

Lake Superior School District #381

E-Rate Quote Scoring Rubric

Each vendor has the chance to receive up to 100 points on their quote for e-rate eligible products and services. There are six scoring categories:

Price	Prior Experience/Past Performance
Technical Qualifications/Staffing Levels	Response Guarantees
Business Stability	Schedule Compliance/Environmental Objectives

PRICE

There are 25 possible points for price. Points will be awarded as follows:

- 25 points will be awarded to the lowest quote received for the e-rate eligible services.
- 20 points will be awarded to any quotes received that are up to 10.00% higher than the lowest quote for the e-rate eligible services.
- 15 points will be awarded to any quotes received that are between 10.01% and 15.00% higher than the lowest quote for the e-rate eligible services.
- 10 points will be awarded to any quotes received that are between 15.01% and 20.00% higher than the lowest quote for the e-rate eligible services.
- 5 points will be awarded to any quotes received that are between 20.01% and 25.00% higher than the lowest quote for the e-rate eligible services.
- No points will be awarded to any quotes received that are higher than the lowest quote by 25.01% or more for the e-rate eligible services.

Prior Experience/Past Performance

There are 20 possible points for prior experience/past performance. Points will be awarded as follows:

- 20 points will be awarded to a service provider with an excellent service history. If the school has no history with this service provider, 20 points can be earned with 3 written letters of recommendation.
- 15 points will be awarded to a service provider with a good service history. If the school has no history with this service provider, 15 points can be earned with 2 written letters of recommendation.
- 10 points will be awarded to a service provider with an average service history. If the school has no history with this service provider, 10 points can be earned with 1 written letter of recommendation.
- 5 points will be awarded if a school has no history with this service provider and no knowledge of customers with negative experience.
- No points will be awarded to a service provider who has a history of poor service. The school district must have written documentation of the performance issues including but not limited to e-mails, letters, complaints, etc on file. No points will be awarded in the case where the school has no history with the service provider but has received documentation from current or previous customers that is not positive in nature.
- Letters of recommendation must be current within the past 5 years.

Technical Qualifications/Staffing Levels

There are 20 possible points for technical qualifications and staffing levels. Points will be awarded as follows:

- 10 points will be awarded if service provider provides documentation on technical qualifications and those qualifications are determined to be adequate to serve the needs of the school district.
- 10 points will be awarded if service provider provides documentation on staffing levels of technical staff and those staffing levels are determined to be adequate to serve the needs of the school district.

Response Guarantees

There are 15 possible points for contract service guarantees. Points will be awarded as follows:

- 5 points will be awarded if the contract provides a written guarantee that a call back to the school district will occur within 1 hour of reported outage that the call will include estimated time of repair.
- 5 points will be awarded if contract provides a written guarantee that repairs within their control will be completed within 4 hours of call back.
- 5 points will be awarded to companies with a local office located within a 50 mile radius of the school district.

Business Stability

There are 10 possible points for Business Stability. Five (5) points will be awarded for each 5 years that this service provider has been in business. For example:

- 5 points will be awarded to a service provider who has been providing that specific service for up to 5 years.
- 10 points will be awarded to a service provider who has been providing that specific service for between 5 years and 10 years.

Schedule Compliance/Environmental Objectives

10 points will be awarded for schedule compliance and K-12 environmental objectives. Points will be awarded as follows:

- 5 points will be awarded to the service provider who can demonstrate that they will be able to meet the implementation date, installation date, or be compliant with the timeline for service that has been developed by the school district for installation of requested service.
- 5 points will be awarded to the service provider who can demonstrate that they will be able to facilitate the environmental objectives necessary to work in the K-12 educational environment, including working within the hours of operation of the K-12 setting

Scoring Template

Category	Example	Service Provider #1	Service Provider #2	Service Provider #3
Price	25			
Prior Experience Past Performance	20			
Technical Qualifications Staffing Levels	20			
Response Guarantees	15			
Business Stability	10			
Schedule Compliance Environmental Objective	10			
Total Score	100			