoint or at the completion of each contract year,

Solix will request that the Library Commission provide formal feedback on Solix' performance and real-time performance assessments that allow for timely adjustments.

Solix will use relevant industry standard project management control tools to bring together a high level of transparency, accountability, and organization to the Program.

Project Management Work Plan

Solix firmly believes in properly starting projects by collaborating with our client and establishing a trusted working relationship that addresses their needs. To support an effective project start-up, we will work with the Library Commission to develop and implement a Project Management Work Plan (Work Plan) aimed at maintaining high levels of service and quality throughout the project. Solix provides the below preliminary Work Plan for the Library Commission's E-Rate Program.

Activities & Timeline
■ Monitor existing Form 471 applications for inquiries – Commence when contract is awarded; continue until all applications are approved. ■ File FCC Form 486 – Commence when contract is awarded; complete when last Form 471 application is approved. ■ Provide resolution on invoicing and Forms 472 and 474 when possible – July 1 thru June 30.
■ Monitor existing applications, provide updates on USAC actions, and contact USAC directly when necessary to address any potential delays – Ongoing. ■ Meet with the Library Commission to compose technology plans and client needs – August thru October.
■ Compile modifications required for entities to ensure accurate information for upcoming form filing – September thru December. ■ Provide assistance with the competitive bidding process and the FCC Forms 470 for any required services or items – July thru February.
■ Work with the Library Commission throughout competitive bidding process to ensure compliance – July thru February. ■ Support the filing of Form 471 applications for all services – January thru March.
■ Aid in the responses to USAC inquiries as they arrive – Ongoing. ■ Continue working with vendors and the Library Commission on any existing invoicing issues for FY2022 or prior years – Commence when contract is awarded, then ongoing.

Solix will provide the Library Commission with comprehensive services and support from pre-sale to post-sale and understand you desire a seamless and efficient transition of services. Based on our many years of experience in providing consulting and process outsourcing services, Solix has developed a rapid implementation process that embraces a collaborative approach to working with our clients to set clear objectives and deliver quality services within the specified time frames. The timeline provided in the Project Management Work Plan illustrates the proposed schedule for the initial contract implementation and ongoing services.

Maximize Funding

Streamline & Automate

Compliance Preparation
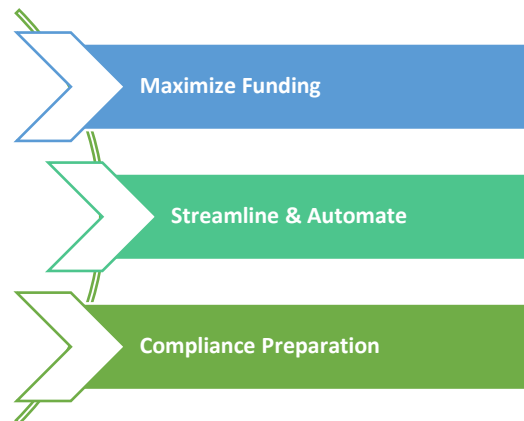
Estimated Project Timeline

Services can be implemented within one business day upon selection of Solix, Inc. as your E-Rate Consultant. The Library Commission can easily add Solix as its Consultant and the members of our Consulting Team as users in EPC. Solix is available to guide you through this process. Once we are granted access, we can begin supporting your E-Rate Program.

4.0   MANDATORY REQUIREMENTS

4.1 Mandatory Contract Services Requirements and Deliverables: Contract Services must meet or exceed the mandatory requirements listed below.

Comprehensive Services and Support

With extensive E-Rate experience, expertise, and resources to fully satisfy all your Program objectives, Solix will successfully provide comprehensive services to the Library Commission. Our E-Rate support includes the following.

Mandatory Contract Services Requirements and Deliverables	How Solix Will Comply
4.1.1. Vendor must file at least one FCC Form 471 annually to cover Category 1 service, and, if needed, Category 2 service. 4.1.1. The Vendor shall be responsible for tracking contract signing dates for compliance with Form 470 Allowable Contract Dates, timely preparation of required FCC Form 471s, and monitoring the FCC Form 471 and/or certification submissions.	Solix will file all requisite forms for both Category 1 and Category 2 services in support of all West Virginia libraries. Solix will track all application filing dates and deadlines, allowable contract dates, contract signing dates, and monitor all schedules to ensure that no deadlines are missed and that applicants are fully informed at each step of the process.
4.1.2. Vendor shall review the submitted application during the Program Integrity Assurance (PIA) review. 4.1.2.1. The Vendor shall be responsible for tracking PIA inquiries to assure timely responses by coordinating with the Library Commission. The Library Commission and the Vendor shall document all interactions with PIA and submit all PIA responses. Selective Reviews and Cost-Effective Reviews must be coordinated and handled by the Vendor similarly.	Solix will review, track, and respond to all PIA inquiries, including Selective, Cost-Effective, and Special Compliance Reviews. We will coordinate with the Library Commission on all responses to reach consensus and agreement regarding any issues that arise during the inquiry process.
4.1.3. Vendor must review the Funding Commitment Decision Letters (FCDLs) and take all appropriate actions, including, but not limited to, preparation of the associated Form 486s, appeals, requests for waiver, Good Samaritans, SPIN changes, service substitutions, and/or the preparation of Form 500s to extent contract expiration dates or to cancel, or reduce unneeded funding once the funding decisions are issued. 4.1.3.1. Vendor shall coordinate approved funding with the Library Commission and	Solix will review all FCDLs and proceed to file all Form 486s and any necessary appeals, waivers, modifications, substitutions, or Form 500s. We will coordinate with the Library Commission and service provider to verify SPI or BEAR invoicing and take all necessary steps to complete the invoicing process until full disbursement is obtained.

| Mandatory Contract Services Requirements and Deliverables	How Solix Will Comply
the associated service provider, including but not limited to, decisions regarding the realization of discounts through either the SPI or BEAR process.	
4.1.4. Vendor must collect the associated bills from the Agency, summarize the eligible charges, prepare the appropriate FCC Form 472s, obtain the requisite vendor acknowledgment, respond to USAC invoice inquires, and track BEAR payment authorizations and vendor payments.	Solix will obtain all necessary documentation and file all BEAR forms in order to obtain full disbursement for all member libraries. Solix wjll respond to all invoice inquiries and address any issues that arise during the BEAR invoicing process.
4.1.5. Vendor shall maintain a comprehensive database of E-Rate funding applications, decisions, utilization, NSLP data, and all related records or documentation provided by the Library Commission or generated by the Vendor.	Solix will maintain a complete database of all applications, data, and documentation provided by the library or generated by the vendor. All financial information, application statuses, and documentation will be stored and recorded in our online management system.
4.1.6. The Vendor must provide a detailed reconciliation of disbursements for the E-Rate funding year.	Disbursements will be fully recorded and reconciled as the funding year progresses and all relevant BEAR and SPI forms are completed. All committed and disbursed funds will be reconciled throughout the funding year.
4.1.7. Vendor shall be thoroughly familiar with on-site outreach visits or formal audits by USAC, FCC or their contractors and, upon request, be prepared to provide off-site and on-site support in preparing for, and during the conduct of these site visits and audit activities. 4.1.7.1. Vendor must include such support must in the bid pricing.	Solix is fully familiar with agency audits and is prepared to offer all needed support to the Library Commission.
4.1.8. Vendor shall be available to participate in critical E-Rate planning meetings with Agency staff, particularly during the period in and around the annual Forms 470 and 471 application window.	Solix is happy to participate in regular and special meetings requested by the Agency, and will work closely with staff throughout the year, with a particular focus on the Form 470 and Form 471 windows.
4.1.9. Vendor's services must include all preliminary work before the beginning of the actual funding year, work done during the actual funding year related to that year, as well as such follow-up work may include but is not limited to FCC Form 472 BEAR submittals and audits, FCC Form 474 SPI, and other audits or work which occur after June 30 of that funding year, regardless of the length of time it takes for their completion. 4.1.9.1. The Agency recognizes that	Our proposal is for complete E-Rate service, from beginning to end, starting with preparation, the Form 470, and competitive bidding, and continuing through the application and invoicing processes. We are committed to overseeing the full funding year and making sure that all libraries receive the funding to which they are entitled.

Mandatory Contract Services Requirements and Deliverables	How Solix Will Comply
E-Rate funding years may take two (2) or more distinct fiscal years to complete and that follow-up audits by Federal agencies may occur up to five years after the last date of service. Therefore, continuity for the E-Rate funding year is considered of high importance.	

With extensive E-Rate experience, expertise, and resources to fully satisfy all your project objectives, Solix will successfully provide comprehensive services to the Library Commission.

Solix' team of expert Consultants is ready to analyze your commitments and disbursements to ensure the Library Commission has exhausted all avenues to maximize receipt of committed funds. We take a collaborative approach to ensuring program success, and we are highly qualified to support you through all phases of the E-Rate Program.

Solix will manage and support all aspects of the E-Rate Program on behalf of the Library Commission, customizing our support and communications to your specific needs. Solix will be available to represent the Library Commission in all interactions with USAC or the FCC, and act on your behalf, providing all support in a timely manner necessary to secure maximum funding.

As illustrated below, Solix will provide the following services including, but not limited to, assisting all entities that need to assess and plan, competitively bid, apply for discounts, and handle post-commitment process, service starts, and invoicing.
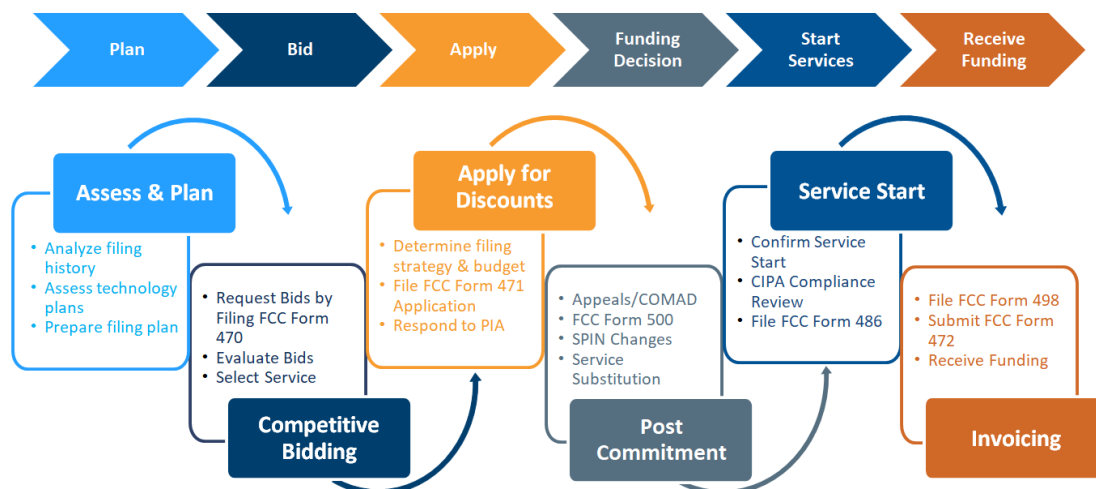
Solix will manage the E-Rate process on behalf of the Library Commission at every step of the E-Rate cycle.

The following pages detail how Solix will manage and support all aspects of the E-Rate Program on behalf of the Library Commission.

Assess and Plan

Assess & Plan

- Analyze filing history
- Assess technology plans
- Prepare filing plan
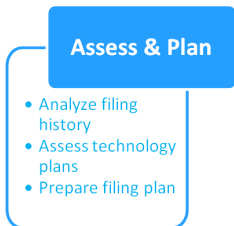
Program success begins with proper planning. As we collaboratively plan for each new funding year, your Solix E-Rate Consulting Team will meet with the Library Commission to gather information, review and assess historical funding requests, and discuss your technology plans and special education initiatives. This stage will lay the foundation for planning a successful E-Rate filing that will best meet your needs. In addition to providing our clients with a timeline for all activities necessary for successful filing for the current funding year, the following are a few of the activities that the Library Commission can expect will take place during the annual planning cycle to assist in developing the most appropriate strategy for the upcoming E-Rate year, as well as your long-term connectivity goals:

- Review changes to the Library Commission's technology plans, digital education initiatives, long-term connectivity goals, and device accessibility guidelines;

- Review past filing history, provide an assessment of any filing issues, and identify opportunities to improve funding outcomes or avoid funding delays;

- Review Category 2 budget and filing history to determine remaining fund availability and strategically take advantage of funding opportunities;

- Identify specific needs for Category 1 and Category 2 Services; keeping in mind capacity planning and useful life of equipment;

- Review and communicate changes to eligible products and services;

- Identify and review any new or changed State procurement guidelines; and

- Discuss strategies for effective competitive bidding.

Competitive Bidding

- Request Bids by Filing FCC Form 470
- Evaluate Bids
- Select Service Provider

Competitive Bidding

The competitive bidding process is intended to identify the most cost-effective solutions available. Evidence has shown that engaging in competitive bidding will drive costs down over time. Done well, a library or school district should see that they are able to attain higher bandwidths for reduced costs. Too often libraries and schools do not effectively utilize the competitive bidding process, which can lead to higher than necessary prices or in some cases funding denials. Competitive bidding violations are one of the top five reasons for funding denials.

Solix will provide competitive bidding support that begins with the planning stage by properly identifying objectives and gathering necessary state procurement information, and ends with selecting vendors based on well-crafted evaluation criteria. The list below highlights our support for competitive bidding processes:

- Recommend strategies for competitive filing based on best practices;

- Provide guidance and review support for RFP documents to ensure program compliance and attention to strategies;

- Aid in the preparation of FCC Forms 470, assisting with ensuring compliance to the stringent Form 470 and competitive bidding timeline;

- Perform all necessary actions to ensure compliant procurement processes including but not limited to:

  - Arranging and coordinating any procurement events needed (e.g., bidders conference);

  - Uploading any and all changes to the procurement documents into EPC (e.g., questions and answers provided to various vendors during the questions timeframe to ensure all vendors have access to the same information);

  - Receiving all bids and gathering all documents;

  - Organizing bids to facilitate easier evaluation by the Library Commission; and

  - Providing the Library Commission with all necessary tools to evaluate all bids and select a vendor.

- Provide all necessary tools to sign a compliant contract for services with each chosen vendor; and

- Communicate regularly and apprise you on items requiring action by the Library Commission.

Apply for Discounts

Apply for Discounts

- Determine filing strategy & budget
- File FCC Form 471 Application
- Respond to PIA

Data supports that the earlier an application for discounts is filed, the more likely it will be processed earlier. Working with our clients to adequately prepare and file early will be built into the timelines distributed during our planning phase.

As a result of our unique history working with USAC to process and review all applications, Solix' Consultants are very well-versed in navigating through EPC and what may trigger applications for more extensive reviews that can lead to delays. Likewise, we are also knowledgeable about how applications can be best structured to maximize funding, and how to avoid common filing mistakes.

> *Solix' E-Rate Consultants know exactly what USAC is looking for when they conduct program-related audits, and we work to quickly address any issues before they trigger a Selective Review or Special Compliance Review.*

The following is what the Library Commission can expect that the Solix Consulting Team will do at this stage:

- Ensure that compliant competitive bidding requirements will be satisfied prior to filing;

- Verify that all services are eligible for discounts;

- Structure Forms 471 in such a way that allows for swift processing and avoidance of common issues that large applications may encounter;

- Manage all aspects of filing through the EPC interface;

- Respond to all PIA and SRIR inquiries;

- Apprise the Library Commission of all questions received and the answers submitted; and

- Review all Funding Commitment Decision Letters (FCDLs) with the Library Commission to plan for next steps.

> *Solix is aware of all EPC system limitations as well as how to work around those limitations, especially for large applications such as those submitted on behalf of the Library Commission.*

Post-Commitment

- Appeals/COMAD
- FCC Form 500
- SPIN Changes
- Service Substitution

Post Commitment
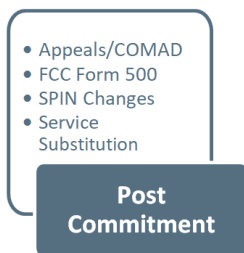
Errors and changes are often inevitable in complex programs such as E-Rate. Compounding these issues, systems that are not the most user-friendly or forgiving can result in problems that make filing change requests necessary. Since Solix' strategy is focused on good planning and knowing the most common E-Rate filing pitfalls, our goal is to minimize the need for or volume of post-commitment actions but providing any necessary modifications, when called for. Solix will provide the Library Commission full post-commitment support including, but not limited to, the following:

- Review all funding reductions or denials and file appeals as justified;

- Deliver recommendations for Form 500 filings to the Library Commission to reduce or cancel commitments in cases where it is necessary to bring entities within the current year's allotted budget, or to simply reduce commitments that will not be used;

- File service substitutions and related inquires in cases where the Library Commission may desire to switch products/services and changes fall within allowable program parameters; and

- File necessary Service Provider Identification Number (SPIN) change requests (operational or corrective), when allowable under program rules, and address all associated correspondence.

During our tenure with the E-Rate Program, Solix has processed more than 2,400 post-commitment forms annually and created the review process of these forms in EPC. This places us in the most unique position to ensure the Library Commission's success in all these processes, as we know what information will be needed for the Administrator to process these forms quickly.

Service Start

Service Start

- Confirm Service Start
- CIPA Compliance Review
- File FCC Form 486
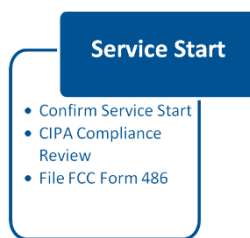
Based on our experience with the E-Rate Program, we have learned that late filings or not filing the appropriate form in the time between funding decisions and invoicing are the number one reasons for funding reductions. Confirming the service start date and Children's Internet Protection Act (CIPA) compliance is necessary prior to invoicing as this provides USAC the ability to track the funding and make any adjustments based on service start dates, if needed. Solix understands the unique differences in service start date rules for categories of service and how to avoid common pitfalls.

When the Library Commission is ready to start receiving the services funded by E-Rate, the Library Commission can expect the following from its Solix E-Rate Consulting Team:

- Prior to the beginning of the funding year or service implementation date, once again review with the Library Commission all funded services, anticipated and actual service start dates, and CIPA compliance components to start the next phase of the E-Rate cycle;

- Review and confirm CIPA compliance certification components to identify any gaps and mitigate any risks;

- Submit Forms 486 in EPC, confirming the receipt of services and stipulating CIPA certification;

- File all necessary forms with USAC to adjust the dates in the event of any delays in starting or implementing any services; and

- Use best practices developed over years of processing Forms 486 to avoid issues that could lead to funding reductions or denials.

Invoicing

- File FCC Form 498
- Submit FCC Form 472
- Receive Funding

Invoicing

The invoicing process for E-Rate can be tedious and time consuming. Solix possesses intimate knowledge of common invoicing issues and how to proactively mitigate and resolve such issues. Solix will utilize this knowledge to secure, streamline, and automate the Library Commission's invoice process. The Library Commission will benefit greatly from having Solix as its partner in navigating USAC's new process.

It is important to note that USAC's invoice process is on the verge of major changes as this process is still currently administered in the USAC's legacy systems. When USAC decides to integrate this process into the EPC system, the Library Commission will benefit greatly from having Solix as its partner in navigating USAC's new process.

Solix invoice services include the following activities:

- Prepare and submit the necessary BEAR forms in order to seek reimbursements for discount amounts;

- Address all USAC documentation requests related to the submitted BEAR forms;

- Track committed amounts, disbursed funds, and the balance of funds remaining to be disbursed for all FRNs;

- Work with the Library Commission to manage the overall end-to-end invoice process;

- Provide step-by-step guides and arrange for extended support to assist the Library Commission with forms that must be completed; and

- Provide best practices and process for automation, where applicable, to allow the Library Commission's future administrative burden to be minimal.

Other E-Rate Processes and Solix Support

E-Rate is an ongoing and ever-evolving process that changes with new FCC rules and subsequent process and system changes. Solix will monitor for how these changes can impact the Library Commission and work with you to maintain program compliance. We know that things may not always go as planned; therefore, Solix will also provide full support on all other processes as listed below (when needed):

- If the Library Commission is selected for either a Payment Quality Assurance (PQA) audit or Beneficiary and Contributor Audit (BCAP) by the Schools and Library Division (SLD), Solix, as your partner, shall prepare answers to all questions and documentation to be submitted in order to comply with the audit.

- As the main point of contact for the Library Commission, Solix will represent your interests in responding to questions and preparing for a program audit.

- We will provide all documentation to the Library Commission prior to submission to USAC SLD.

- We will analyze the current process for documentation retention and implement additional best practices.

- We will analyze past years' funding commitments in order to identify the reasons for current delays, funding denials and reasons for denial, and strategize and utilize best practices to attempt to recover those funds.

- We will monitor each application with program deadlines for filing Form 470, Form 471, Form 486, and BEAR forms, and advise the Library Commission of any pending deadlines.

- We will serve effectively as liaison with the FCC and SLD as unique problems and issues arise in order to facilitate resolution of the problem or issue. Solix will maintain communication with the Library Commission to keep you informed of all issues that are currently being discussed.

- We will maintain strict confidentiality with all materials and information obtained.

3.2.1. Vendor shall submit with the bid a cover letter entailing the Scope of Work.

Satisfying the Full Scope of Work

Our cover letter at the beginning of this proposal confirms our understanding of the Library Commission's scope of work, as well as our ability and commitment to meet or exceed all related requirements outlined in Solicitation No. CRFQ 0433 LIB2200000009.

3.3. The Vendor must maintain a current level of knowledge of E-Rate rules, regulations, and interpretations. It is expected that the Vendor, at its own expense, will participate in annual Schools and Library Division (SLD) training at national levels, and will track new E-Rate developments through applicable website monitoring and program-specific teleconferences and listservs mailing lists.

Staying Current with E-Rate Rules and Regulations

The E-Rate Program and support for the FCC and USAC has always been a significant core of our business, and it remains so today. As a Consultant, we understand the importance of staying current with program rules and changes. We accomplish this by monitoring FCC rule changes, participating in organizations dedicated to E-Rate advocacy, maintaining active communications with USAC, monitoring USAC board meetings, and keeping current with USAC training updates and USAC-sponsored webinars. We review daily USAC news updates as well as policy impacting events, and we create our own internal E-Rate news brief to keep Team members current with events or news that may impact the program or our clients.

> *Solix specifically monitors for annual program changes, and quickly adjusts or modifies our internal processes and keep clients informed. We review rule changes and notices of proposed rulemaking (NPRMs), EPC and legacy system changes, product and service eligibility changes, and more.*

All of our Consultants have been certified in E-Rate processing and we maintain an active membership in the Schools, Health, and Libraries Broadband Coalition (SHLB), as well as the E-Rate Management Professionals Association (EMPA). In addition, we are signed up to the State E-Rate Coordinators Alliance (SECA) website and actively follow any news and updates there. We have a long history with interpreting the program guidelines and rules and understanding the effect of program changes on the applicants and the application process. We will advocate on behalf of the Library Commission, while bringing you the latest news and assisting with navigating any potential impact to your filings. We are proactive in sharing new information with the Library Commission through our E-News, webinars, blog postings, client meetings, training sessions, and discussions. Solix is committed to ensuring that the Library Commission has the information you need to run an effective statewide E-Rate Program.

3.4. The Vendor must have experience with file management and record retention systems.

File Management and Record Retention

Solix will provide a secure, collaborative electronic workspace and archive, which provides a central location for organizing your E-Rate-related documents. The Library Commission and Solix will use this workspace to collaborate on developing plans, completing forms, and gathering required documents. In addition to serving as an archive, the system also tracks the status of all relevant forms, decisions, and disbursements. Additionally, district profile data is housed in the system, including discount data and Category 2 budget information. This workspace is also used to house E-Rate Program information including filing instructions, District actions, bidding guidelines and best practices, and more. All records will be stored for a minimum of 10 years to comply with the FCC's record retention guidelines.

3.5. The Vendor must serve as a full-service E-Rate Coordinator to the WV Library Commission. In this role, the Vendor will be available to the Agency to provide E-Rate information to Agency personnel by phone, email, or in person to facilitate E-Rate planning and discount utilization.

Expert Support Resources

Solix will provide comprehensive E-Rate services and support to the Library Commission as described in the Mandatory Contract Services Requirements and Deliverables [4.1] section of our proposal. Our expert resources are available to the Library Commission as required to facilitate effective E-Rate planning and discount utilization.

> *Solix has the expertise, experience, and resources to provide E-Rate Consultant Services to the Library Commission.*

Our distinct experience has provided us with practical and unparalleled insights into the program, including FCC rules and guidelines, the filing processes, common and uncommon errors that delay funding, roadblocks that may slow the review and funding commitment, and best practices for all components of the E-Rate Program application process.

We are highly qualified to provide comprehensive services and solutions to guide you through the complexities of the E-Rate Program and application process. We are confident this will result in the optimization of your funding commitments and disbursements.

Training and Learning

> *The members of Solix' E-Rate Consulting Team have extensive experience developing and operationalizing FCC and USAC orders and guidelines into comprehensive procedures and effective training modules. In addition, Solix has many years of experience developing and delivering valuable training regarding highly complex government programs to libraries and school districts across the United States.*

The Solix E-Rate Consulting Team is highly qualified to provide Program training. We have many years of experience developing and delivering training around the E-Rate Program review and administrative processes, as well as experience supporting USAC in their training sessions to answer applicant inquiries. The Solix E-Rate Consulting Team develops a proprietary training program, including training materials and interactive learning exercises. Drawing upon adult learning methods and training research, Solix has established successful training programs across the projects that we support.

Solix has a successful history supporting USAC's E-Rate training programs and even provided process training directly to USAC.

At contract initiation, Solix will collaborate with the Library Commission to customize a training program that meets your needs, including pre-training needs assessment, training plan development and implementation, training curriculum preparation and presentation, and post-training evaluation. We continually refine our training materials based on our experiences and client feedback. The below graphic illustrates our comprehensive training modules that can be customized as needed to address the unique aspects of the Library Commission's program.

Solix has developed comprehensive training modules that can be customized as needed to address the unique aspects of the Library Commission's E-Rate Program.

Our interactive training approach is designed to keep the attendees engaged as active participants in learning. The formal classroom-style training is complemented with interspersed relevant exercises and activities that enhance the learning experience.

Our core training curriculum is organized into three major topic areas:

- E-Rate Program Overview;
- E-Rate Applicant Filing Processes; and
- Change Management and Compliance Processes.

During contract implementation, Solix will work with the Library Commission to tailor our core training modules or develop new modules to address the unique aspects of the Library Commission's program.

Client Relations Manager and E-Rate Hotline

Solix will assign a Senior Consultant to be your Client Relations Manager (CRM). The designated CRM will serve as your point of contact, managing this contract and handling the communications that are needed whether via email, telephone, or virtual meeting.

Additionally, if needed, Solix' E-Rate Hotline, inclusive of a toll-free phone number, voice mailbox, and email address, is staffed by our expert E-Rate Consulting Team for assistance with any E-Rate Program questions you may have. The Hotline is staffed Monday through Friday, 7:00 am – 5:00 pm EST, excluding holidays. As filing deadlines approach, Solix understands that we will experience an increase in call volume. To ensure we are meeting the Library Commission's needs for high-quality service, we will scale our staffing and hours of operation during peak times as needed to meet the demand. During our standard or extended business hours, the phone line will ring to the first available Consultant. If no one is available, the call will automatically route to the mobile phone of the on-call E-Rate Consultant.

After business hours, clients have the option to leave a voice mail or email the E-Rate Hotline Team. A member of Solix' E-Rate Consulting Team will respond to voice mails and emails within one business day.

Solix will be a true partner of the Library Commission. We are available for routine virtual meetings and will establish a set schedule and coordinate ad hoc meetings when necessary. Solix will organize and facilitate periodic training and workshops as needed.

STAFFING PLAN

The Library Commission's Program will be primarily supported by the Solix' E-Rate Consulting Team. This Team is supported by Solix' resources and departments including, but not limited to, Solix Executives and Leadership, Information Technology, Finance, Human Resources, Sales and Marketing, Legal, and Compliance. Solix' E-Rate Consulting Team will engage additional resources as necessary.

Each E-Rate Consulting Team Member possesses a unique area of expertise and is 100% dedicated to the E-Rate Consulting Practice.

Key Personnel and Contacts

With our focus on the needs of the Library Commission, Solix' Consultants provide superior service and support to guide you to successful outcomes. The E-Rate Consultants and Client Relations staff members listed below are 100% dedicated to Solix' E-Rate Consulting Services Practice, with each possessing a unique area of expertise.

Team Member Biographies

Tim Basile, Senior Manager – Client Relations

Mr. Basile will provide overall leadership of client support activities. With Solix since 2009, Mr. Basile has supported client programs across the spectrum of Solix' services including E-Rate Client Services and the Rural Health Care Program. Throughout his tenure he has collaborated with various Solix departments to bring solutions, process flows, training, and custom reporting to ensure high performance and adherence to quality, compliance, program specifications, and contractual obligations. Mr. Basile has effectively built and maintained good business relationships with more than 250 clients and continuously demonstrates exemplary leadership and program/account management skills. He serves as the main point of communication between all Rural Health Care clients and the company which represents over 650 Health Care Facilities across 30 states.

Mr. Basile holds an MBA from the University of Phoenix, a B.S. in Business Administration from Kean University, and a B.A. in Criminal Justice from Kean University.

Ed Hosler, Senior E-Rate Consultant and Point of Contact for the Library Commission

Mr. Hosler has worked on the E-Rate Program since its inception in 1998. During his tenure supporting the program, he has served in many capacities from Reviewer to Manager, with special expertise in PIA, appeals, and Commitment Adjustments (COMAD). He assisted in the development of program procedures, trained and managed Reviewers, and worked side-by-side with USAC to administer the program and resolve complex issues. Mr. Hosler has reviewed

thousands of schools' and libraries' applications and appeals from every state and territory. He develops and nurtures his relationships with clients to provide high-quality service and ensure successful outcomes.

Mr. Hosler has a degree in Economics from the University of Pittsburgh with a concentration in Accounting. In addition, he holds a grant writing certification.

Frank Jones, Senior E-Rate Consultant

Mr. Jones uses his E-Rate experience to assist applicants navigate the program and application process. Since 2001, he has served in various senior leadership capacities on the E-Rate Program, including Director of Client Relations and General Manager, ensuring that all reviews and commitments were made as quickly as possible.

Under Mr. Jones's leadership, Solix' E-Rate review teams recorded the most successful on-time processing of the fastest and largest dollar commitment in program history. While managing the team that processed 397,000 applications for more than $37.7 billion, Mr. Jones gained deep knowledge of all facets of the E-Rate Program including PIA, Heightened Scrutiny, appeals, and invoicing. Mr. Jones has assisted in training USAC employees on key aspects of E-Rate processing and responding to applicant questions in USAC-sponsored applicant training sessions.

Mr. Jones earned his MBA from the University of North Carolina with concentrations in Strategy & Consulting, and Data Analytics & Decision Making. He holds his undergraduate degree in Accounting from Hampton University. Mr. Jones is also a Certified Fraud Examiner (CFE) and has held his designation since 2011.

Raymond Rojas, Director, Infrastructure

With 20+ years of experience with network support and project management, Mr. Rojas implements and maintains the contact center systems and client system interfaces, including NICE inContact, IVR, and auto-dialer systems.

Mr. Rojas has a Bachelor of Science in Information Technology from the New Jersey Institute of Technology.

Ivan Rushfield, E-Rate Consultant

Mr. Rushfield possesses extensive experience in Selective and Special Compliance Review, with a focus on competitive bidding rules and CIPA compliance. Since 2012, Mr. Rushfield has worked collaboratively with applicants from all over the country, guiding them through the complexities of the review process and ensuring schools and libraries receive the funding in which they are entitled. He takes particular pride in his work as a Heightened Scrutiny Reviewer who investigated whistleblower allegations, helping to prevent program waste, fraud, and abuse.

A former school teacher, Mr. Rushfield participated in USAC reviewer training sessions to coach newly hired team members through the intricacies of the program.

Mr. Rushfield has a Master's Degree in Education from the Rutgers Graduate School of Education, with his undergraduate degree in English from Rutgers University.

Pina Portanova, Director, Case Management

Working in various capacities in the E-Rate Program since 2002, Ms. Portanova possesses expertise in special compliance processes and program rules, and she is an expert advisor able to assist applicants with anticipating and avoiding potential issues through implementation of best practices. She served as USAC's main point of contact for special compliance-related issues and as a subject matter expert in competitive bidding procedures.

As a Client Relations Manager, Ms. Portanova worked to ensure delivery teams met USAC's internal commitments, was a Governance Board member, and was Solix' lead on USAC's Operations and Management Board. As the Special Compliance Manager, she investigated whistleblower allegations and worked with USAC Operations and Legal teams on the best course of action to determine if an allegation had merit.

Ms. Portanova earned her Finance degree from William Paterson University and is a Certified Fraud Examiner (CFE).

Norman White, Client Relations Associate

Mr. White has worked on the E-Rate Program since 2010. During his tenure supporting the program, he has served as an Initial Reviewer in pre-commitment of PIA. He coordinated, implemented, and performed assigned projects; interacted with internal customers and Consultants to ensure delivery of the optimal solution for each client; understood, interpreted, recommended, and documented program activity; delivered training to Solix' review teams; and worked side-by-side with PIA Managers to resolve complex issues.

Mr. White has reviewed thousands of schools' and libraries' applications from every state and territory. With diverse E-Rate experience, Mr. White is skilled at interpreting the program's rules and guidelines to make recommendations to his clients that bring successful outcomes to maximize their E-Rate funding.

Mr. White has a degree in Business Law and Economics from Excelsior Community College.

Noemi Reyes, Client Relations Associate

A new and talented member of Solix' E-Rate Consulting Team, Ms. Reyes has been part of our organization since 2020. During that time, Ms. Reyes has balanced assigned projects, submitting forms; addressing information requests; obtaining required documentation; interacting with

internal customers, service providers, and clients; and performing other project-related tasks as needed. Ms. Reyes has documented program activity, provided status reports, and worked side-by-side with Solix managers to resolve outstanding items. Ms. Reyes has successfully processed thousands of applications from clients across the country. She is adept at ensuring that every client has a positive experience and favorable results.

APPENDIX A: BUSINESS INTELLIGENCE REPORTS

Solix has direct access to USAC's publicly available database from which we access and retrieve our clients' data for upload into Solix' Intuition, our Business Intelligence and reporting platform.

Through *Intuition*, Solix provides end users with near real-time access to E-Rate data and analytics from the state level down to the specific billed entity. We compile this information into meaningful dynamic views that provide our clients year-over-year data, summary/ tabulations, and insights into trend information. Solix' *Intuition* takes a story-telling approach to reporting, including the ability to "drill down" from higher-level data to more granular information, filtering by fund year, billed entity type (library, school, school district, and consortium), service type, category of service, and more.

Intuition will allow us to track the Library Commission's participation while supplying all relevant data points from participating entities, such as applications submitted, committed, original requested, committed dollar amounts, etc. Additionally, *Intuition* allows our E-Rate Team to keep a keen eye on the status of all funds requested and commitments, and it helps to ensure applications are flowing through the USAC review process. In turn, we analyze the Library Commission's program efficiency and trends identified through Solix' *Intuition* to make predictions of future performance and identify potential issues.

Through *Intuition*, identified Library Commission staff (1-2 users) would be provided with defined access privileges providing data related to the Library Commission's participants, and will be able to view and run reports related to E-Rate Program membership participation and application/funding tracking.

Intuition offers multiple customizable views of analyzed data for identification of trends, anomalies, and overall program health. Some of the features that *Intuition* offers include:

- Customized dashboard views including executive level
- Data analytics and ad-hoc graphs and tables
- Drill-down capability from detailed analysis for insight into all application details including submitted, approved, or denied

- Online intelligent graphical analysis
- Multiple filter criteria
- Export to Excel, PDF, email, or PowerPoint
- Ease of use and instant access to data across multiple devices

Program Dashboard

The Program Welcome Dashboard provides an overview of all Form 471 applications submitted, including requested, committed, and disbursed dollars with a breakdown by service category and product types, the Library Commission's commitment percentage, and fund disbursements. Additionally, raw application details are provided as well at the 471/BEN level. Selection filters are also available to end users allowing users to drill down by funding year, 471 status, BEN, category of service, and BEN type. At your convenience, you can view where the Library Commission's participation stands at any moment. With this data, we can perform detailed analysis of your program history, identify ways in which we can assist you with recovering committed funds, and implement program improvements for future E-Rate filings.

The below screenshot is information specific to West Virginia.
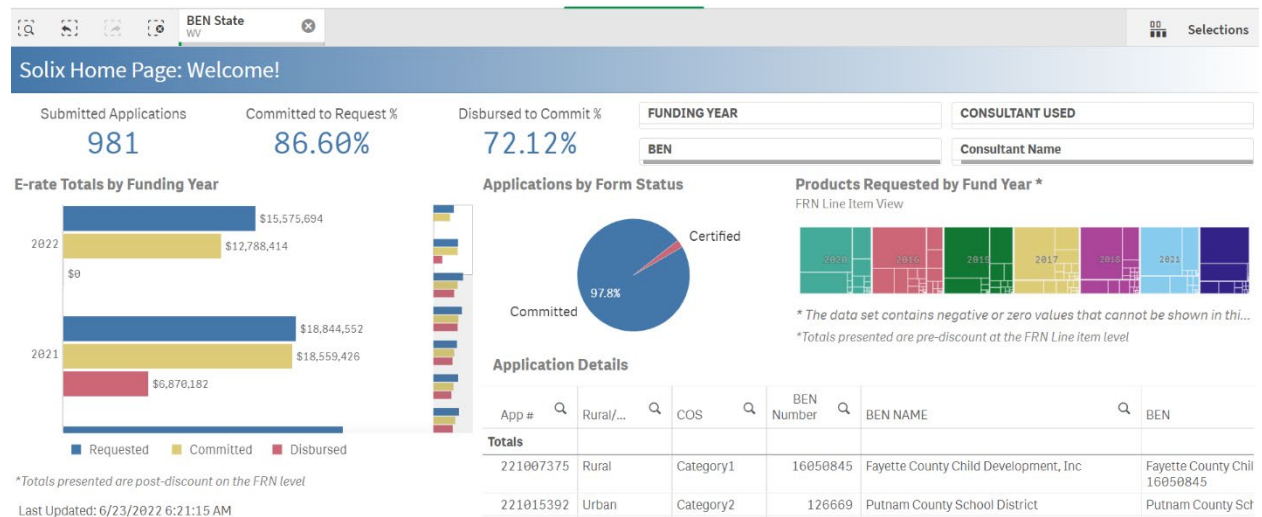
E-Rate Program Management Dashboard

State & Funding Request Number (FRN) Detail Views

Intuition also provides E-Rate data at the state and FRN levels. The State View offers a view of funds requested versus committed, as well as the review status of each application/FRN in your state. The Funding Request Number (FRN) Details provides detailed application status, including the number of applications committed and the number pending receipt of additional information. User-friendly access allows easy screen manipulation, and the FRN details can be exported to Microsoft Excel for more detailed line-item information, including service provider, narrative of the FRN, and service type. As with all dashboards, filters are available to the end user as well breaking down information by funding year, BEN type, category of service, etc.

APPENDIX B: REQUIRED FORMS

Please see below for the following required forms, completed and signed by Solix:

- Solicitation Cover Page – Original; Date Issued: 6/7/2022

- Solicitation Cover Page for Addendum #1 – Insurance Requirements in Terms and Conditions; Date Issued: 6/8/22

- Solicitation Cover Page for Addendum #2 – To publish agency responses to all vendor submitted questions and extend bid due date; Date Issued: 6/16/22

- Addendum Acknowledgement Form

- Request for Quotation, Section 10.4 Contract Manager

	Department of Administration	State of West Virginia
	Purchasing Division	Centralized Request for Quote
	2019 Washington Street East	Service - Prof
	Post Office Box 50130	
	Charleston, WV 25305-0130	

Proc Folder:	1041920	Reason for Modification:
Doc Description:	E-Rate Services Coordinator	
Proc Type:	Central Master Agreement	

Date Issued	Solicitation Closes	Solicitation No	Version
2022-06-07	2022-06-21 13:30	CRFQ 0433 LIB2200000009	1

BID RECEIVING LOCATION

BID CLERK

DEPARTMENT OF ADMINISTRATION

PURCHASING DIVISION

2019 WASHINGTON ST E

CHARLESTON   WV   25305

US

VENDOR

Vendor Customer Code: VS0000036894

Vendor Name :   Solix, Inc.

 Address :

Street :   10 Lanidex Plaza West, Suite 300

City :   Parsippany

State :   NJ   **Country :** USA   **Zip :**   07054

Principal Contact :   Eric D. Seguin

Vendor Contact Phone: 973-581-7676   **Extension:**

FOR INFORMATION CONTACT THE BUYER
Joseph E Hager III
(304) 558-2306
joseph.e.hageriii@wv.gov

Vendor
Signature X _Eric D Seguin_   **FEIN#** 22-3741663   **DATE**   June 29, 2022

All offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION

The West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Library Commission to establish a contract for an E-Rate Coordinator. The Library Commission, soon to be under the West Virginia Department of Arts, Culture and History, is seeking a Vendor to coordinate all aspects of the application process for the Library Commission's E-Rate applications and related forms per the attached specifications and terms and conditions.

INVOICE TO	SHIP TO
LIBRARY COMMISSION	LIBRARY COMMISSION
CULTURAL CENTER	CULTURE CENTER
1900 KANAWHA BLVD E	1900 KANAWHA BLVD E
CHARLESTON WV	CHARLESTON WV
US	US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	E-Rate Coordinator	1			$32.000 (NTE)

Comm Code	Manufacturer	Specification	Model #
84131510			

Extended Description:
To provide E-rate Consultation for FCC E-Rate forms for the WV Library Commission. A program that provides discounts to assist schools and libraries in the US to obtain affordable telecommunications and internet access.

SCHEDULE OF EVENTS

Line	Event	Event Date

	Department of Administration **Purchasing Division** **2019 Washington Street East** **Post Office Box 50130** **Charleston, WV 25305-0130**	**State of West Virginia** **Centralized Request for Quote** **Service - Prof**	

Proc Folder: 1041920	**Reason for Modification:**
Doc Description: E-Rate Services Coordinator	Addendum #1 issued to update insurance requirements in terms and conditions.
Proc Type: Central Master Agreement	

Date Issued	Solicitation Closes	Solicitation No	Version
2022-06-08	2022-06-21 13:30	CRFQ 0433 LIB2200000009	2

BID RECEIVING LOCATION

BID CLERK

DEPARTMENT OF ADMINISTRATION

PURCHASING DIVISION

2019 WASHINGTON ST E

CHARLESTON   WV   25305

US

VENDOR

Vendor Customer Code: VS0000036894

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Vendor Contact Phone: 973-581-7676   **Extension:**

FOR INFORMATION CONTACT THE BUYER
Joseph E Hager III
(304) 558-2306
joseph.e.hageriii@wv.gov

Vendor
Signature X _Eric D Seguin_   **FEIN#** 22-3741663   **DATE** June 29, 2022

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
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SCHEDULE OF EVENTS

Line	Event	Event Date

	Department of Administration **Purchasing Division** 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130	**State of West Virginia** **Centralized Request for Quote** **Service - Prof**	

		Reason for Modification:
Proc Folder:	1041920	Addendum #2 issued to publish agency responses to all vendor submitted questions and extend bid due ..... See Page 2 for complete info
Doc Description:	E-Rate Services Coordinator	
Proc Type:	Central Master Agreement	

Date Issued	Solicitation Closes	Solicitation No	Version
2022-06-16	2022-06-29 13:30	CRFQ 0433 LIB2200000009	3

BID RECEIVING LOCATION

BID CLERK

DEPARTMENT OF ADMINISTRATION

PURCHASING DIVISION

2019 WASHINGTON ST E

CHARLESTON   WV   25305

US

VENDOR

Vendor Customer Code:

Vendor Name :   Solix, Inc.

Address :

Street :   10 Lanidex Plaza West, Suite 300

City :   Parsippany

State :   NJ   **Country :** USA   **Zip :**   07054

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FOR INFORMATION CONTACT THE BUYER
Joseph E Hager III
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joseph.e.hageriii@wv.gov

Vendor
Signature X *Eric D Seguin*   **FEIN#** 22-3741663   **DATE** June 29, 2022

All offers subject to all terms and conditions contained in this solicitation

Reason for Modification:

Addendum #2 issued to publish agency responses to all vendor submitted questions and extend bid due date until 6/29/2022.

ADDITIONAL INFORMATION
The West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Library Commission to establish a contract for an E-Rate Coordinator. The Library Commission, soon to be under the West Virginia Department of Arts, Culture and History, is seeking a Vendor to coordinate all aspects of the application process for the Library Commission's E-Rate applications and related forms per the attached specifications and terms and conditions.

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US		US	

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SCHEDULE OF EVENTS

Line	Event	Event Date

<div align="center">

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: 0433 LIB2200000009

</div>

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:
(Check the box next to each addendum received)

X [ ] Addendum No. 1 (Issue Date: 6/8/22)	[ ] Addendum No. 6
X [ ] Addendum No. 2 (Issue Date: 6/16/22)	[ ] Addendum No. 7
[ ] Addendum No. 3	[ ] Addendum No. 8
[ ] Addendum No. 4	[ ] Addendum No. 9
[ ] Addendum No. 5	[ ] Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Solix, Inc.
_____
Company

Eric O Segr
_____
Authorized Signature

June 29, 2022
_____
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

_____

provide reports, upon request, showing the items purchased during the term of this Contract, the quantity purchased for each of those items, and the total value of purchases for each of those items. Failure to supply such reports may be grounds for cancellation of this Contract.

10.4.   **Contract Manager:** During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

Contract Manager: __Eric D. Seguin_____

Telephone Number: __973-581-7676_____

Fax Number: _____973-599-6540_____

Email Address: _____Eric.Seguin@solixinc.com_____

_____

EXHIBIT A: PRICING PAGE

EXAMPLE:

Anticipated Disbursements: $750,000
Standard Fee   x   4%
                            $28,000.00 ($2,500.00 per month)

_____

BID:

The rate of pay shall be __$2,187.50_____ **per month and not to exceed**

__$32,000.00_____ **for the entire term of the contract. ***

Note: Bid is based on $750,000 anticipated disbursements with a 3.5% Standard Fee whereas the fee will be reduced if actual disbursements are lower. Solix' offer is not to exceed (NTE) $32,000 for the one-year contract term.

Vendor must include all associated costs for potential pre-commitment selective review, post-commitment form changes, SPIN change requests, service substitutions, PQA audit, and BCAP audit.

____Solix, Inc._____
BID SUBMITTED BY: BUSINESS NAME

X _____
                        SIGNATURE

____Eric D. Seguin_____
              PRINT NAME

____Chief Operating Officer_____
                      TITLE

____June 29, 2022_____
              DATE

Revised 12/12/2017