



GOBIERNO DE PUERTO RICO

DEPARTAMENTO DE EDUCACIÓN

Oficina de Sistemas de Información y Apoyo Tecnológico a la Docencia

July 7, 2020

TO: ALL INTERESTED BROADBAND INTERNET SERVICE PROVIDERS

FROM: THE PUERTO RICO DEPARTMENT OF EDUCATION

RE: REQUEST FOR INFORMATION FOR TELEWORK AND HOME BROADBAND INTERNET SERVICES

The Puerto Rico Department of Education (the "Department") is requesting information regarding residential broadband internet services for all of our teachers, students and administrators. This RFI is being sought strictly for the purpose of collecting information regarding services available in Puerto Rico, including an estimate of costs, to assist the Department in determining the feasibility of delivering internet services for Department constituents throughout the Territory of Puerto Rico. To this end, the Department invites all interested internet service providers to submit a written response to this Request for Information for Telework and Home Broadband Internet Services ("RFI").

This RFI should not be construed as an intent, commitment or promise to purchase the services offered by respondents, and no contract will result from any response to this RFI. Information submitted in response to this RFI shall become the property of the Department, and the Department shall not be liable for any costs incurred by any respondent in preparing a response to this RFI.

Sincerely,

THE PUERTO RICO DEPARTMENT OF EDUCATION

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addition, approximately 69% of teachers have internet access at home (based on the results of a 2019 teacher survey conducted by the Federation of Teacher of Puerto Rico (FMPR) union and the National Union of Educators and Education Workers (UNETE) shown below). All students and teachers need home internet in order to continue teaching and learning in the Coronavirus environment. This is especially true, as the Department is scheduled to begin distributing iPads and laptops in June 2020 to its 278,929 students and 30,000 teachers, respectively.

REGION	SURVEYED	HAVE INTERNET	NO INTERNET	% WITH INTERNET
ARECIBO	585	393	192	67%
BAYAMON	932	611	311	66%
CAGUAS	374	243	131	65%
HUMACAO	388	254	134	65%
MAYAGUEZ	715	565	150	79%
SAN JUAN	468	330	138	71%
PONCE	258	178	80	69%
TOTAL:	3720	2574	1,146	

PRDE is issuing this RFI to gather information and interest from service providers of high-speed broadband internet services for affordable, reliable high-speed residential internet access for throughout Puerto Rico, including the islands of Vieques and Culebra.

The Department seeks ideas and interest from respondents on how to achieve the sole object to provide high-speed residential broadband internet service throughout Puerto Rico. High-speed broadband internet service can include, but is not limited to, the deployment of a fiber-to-the-home solution, fixed wireless solution, or some other type of last-mile solution. Interested parties should provide information on how their services can meet the FCC's broadband benchmark speeds of 25 megabits per second (Mbs) for downloads and 3 Mbs for uploads (https://apps.fcc.gov/edocs_public/attachmatch/DOC-331760A1.pdf).

3. SUBSEQUENT SOLICITATION

PRDE intends to evaluate the information gathered through this RFI process to determine whether to proceed with a formal Request for Proposals ("RFP"). This issuance of this RFI does not guarantee or represent a commitment by PRDE to issue an RFP or other formal solicitation. The Department reserves the right to cancel this RFI at any time.

4. HOUSEHOLD INFORMATION

PRDE is committed to providing quality education for our residents and businesses. The following graph provides a snapshot of the housing data in PRDE.

ESTIMATED HOUSEHOLD DATA

DESCRIPTION	QUANTITY
STUDENT HOUSEHOLDS BY REGION:	
ARECIBO -	33,535
BAYAMON	34,699
CAGUAS	36,727
HUMACAO	35,754
MAYAGUEZ	37,207
PONCE	35,762
SAN JUAN	37,452
TOTAL STUDENT HOUSEHOLDS:	251,136
TOTAL ADMINISTRATOR HOUSEHOLDS:	3,571
TOTAL TEACHER HOUSEHOLDS:	30,000
TOTAL ESTIMATED HOUSEHOLDS:	285,707

Because areas of PRDE are currently underserved or have no internet service, PRDE wishes to obtain high-quality internet access at the benchmark speed designated by the FCC (see <https://www.fcc.gov/document/fcc-finds-us-broadband-deployment-not-keeping-pace>) for its citizens, and to encourage economic development.

The Department believes that increased deployment of affordable home broadband internet services is key to its ability to continue delivering quality education and distance learning to all public school students in the U. S. Territory of Puerto Rico. Respondents to this RFI should provide information pertaining to respondents' ability to help the Department achieve this goal.

5. REQUESTED INFORMATION

Each respondent shall include all of the information set forth below in their response.

5.1. RESPONSE COVER SHEET (ATTACHMENT A)

- 5.1.1. Provide all of the information requested on the attached Response Cover Sheet.
- 5.1.2. The Response Cover Sheet must be signed by an authorized representative or agent of the respondent.

5.2. OVERVIEW OF SERVICES

- 5.2.1. Provide a general description of broadband services delivered by respondent.
- 5.2.2. Describe Puerto Rico coverage area, by Region and include a coverage map, highlighting available services in each Region and Regional service gaps in coverage.
- 5.2.3. Describe customer segments served, and identify percentage of residential and business customers currently receiving internet services from respondent.
- 5.2.4. Include pricing terms for each offered service (stand-alone and bundled), and contract terms (months, years, etc.).
 - 5.2.4.1. Broadband DW/UP speeds/costs (service plans, penalties)
 - 5.2.4.2. Equipment rental fees
 - 5.2.4.3. Installation costs and time to install
- 5.2.5. Include Service Level Agreement
- 5.2.6. Include provider's COVID-19 protocols.

5.3. TECHNICAL INFORMATION

- 5.3.1. Internet service type (DSL, Cable, Satellite, Fiber, Wireless)
- 5.3.2. Download and Upload Speeds (maximum and minimum)
- 5.3.3. Hardware platform/Equipment
 - 5.3.3.1. Brand
 - 5.3.3.2. Warranty
- 5.3.4. ISP uptime/downtime service logs (reliability, guaranteed uptime)
- 5.3.5. Customer support
 - 5.3.5.1. Availability Guaranty (24/7?)
 - 5.3.5.2. Response time
 - 5.3.5.3. Service Standards
- 5.3.6. Security
 - 5.3.6.1. Describe Network Operating Center (NOC) facilities
 - 5.3.6.2. Data transport NOC security (spam filtering, spyware, viral threats protection)
 - 5.3.6.3. End user software security options
 - 5.3.6.4. Web content filtering and parental control solution
 - 5.3.6.5. Active users monitoring solution

5.3.7. ISP Routing to the Internet

- 5.3.7.1. Guaranteed full worldwide internet access (transit and non-transit)
- 5.3.7.2. Internet routing partner(s) company(ies)

5.4. REGULATORY REQUIREMENTS

Describe any rules or regulations respondent is aware of at the federal, state or local level that could impact the feasibility or underlying economics associated with the Department providing residential broadband internet services as described in this RFI.

5.5. CONTRACTING ISSUES

Explanation of any material considerations or expectations that respondents have with respect to any of the following issues likely to be negotiated during any future Requests for Proposals.

- a. Intellectual property
- b. Insurance
- c. Indemnities
- d. Warranties
- e. Dispute resolution
- f. Other contracting issues not specifically listed above

5.6. OTHER INFORMATION

If any respondents believe additional information regarding their services would be helpful to the Department in evaluating its options for residential services, respondents are encouraged to submit such additional information in their responses.

6. CONDITIONS FOR THE RFI

Responses to this RFI become the exclusive property of PRDE, and no material submitted in response to this RFI will be returned. All documents submitted in response to this RFI may be regarded as public records and may be subject to disclosure. As specified above, this RFI is issued solely for information and planning purposes and does not constitute a formal solicitation.

A. Confidentiality

Any materials that a respondent believes are proprietary MUST be labeled "CONFIDENTIAL." The Department will use reasonable efforts to protect any such confidential proprietary information, but cannot guarantee that its efforts to keep such

information as confidential if PRDE is required by law or a legal proceeding to disclose the respondent's information, even that which is labeled proprietary, privileged and/or confidential.

B. Incurring Costs

The Department will not be liable in any way for any costs incurred by respondents in replying to this RFI, including, but not limited to, costs associated with preparing the response or participating in any site visits, demonstrations, conferences, or oral presentations.

ATTACHMENT A: RESPONSE COVER SHEET

**RESPONSE TO PUERTO RICO DEPARTMENT OF EDUCATION
RFI: TELEWORK AND HOME BROADBAND INTERNET SERVICES**

NAME OF BUSINESS OR ORGANIZATION:	
TYPE OF ENTITY: (e.g. Partnership, Corporation, Limited Liability Company, Non-Profit, Public Agency)	
STATE OF ORGANIZATION:	
ADDRESS:	
WEBSITE:	
FEDERAL TAX ID NUMBER:	
NUMBER OF YEARS PROVIDING BANDWIDTH ACCESS SERVICES:	
PRIMARY CONTACT PERSON – NAME:	
PRIMARY CONTACT PERSON – ADDRESS:	
PRIMARY CONTACT PERSON – CELL PHONE:	
PRIMARY CONTACT PERSON – E-MAIL:	

By signing this **RESPONSE COVER SHEET**, the undersigned hereby attests that he/she has read and understands all the terms listed in the RFI, that he/she is an authorized representative or agent of the provider responding to the RFI, and that he/she is authorized to disclose the information set forth in the provider's response. The undersigned further attests that all of the information set forth in the provider's response is true and correct, to the best of the undersigned's knowledge and belief, after due inquiry and confirmation.

Signature of Authorized Representative
Representative

Printed Name of Authorized

Date

Printed Title of Authorized Representative