



E-Rate FY 2021-2022 – E-Rate Category 2 Basic Maintenance Service

Evangeline Parish School District
Attn: Connie Guillory
1123 Te Mamou Road
Ville Platte, LA 70586

Contact: Megan Hymel
Title: Account Representative
Office: 225-952-9430 | Cell: 318-359-0474
Email: megan@detel.com
Tax-ID: 72-1487887
SPIN: 143022873



January 21, 2021

Evangeline Parish School District
Attn: Connie Guillory
1123 Te Mamou Road
Ville Platte, LA 70586

RE: 470# 210008596

Dear Connie Guillory:

Thank you very much for the opportunity to work with the Evangeline Parish School District for your networking technology needs. We highly value establishing a successful partnership working with the Evangeline Parish School District and appreciate the opportunity to support your Basic Maintenance needs.

Attached is the response to your Request for Response for E-Rate Category 2 Basic Maintenance Service. Our goal for many years has been to provide the best technology products available in the market for your needs and to back that with customer service that provides fast, onsite support for all service requests.

The requirements in this proposal by the Evangeline Parish School District are not unusual to DETEL. As a solutions provider, DETEL has provided many schools and districts throughout the state with numerous customized Internal Connections, Equipment, Installation and Cabling and Basic Maintenance. DETEL has participated in the E-Rate program for many years and employs professionals that are trained on the guidelines and requirements of the program that ensure proper deployment, implementation, billing, and support. We understand your need for reliable service and support to ensure uninterrupted technology services across your district.

I am the representative for your district. My contact information is as follows:

Megan Hymel
megan@detel.com
318-359-0474

We greatly appreciate the opportunity to assist Evangeline Parish School District. Please do not hesitate to call with any questions.

Sincerely,

A handwritten signature in cursive script that reads "Megan Hymel".

Megan Hymel
Account Representative
megan@detel.com
318-359-0474



www.detel.com

I, Brandi Dubea, CEO, am authorized to contractually bind DETEL Computer Solutions, LLC.

This memo serves as notice of intent to bind DETEL in this matter.

My contact information is as follows:

Brandi Dubea
brandi@detel.com
225-952-9430

Sincerely,

A handwritten signature in blue ink that reads "Brandi Dubea".

Brandi Dubea
Chief Executive Officer

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Executive Summary

Based in Louisiana, DETEL's reputation for providing industry-leading products and uncompromising service is why we have become Louisiana's leading technology provider to a diverse array of industries, primarily focusing on K-12 and Higher Education. With over 25 employees and 19+ years in business providing technology solutions similar to the products and services required by the Evangeline Parish School District, we are confident that our company's goals match your needs for networking solutions that are reliable and heavily supported.

Our company information is as follows:

DETEL
7845 Hwy. 1
Mansura, LA 71351
Toll Free: 1-866-338-3511
Direct (225) 952-9430
Fax (225) 952-9432

Account Representative:
Megan Hymel
Email: megan@detel.com
Phone: 318-359-0474

Although we are always available to receive a phone call, DETEL primarily provides hands on service and support. This includes our team of network engineers, installers, sales associates, and Layer 1 and Layer 2 technicians that will work with the Evangeline Parish School District to understand and respond to your needs. DETEL has experience working with many schools and districts in Louisiana and has familiarity with providing products and services for each of their unique needs.

The requirements in this proposal by the Evangeline Parish School District are not unusual to DETEL. As a solutions provider, DETEL has provided schools and districts throughout the state with numerous customized solutions. We do not need to locate subcontractors or make special arrangements to provide service and support to Evangeline Parish School District. Furthermore, we are always ready to add staff as needed to meet growing support needs.

DETEL is submitting this response per guidelines on Thursday, January 21, 2021

Contract Term

The term of the contract shall be three (3) years with the option of extending the contract with two (2) – one (1) year term.

Company Qualifications and Experience

DETEL is a locally owned and operated Louisiana-based company that is comprised of over 25 employees and 19+ years in business providing technology solutions similar to the products and services required by the Evangeline Parish School District. DETEL has participated in the E-Rate program since 2001 and employs seasoned E-Rate professionals that will handle the entire project from the proposal response to support after deployment. DETEL's Spin is 143022873.

E-Rate Processing and Compliance Team

Role	Name	Contact Number	Email Address	Years of Experience
CEO	Brandi Dubea	225-952-9430 ext.1009	brandi@detel.com	18
COO	Juanita Ellis	225-952-9430 ext.1049	juanita@detel.com	30
CTO	Dustin Brooks	225-952-9430 ext. 1404	dustin@detel.com	21
Network Engineer CWNA	Davin Dupuis	225-952-9430 ext. 1401	davin.dupuis@detel.com	11
Network Engineer CCNA/CWNA	John Normand	225-952-9430 Ext. 1054	john@detel.com	18
Layer 1 Network Technician	Chris Normand	225-952-9430	chris.normand@detel.com	7
Quotation Specialist	Jerry Hollis	225-952-9430 Ext. 1035	jerry@detel.com	4
Contract Specialist	Starla Clark	225-952-9430 ext. 1056	starla.clark@detel.com	5
Purchasing Manager	Jessica Daigrepoint	225-952-9430 ext. 1019	jessica.daigrepoint@detel.com	6
Accounting/Invoicing	Shiela Scallan	225-952-9430 ext.1041	shiela.scallan@detel.com	5

Proposed Project Personnel

Role	Name	Contact Number	Email Address	Experience
Account Representative	Megan Hymel	318-359-0474	megan@detel.com	15
CTO	Dustin Brooks	225-952-9430 ext. 1404	dustin@detel.com	21
Network Engineer CWNA	Davin Dupuis	225-952-9430 ext. 1401	davin.dupuis@detel.com	11
Network Engineer CCNA/CWNA	John Normand	225-952-9430	john@detel.com	18
Layer 1 Network Technician	Chris Normand	225-952-9430	chris.normand@detel.com	7
Help Desk	Kim Laborde	225-952-9430 ext. 1070	service@detel.com	5
Field Operations Supervisor	Patrick Rachal	225-952-9430 ext. 1026	Patrick.rachal@detel.com	8
Contracts Administrator	Starla Clark	225-952-9430 ext. 1056	starla@detel.com	5

DETEL will provide Evangeline Parish School District the services necessary to satisfy the requirements of Basic Maintenance RFP. Our installation and production supervisors will work with our technicians to keep your technology contact informed during every milestone of the project, thus providing a complete, professional, turn-key installation project. DETEL will immediately begin work with Evangeline Parish School District once a purchase order is received and a plan has been established between the end user and DETEL. We will work with the district on any specific information required within your documentation, as we understand that customer has unique project needs.

On-going Support Services

Help Desk Support

DETEL has help desk support available to assist our customers with questions or any product and service issues that may arise. We are open Monday through Friday from 7:30 a.m. to 4:30 p.m. to provide service and support. To reach our help desk, please call 225-952-9430 and ask for “Service” or email service@detel.com. From there, our level one technician will assess your issue over the phone. In the event the issue is unable to be resolved over the phone, a help desk ticket will be created for you. Your area technician will be assigned to your ticket, and we will work with you to troubleshoot and resolve the issue as quickly as possible. In order to expedite this process, please provide the following information in the email to service:

Contact Name

Contact Email Address

Contact Phone Number

Serial Number of the Unit(s)

Location of the Unit

Detailed description of the problem

Every time there is a change in the status of your ticket, the Evangeline Parish School District contact assigned to the ticket will be notified.

Escalation Chart

Escalation Level	Name	Contact Number	Email Address
1 st Level – Service Desk	Kim Laborde	225-952-9430 ext. 1070	service@detel.com
2 nd Level – Service Technician	Danny Semple	225-952-9430 ext. 1025	danny@detel.com
3 rd Level – Service Technician	Davin Dupuis	225-952-9430 ext. 1401	Davin.dupuis@detel.com
4 th Level – CTO	Dustin Brooks	225-952-9430 ext. 1404	dustin@detel.com
5 th Level – CEO	Brandi Dubea	225-952-9430 ext. 1009	brandi@detel.com

Proposed Project Staff

The Project Personnel Section of this proposal is proprietary and confidential information.

Brandi Dubea

Chief Executive Officer

Brandi Dubea is DETEL's Chief Executive Officer, responsible for providing the leadership, management and vision for our company that is necessary to stay on the forefront of innovative technology for 21st century classrooms.

With over 19 years of industry experience, Brandi understands the importance of customer satisfaction. Understanding that our customers desire innovative, reliable products that are heavily supported has been her impetus to position DETEL as a product and service integrator that provides exemplary customer service and support.

In addition to her guidance as Chief Executive Officer, Brandi brings leadership to the E-Rate team that is based on years of experience guiding our overall E-Rate strategy and focus. Prior to assuming the role of Chief Executive Officer, Brandi served as DETEL's Chief Operating Officer, and previously the Director of Sales and Marketing. In these roles, she managed inside and outside sales while simultaneously developing corporate-level marketing, branding and business-development strategies. Her campaigns have propelled DETEL to new heights as Louisiana's leading technology provider.

Brandi graduated from Louisiana State University in 2001 with a Bachelor's Degree in Mass Communications. She also has a Network+ Certification and holds many vendor-neutral trainings and certifications.

Juanita Ellis

Chief Operations Officer

Juanita Ellis is DETEL's Chief Operations Officer with 31 years of industry experience. She is responsible for helping guide the day-to-day strategies of our departments.

Juanita has proven experience developing strategic initiatives that increase productivity through the successful implementation of customer relationship management modules, professional services applications and financial applications. She also has experience developing metrics that improve customer service and satisfaction.

Juanita serves as a valuable asset to our E-Rate team because she works with our customers to understand their needs while simultaneously facilitating the successful execution of internal processes for successful project implementation and deployment.

Juanita holds an Associate's Degree in Accounting from Louisiana State University at Alexandria and a Bachelor's in Business with an Accounting Concentration from Louisiana State University at Alexandria. She is ISO 9000 Certified and has expert-level knowledge in AutoTask, QuickBooks and Microsoft Office.

Dustin Brooks

CTO/CCNA

Dustin Brooks, DETEL's Chief Technology Officer, has two decades of experience in the technology industry. He is responsible for providing the leadership and guidance that keeps DETEL in line with the industry's current trends, innovations, and standards.

Dustin's experience includes designing, implementing, and managing multiple Local Area Networks across the state for DETEL. He also has designed, implemented and managed WLANs, WANs, VOIP and Internet Access for multiple districts. He is well versed in virtual desktop infrastructure. And he has assisted with technical service and support for DETEL's customers.

Dustin is well-versed in E-Rate rules, regulations, and requirements, having assisted with the configuration and implementation of over 15 projects during the 2015 E-Rate season. He has designed, implemented and managed networks for schools and districts of various sizes and understands the importance of serving each customers' unique needs.

With his leadership as Chief Technology Officer as well as his product knowledge and technical service and support knowledge, Dustin's involvement ensures that networks are well-designed and precisely implemented to meet E-Rate standards and our customers' needs and expectations.

Megan Hymel

Account Representative

Megan Hymel is DETEL's Sales Representative for our Southwestern Louisiana territory who is an assertive, articulate, and motivated leader. She strives to present our Technology Directors, Principals, and Teachers with the latest technology in the industry to promote growth and development so that they are able to confidently implement this technology into their classrooms.

Megan has a proven track record of success in project management. She prides herself on her ability to form working relationships with her customers and get to the heart of their district technology needs and desires. She knows that her customers depend on her expertise and her availability to answer any questions that may arise so that they are able to make a confident purchase that fits their needs and their budget. Megan manages over 20 parishes in Louisiana and is continually pushing herself to be ahead of the curve when it comes to the technology industry. Early in her career at DETEL, she was in charge of scheduling, deployment and implementation of Priority 2 equipment. She oversaw the deployment of over 15 Category 2 projects during the 2015 E-Rate Cycle and supported those deployments from a support standpoint after project implementation.

Megan graduated from Louisiana State University in 2005 with a Bachelor's Degree in Information Systems and Decision Sciences.

Davin Dupuis

Network Engineer / CWNA

Davin Dupuis is DETEL's Network Engineer, responsible for leading DETEL's networking team in the field. Davin serves as project manager for E-Rate jobs and is responsible for overseeing the installation, implementation and completion of these projects. He also serves as a primary resource for diagnosing and resolving network issues.

While at DETEL, Davin has designed, implemented, maintained, and upgraded numerous Local Area Networks (LAN) and Wireless Local Area Networks (WLAN) throughout Louisiana.

Davin has extensive knowledge in both wired and wireless networking from experience working in IT, CATV, and time served in the United States Marine Corps. He has also earned several industry standard certifications, which to date include: CompTIA Security+, CompTIA Network+, CompTIA Project+, and CWNP's Certified Wireless Network Administrator. Davin's experience and technical knowledge translates into projects that are implemented with preciseness and efficiency with the customers' needs and expectations in mind.

Networking Installation Team Highlights

John Normand

Network Engineer / CWNA / CCNA

John Normand is a DETEL Network Engineer with over 19 years of experience in the technology industry.

John began his career at a young age as a workstation specialist, managing 150 workstations at a local hospital. His unrelenting commitment to learning this industry has been the impetus for his success, leading him to manage networks across various industries, including hospitality, and eventually to DETEL. John now has over 15 years of experience assisting the DETEL team in the education space.

John has been instrumental in the successful installation, configuration and support of networks for school districts throughout Louisiana. He has vast knowledge of wired and wireless networks, VOIP, virtual infrastructure and more. John excels at troubleshooting network issues with his experience and attention to detail, making him an invaluable asset to project implementation.

Chris Normand

Layer 1 Network Technician

Chris Normand is a DETEL veteran with over 7 years of experience in the industry. He has helped install and implement over 20 Category 2 projects throughout Louisiana. He is responsible for the coordination and implantation of the inside plant cabling within each installation location. He is also very familiar with the particularities of the E-Rate program and ensures that every piece of equipment or cable installed meets the requirements of the E-Rate program. Chris has vendor neutral training on wireless and wired networks, as well as BICSI inside plant structured cabling certification.

Licensed Contractor

DETEL Computer Solutions is a licensed contractor in the state of Louisiana, License Number 37675.

Certifications

DETEL has two Certified Wireless Network Administrators. One of our CWNA certified engineers also has a certification in ICX Switch Implementation as well as other industry standards, including as Network +. We also have two Cisco Certified Network Administrators. Our highly qualified engineers and technicians receive vendor neutral training and certifications created by industry experts.

Tariffs

The prices in this proposal do not include any amounts for changes in taxes, tariffs, or other similar charges that are enacted after the date of this quotation. DETEL shall be entitled to an equitable adjustment for any costs that it incurs directly or indirectly that arise out of or relate to changes in taxes, tariffs, or similar charges due to such changes including, without limitation, costs to re-procure, costs of manufactured equipment or goods, or other costs of any kind resulting from the changes.

Financial Qualifications

DETEL has been in business since 1999 and has a solid financial reputation which allows us to easily obtain a performance bond in the amount equal to 100% of the total annual contract amount should the contract be awarded to DETEL.

Geographic Location

DETEL Computer Solutions' main office is located in Louisiana in Avoyelles Parish. Our technicians, stationed throughout Louisiana, are available to provide rapid service and support to our customers for installation and service needs.

Certificate of Insurance



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
09/28/2020

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER 1st Insurance Marksville 121 South Main St. P.O. Box 68 Marksville, LA 71351	CONTACT NAME: PHONE (AG. No. Ext): 318-253-9202 FAX (AG. No.): 318-253-6959 E-MAIL ADDRESS:	
	INSURER(S) AFFORDING COVERAGE	

INSURED Detel Computer Solutions LLC 7845 Hwy 1 MANSURA, LA 71350	INSURER A: TRAVELERS INS. CO.	NAIC #
	INSURER B:	
	INSURER C:	
	INSURER D:	
	INSURER E:	
	INSURER F:	

COVERAGES **CERTIFICATE NUMBER:** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDITIONAL INSURED	SUBROGATION	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC OTHER:			ZLP 31M57899-20-I5	06/23/20	06/23/21	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 4,000,000
A	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input checked="" type="checkbox"/> SCHEDULED AUTOS NONOWNED AUTOS ONLY <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/>			BA-1N056056	06/23/20	06/23/21	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$			CUP 0L894825-20-I5	06/23/20	06/23/21	EACH OCCURRENCE \$ 4,000,000 AGGREGATE \$ 4,000,000 Products/Completed Operations \$ 4,000,000
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICE REIMBURSE EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	UB-3H660021-20-I5-G	06/23/20	06/23/21	PER STATUTE OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER For information purpose only	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE <i>Heather Monk</i>
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State of
Louisiana
Secretary of
State



COMMERCIAL DIVISION
225.925.4704

Fax Numbers
225.932.5317 (Admin. Services)
225.932.5314 (Corporations)
225.932.5318 (UCC)

Name	Type	City	Status
DETEL COMPUTER SOLUTIONS, L.L.C.	Limited Liability Company	MANSURA	Active

Previous Names

Business: DETEL COMPUTER SOLUTIONS, L.L.C.
Charter Number: 35002334K
Registration Date: 11/1/2000

Domicile Address
 7845 HWY 1
 MANSURA, LA 71350

Mailing Address
 7845 HWY 1
 MANSURA, LA 71350

Status

Status: Active
Annual Report Status: In Good Standing
File Date: 11/1/2000
Last Report Filed: 10/2/2019
Type: Limited Liability Company

Registered Agent(s)

Agent:	DEAN P. CAZENAVE
Address 1:	400 CONVENTION ST.
Address 2:	STE. 700
City, State, Zip:	BATON ROUGE, LA 70802
Appointment Date:	11/1/2000

Officer(s)

Additional Officers: No

Officer:	BRANDI DUBEA
Title:	Member
Address 1:	5942 HIGHWAY 115
City, State, Zip:	BUNKIE, LA 71322
Officer:	DUSTIN BROOKS
Title:	Member
Address 1:	5127 HIGHWAY 115
City, State, Zip:	BUNKIE, LA 71322
Officer:	R. DAVID WASCOM, TRUSTEE OF 2019 TRUST
Title:	Member
Address 1:	2322 TREMONT DRIVE
City, State, Zip:	BATON ROUGE, LA 70809

FCC Status

DETEL Computer Solutions is currently in good standing with the state of Louisiana and holds a “Green Light” status. DETEL is in compliance with E-Rate Compliance rules and regulations.

9/28/2020 9:10 AM Current Status of FRN 0004553483

STATUS: Green

You have no delinquent bills which would restrict you from doing business with the FCC.

The Red Light Display System checks all FRNs associated with the same Taxpayer Identification Number (TIN). A green light means that there are no outstanding delinquent non-tax debts restricting business with the Commission by any FRN associated with requestor's TIN. The Red Light Display System was last updated on 09/28/2020 at 6:34 AM; it is updated once each business day at about 7 a.m., ET.

Service Provider Annual Certification

SPIN ▲	Service Provider Name	Doing Business As	Contact Name	Contact Address	Contact Phone	Form 499 Filer	SPAC Filed
143022873	Detel Computer Solutions, LLC		Brandi D Dubea	7845 Hwy. 1 Mansura LA 71350	225952-9430		2001, 2002, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020

Scope of Services

PROJECT PLAN MANAGEMENT	
10.1 Contractor shall provide, at a minimum, the following project management functions:	Acknowledged - Accept & Comply
10.2 Provide Project Management	Acknowledged - Accept & Comply
10.3 The Contractor will provide day-to-day project management using best management practices for all tasks and activities necessary to complete the Work Statement. A Project Manager must be assigned as the contact for Basic Maintenance Services.	Acknowledged - Accept & Comply
10.4 Provide a Project Work Plan	Acknowledged - Accept & Comply
10.5 The Contractor shall develop and maintain a Project Work Plan, which breaks down how the basic maintenance services will be performed.	Acknowledged - Accept & Comply
10.6 Provide Project Progress Reports The Contractor shall submit monthly progress reports signed by the Contractor's Project Manager to the DISTRICT, no later than ten days after each calendar month's close. Each progress report shall describe the status of the Contractor's performance since the preceding report. The report must include the products delivered, descriptions of problems encountered with a plan for resolving them, the work to be accomplished in the coming reporting period, and identifying issues requiring management attention, particularly those which may affect the scope of services or the deliverables to be provided by the Contractor. Each report shall identify activities by reference to the Project Workplan.	Acknowledged - Accept & Comply
10.7 The District will provide a list of all E-Rate eligible equipment eligible for basic maintenance and a network infrastructure diagram of each E-Rate eligible location.	Acknowledged - Accept & Comply
10.8 The winning basic maintenance vendor will be provided an updated list of proposed equipment to be installed in the upcoming funding year.	Acknowledged - Accept & Comply

ON-SITE REQUIREMENTS	
11.1 All Vendors shall sign-in at the main office of the Site before beginning activities. Site credentials may be issued and may be required to be displayed at all times.	Acknowledged - Accept & Comply
11.2 All sites must be thoroughly cleaned each day and placed back in the original order. The work area shall remain clean at all times.	Acknowledged - Accept & Comply
11.3 Shipping boxes and other trash and debris shall be removed from the Site each day and disposed of off-site.	Acknowledged - Accept & Comply
11.4 Dumpsters belonging to the Site or located in the surrounding area shall not be used.	Acknowledged - Accept & Comply

INTERACTIONS WITH STUDENTS	
12.1 *** ANY INTERACTION WITH STUDENTS BY THE VENDOR and ANY REPRESENTATIVE IS STRICTLY PROHIBITED.	Acknowledged - Accept & Comply
12.2 The Vendor is expected to supervise and exercise control over any employee or subcontractor employed and shall be held responsible for both employees and subcontractors' actions and activities.	Acknowledged - Accept & Comply
12.3 While working on-site at a DISTRICT school, annex, or another student educational facility, the Vendor, its personnel, and subcontractor(s) staff must wear identification badges or a uniform with a logo identifying the company at all times when working on any DISTRICT property.	Acknowledged - Accept & Comply
12.4 A Vendor shall not enter any DISTRICT site without a scheduled visit. The visits will be scheduled by the Director of Technology or his/her designee.	Acknowledged - Accept & Comply

PROPOSAL PRICE FORMAT REQUIREMENTS FOR ALL OPTIONS	
13.1 Separate costs for travel and expense charges are not allowed at any time.	Acknowledged - Accept & Comply
13.2 Any cost not specified shall not be considered or paid by the DISTRICT.	Acknowledged - Accept & Comply
13.3 All pricing shall be provided as options that may be selected anytime during the term of the contract.	Acknowledged - Accept & Comply

13.4 Pricing shall be listed by the following categories and shall include unit price and extended cost.	Acknowledged - Accept & Comply
13.5 ALL Proposals Must include the pricing form. The pricing form MUST appear in the last section of the proposal and be clearly labeled "PRICING."	Acknowledged - Accept & Comply

Proposed Technology Solution

DETEL is proposing a Basic Maintenance solution to the Evangeline Parish School District.

With our Basic Maintenance Solution, DETEL aims to provide exemplary service and support through our hourly offerings as noted on our attached pricing sheet. Our goal is to help customers eliminate time-consuming and costly service pain-points by offering affordable Break/Fix solutions.

With our Break/Fix proposal, your district will be assigned a Level I, II or III technician based on your need for Basic Network Break/Fix, Basic Network Break/Fix Troubleshooting and Resolution, and Advanced Network Break/Fix with Troubleshooting and Resolution (includes Layer 3 networking issues and routing issues).

Our in-house, local Service department is staffed with trained Network Technicians and Engineers. For critical support, we can offer same-day support; and for non-critical issues, we ask for 24 hour advanced notice with a 48-72 hour response time. The DETEL point of contact assigned to your ticket will keep the district up-to-date every step of the way.

DETEL will ticket the issue, assist remotely or on-site with rebooting/bringing the device online (when possible) and provide written communication as status changes occur, to the district of steps taken and needed steps forward, if any, to remedy the issue. This furthers the district's ability to minimize downtime to their locations in the case that remote assistance is not possible and an on-site visit is needed for repair.

The value proposition for using Basic Maintenance services is simple – it lets school districts that wish to become or remain lead districts within the Louisiana Educational Technology community focus on their core objectives: educating the children of today for tomorrow's success, retaining or improving the District's score, and keeping faith instilled within the parent base instead of having to focus on growing their technical staff.

References

School or Company Name: Iberia Parish School Board

Description of Service(s): E-Rate Network Infrastructure APs, switches, cabling

Service Start Date: 2019

Contact Person: Dianne LeBlanc, CTO

Contact Phone: 337-364-7641

Contact Email: dleblanc@iberiaschools.org

School or Company Name: Union Parish School Board

Description of Service(s): E-Rate Network Infrastructure APs, switches, cabling

Service Start Date: 2019

Contact Person: Mike Tynes

Contact Phone: 318-369-9715

Contact Email: tynesm@unionpsd.org

School or Company Name: Vermilion Parish School District

Description of Service(s): General Network Maintenance and Configuration

Service Start Date: Ongoing, As Needed

Contact Person: Ben Toups

Contact Phone: 337-898-5847

Contact Email: benjamin.toups@vpsb.net

School or Company Name: Jefferson Davis Parish School District

Description of Service(s): E-Rate Network Infrastructure APs, switches, cabling

Service Start Date: 2020

Contact Person: Laurie Duhon

Contact Phone: 337-824-6360

Contact Email: laurie.duhon@jdpsbk12.org

School or Company Name: Avoyelles Parish School Board

Description of Service(s): E-Rate Network Infrastructure APs, switches, MIBS

Service Start Date: 2020

Contact Person: Becky Spencer

Contact Phone: 318-240-0234

Contact Email: bspencer@avoyellespsb

BIDDERS QUALIFICATIONS
(FORM OF BUSINESS ORGANIZATION)

The form of business organization under which this bid is submitted is as follows:

A CORPORATION incorporated under the laws of the State of Louisiana and **(is)** (is not) authorized to do business in the State of Louisiana.

A PARTNERSHIP Name of Partners: _____

AN INDIVIDUAL trading and doing business under a name and style other than his own The Owner's name is:

The undersigned now affirms that (1) he/she is a duly authorized agent of the vendor, (2) he/she has read all terms and conditions and technical specifications which were made available in conjunction with this solicitation and fully understands and accepts them unless specific variations have been expressly listed in his/her offer, (3) that the offer is being submitted on behalf of the vendor following any terms and conditions outlined in this document, and (4) that the vendor will accept any awards made to it as a result of the offer submitted herein for a minimum of ninety calendar days following the date of submission.

(Please Type or Print Below)

LEGAL NAME OF BIDDER DETEL Computer Solutions, LLC

MAILING ADDRESS 7845 Hwy. 1

CITY, STATE, ZIP CODE Mansura, LA 71350

TELEPHONE NUMBER 225-952-9430

EMAIL ADDRESS megan@detel.com

FAX NUMBER 225-952-9432

CONTACT PERSON TITLE Account Representative

AUTHORIZED REPRESENTATIVE (SIGNATURE) *Megan Hymel*

NAME (TYPE/PRINTED) Megan Hymel

TITLE OR SIGNER Account Representative

DATE BID SIGNED January 21, 2021

ACKNOWLEDGE OF ANY ADDENDA RECEIVED:

ADDENDUM TO: _____ DATE _____

ADDENDUM TO: _____ DATE _____

PRICING

HOURLY BREAK/FIX

HOURLY RATE	DESCRIPTION OF SERVICE LEVEL	HOURLY RATE
LEVEL 1 TECH	Level 1 Network Technical Service for Basic Network Break/Fix	\$125.00/Hr.
LEVEL 2 TECH	Level 2 Network Technical Service for Basic Network Break/Fix Troubleshooting and Resolution	\$155.00/Hr.
LEVEL 3 TECH	Level 3 Network Technical Service for Advanced Network Break/Fix Troubleshooting and Resolution <ul style="list-style-type: none">- Includes Layer 3 Networking Issues- Routing Issues	\$195.00/Hr.

End of Proposal