



# **Competitive Bidding (FCC Form 470) E-Rate Question & Answer (Q&A) Session**

January 23, 2025

# Disclaimer

To accommodate all attendees, real-time closed captions will be present during this presentation. We apologize in advance for any transcription errors or distractions and appreciate your understanding.

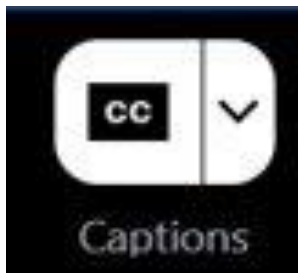
**Please be aware that this webinar is being recorded.**

# Housekeeping – Closed Captioning (CC)

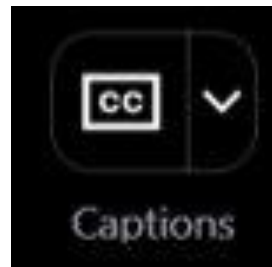
- Attendees control their own captioning



- You control the **font size** and **color** on CC
- Toggle CC off and on at your preference



Captions ON



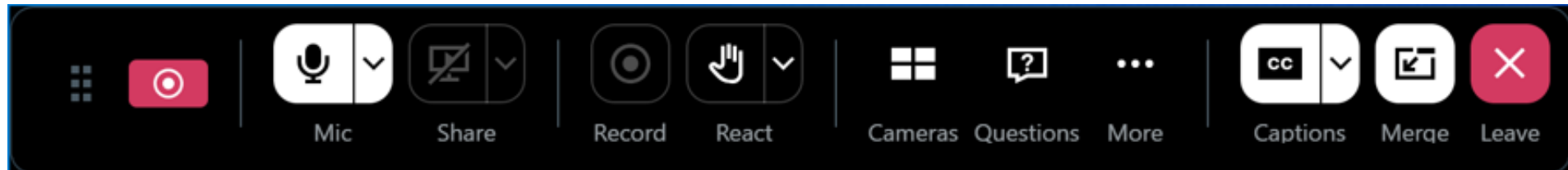
Captions OFF



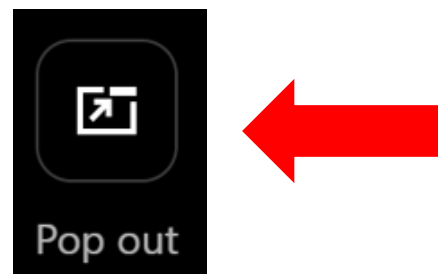
# Housekeeping – Screen Views

## GoTo Webinar

- Two ways to view the webinar
  1. Multiple windows open, can **merge** into one



2. One window for all content, can **pop out** into multiple windows



# Housekeeping – Audio


- **Audio is available through your computer's speakers**
- Double check your speaker settings
- Make sure you are connected to a source that works
- The audience is muted
- If your audio or slides freeze, restart the webinar



# Housekeeping – Materials & Questions


- A copy of the slide deck is in the **Materials** section of the webinar panel



 **Materials**


- Enter questions at any time using the **Questions** box



 **Questions**

- If the slides freeze, restart the webinar

Questions ×



**No questions yet**

Questions you send and answers from the staff will appear here

Enter your question

Your question will be sent to staff Send

# Housekeeping – Technical Issues

- Exit the webinar and click the Check System Requirements link **in the event confirmation email** to determine whether your computer meets GoToWebinar's requirements.
- If issues persist, call (833) 851-8340 to troubleshoot with GoToWebinar.

# E-Rate Customer Service Center (CSC)



**Call us at (888) 203-8100**

Monday – Friday 8 a.m. to 8 p.m. ET



**Create a customer service case in the**  
**[E-Rate Productivity Center \(EPC\)](#):**

1. Log in to EPC.
2. Select the **Contact Us** link from the upper right menu on the landing page.



# Meet Our Team



**Cedric Watkins**

Program Analyst | E-Rate



**Bernie Manns**

Senior Director of Program Management | E-Rate



**Shawn Jensen**

Associate Manager of Program Management | E-Rate

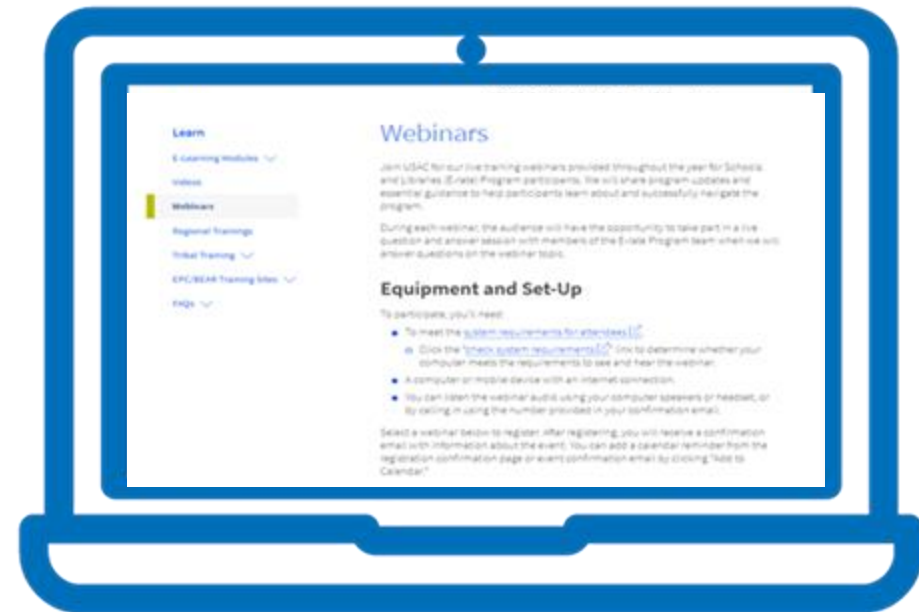
# Agenda

- Question & Answer Session Overview and Purpose
- What's New: E-Learning Modules (ELM)
- FCC Form 470 & Competitive Bidding Resources
- Question & Answer (Q&A) for E-Rate Applicants and Service Providers

# Question & Answer Session Overview and Purpose

# Question & Answer Session and Training Series

- Provide targeted program information.
- Assist program participants with timely and topic relevant questions.
- Equip program participants with knowledge about E-Rate resources.
- Recommended for: Applicants and service providers
- E-Rate experience level: All

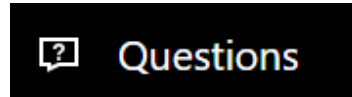


# Question & Answer Structure and Format

- USAC team members will provide a high-level overview of the topic materials.
- Participants should read the assigned materials and watch assigned videos in advance of the webinar event and come prepared with questions to ask during the Q & A session.
- Questions related to the topics and experience level will be given priority.

# Submitting Questions

- There will be a live Q&A session focused on today's topics.
- Use the **Questions** box in your webinar control panel anytime during the presentation.
- Write in full sentences.
- Ask one question at a time.
- Ask questions related to **today's** webinar content.
- Check the box for a response.



# Question & Answer Session: Prerequisites

- [FCC Form 470 and Competitive Bidding Videos](#)
- [E-Rate Pre-Commitment Process Webinar Recording](#) and [Slides](#)
- [FCC Form 470 Filing EPC System Guide FY2022-FY2024](#) (PDF)
- [FCC Form 470 Services Guiding Statements Reference Table](#) (PDF)
- [Lowest Corresponding Price](#) (Page)
- [FCC Form 470 Search User Guide](#)
- [Competitive Bidding & FCC Form 470 FAQs](#)
- [8/28/2024 E-Rate News Brief](#)
- [Service Providers Webinar](#) (September 2024)
- [Eligible Services Q&A](#) (January 2024)

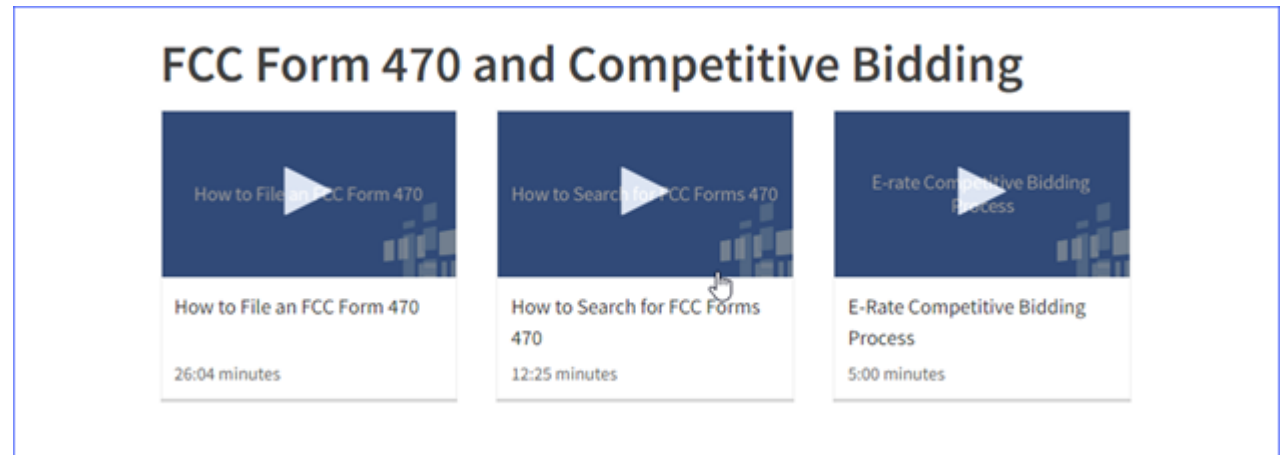


# **FCC Form 470 and Competitive Bidding Video Series**



# FCC Form 470 and Competitive Bidding Video Series

- How to File an FCC Form 470
- How to Search for FCC Forms 470
- E-Rate Competitive Bidding Process



# **E-Rate Pre-Commitment Process Webinar**

# E-Rate Pre-Commitment Process Webinar: 09/19/2024

- Application Process
- Competitive Bidding (FCC Form 470)
- Evaluating Bids
- Requesting Funding (FCC Form 471)
- Application review
- Funding commitments
- Document retention



Available for Public Use

## E-Rate Pre-Commitment Process

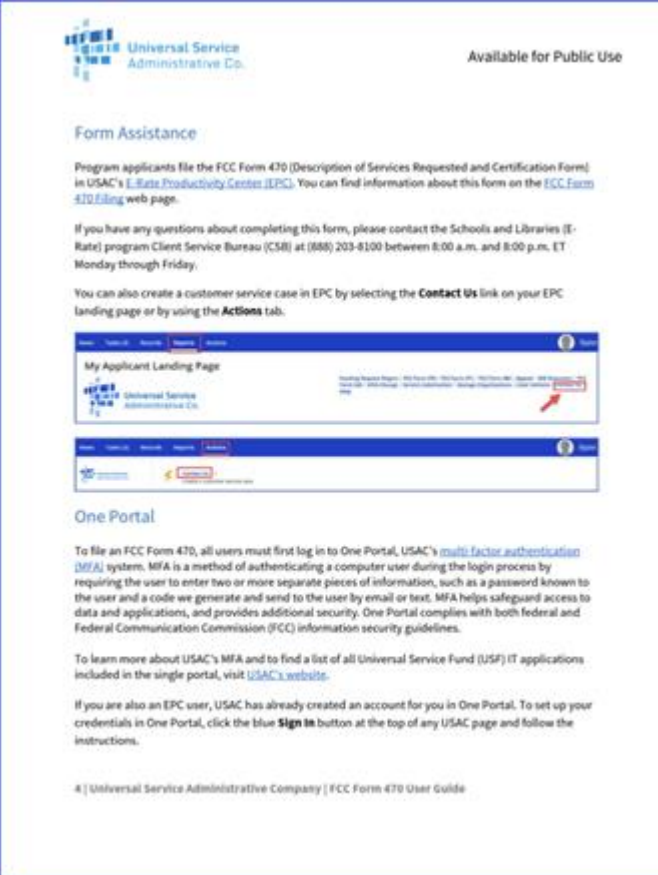
September 19, 2024



# FCC Form 470 Filing EPC System Guide

# FCC Form 470 Filing EPC System Guide

- Form Assistance
- One Portal
- Begin the form: Basics
- Categories of Services
- Certifications
- Signatures



The screenshot displays a webpage from the Universal Service Administrative Company (USAC). At the top left is the USAC logo, and at the top right is the text "Available for Public Use". The main heading is "Form Assistance". Below this, there is a paragraph explaining that program applicants file the FCC Form 470 (Description of Services Requested and Certification Form) in USAC's E-File Productivity Center (EPC). A link is provided for more information: [FCC Form 470 Filing web page](#). Another paragraph states that if users have questions, they should contact the Schools and Libraries (E-Rate) program Client Service Bureau (CSB) at (888) 203-8100 between 8:00 a.m. and 8:00 p.m. ET, Monday through Friday. A third paragraph mentions that users can create a customer service case in EPC by selecting the **Contact Us** link on their EPC landing page or by using the **Actions** tab. Two screenshots of the EPC interface are shown. The first is titled "My Applicant Landing Page" and shows a navigation menu with "Home", "My Account", "My Applications", "My Certifications", and "My Signatures". A red arrow points to the "My Applications" link. The second screenshot shows the "Actions" tab, with a red arrow pointing to the "Contact Us" link. Below the screenshots is the "One Portal" section, which explains that all users must first log in to One Portal, USAC's multi-factor authentication (MFA) system. It describes MFA as a method of authenticating a computer user during the login process by requiring the user to enter two or more separate pieces of information, such as a password known to the user and a code generated and sent to the user by email or text. It also states that One Portal complies with both federal and Federal Communication Commission (FCC) information security guidelines. A link is provided for more information: [USAC's website](#). The final paragraph states that if users are also EPC users, USAC has already created an account for them in One Portal. To set up their credentials, they should click the blue **Sign In** button at the top of any USAC page and follow the instructions. At the bottom of the page, it says "4 | Universal Service Administrative Company | FCC Form 470 User Guide".

# FCC Form 470 Search User Guide

# FCC Form 470 Search User Guide

- How to search for certified FCC Form 470s in EPC
- Search and Export Certified FCC Forms 470
- Exporting Search Results


**SCHOOLS AND LIBRARIES (E-RATE) PROGRAM**

Last Modified: April 2018

**How to Search for FCC Forms 470 in EPC**

Any user with an E-rate Productivity Center (EPC) account can search for and view certified FCC Forms 470 using a number of different criteria. Criteria include, for example, funding year, service type(s), state, or zip code.

**Service Providers**  
Log in to EPC. Service provider users will see **Search FCC Forms 470** in the top right-hand menu of their landing page and can click this link to access the search function.



**All Other Users**  
Log in to EPC, click the **Actions** tab, and select **Search and Export Certified FCC Forms 470**.

**Search and Export Certified FCC Forms 470**

1. Enter the search criteria:
  - Funding Year
  - Date Posted Online\*
  - Service Type(s)
  - Applicant Type\*
  - Zip Code
  - State\*

\*mandatory field

2. Click **Continue**.


3 Universal Service Administrative Company | FCC Form 470 Search User Guide

# FCC Form 470 Services Guiding Statements Table



# FCC Form 470 Services Guiding Statements Table

- Category One vs Category Two
- Leased Dark and Lit Fiber
- Internet Access
- Data Transmission


Available for Public Use

**FY2025+ FCC Form 470 Services Guiding Statements Table**

Starting with Funding Year 2022, the FCC Form 470 includes guiding statements to help applicants request E-Rate eligible services and/or equipment for the upcoming funding year. The following tables provide a quick way to reference the options provided in the form along with guiding messages.

Please see footnotes for additional information where provided.

Category One

If you intend to request bids for:	You should first select "I seek bids for internet access and/or data transmission service." <sup>1</sup> Next, choose the following FCC Form 470 statement:	Then, choose the following FCC Form 470 statement:
Internet Access and Data Transmission Service	I seek bids for Internet access and data transmission service (provided over any combination of transmission medium, e.g., fiber-only networks, fiber/non-fiber hybrid networks, or non-fiber networks such as cable, DSL, copper, satellite, microwave or wireless).	I seek bids for internet access and data transmission services, whether offered by one service provider(s) as a bundled package or offered by one or more service providers as independent services. <sup>2</sup>
Cellular Data Plan/Air Card Service	I seek bids for Internet access and data transmission service (provided over any combination of transmission medium, e.g., fiber-only networks, fiber/non-fiber hybrid networks, or non-fiber networks such as cable, DSL, copper, satellite, microwave or wireless).	I seek bids for data plans or wireless adapters (Air Cards) for mobile devices for commercial wireless service for a school or library that does not have an existing broadband internal connection (e.g., for use on a library bookmobile without a fixed connection). <sup>2</sup>

<sup>1</sup> Applicants can use the narrative field on the FCC Form 470 and/or their RFP, if applicable, to provide additional details regarding their service need requirements.

<sup>2</sup> Cellular data plans and air cards for mobile devices are eligible for on-premises use only in instances when the school or library seeking support demonstrates that the individual data plans are the most cost-effective option for providing internal broadband access for mobile devices at schools and/or libraries (e.g., for use on a library bookmobile that cannot use a fixed connection).

[usac.org/e-rate](https://usac.org/e-rate)
Updated January 2024

# Service Provider Webinar

# Register Your Entity

- **Register on SAM.gov** to [obtain a Unique Entity Identifier \(UEI\)](#).
- **Register with USAC** to provide services to our applicants by [completing an FCC Form 498](#).
  - This results in the creation of your **SPIN ID/498 ID**.
  - USAC sets your access to [the E-File System](#).
  - You receive an email letting you know you can create a password in the **E-Rate Productivity Center** (EPC).
  - Keep this information current.

# Bid on Services

- The **applicant** starts the [competitive bidding process](#) by posting one or more FCC Forms 470 and Request(s) for Proposals (RFP) documents, if applicable, to the USAC website.
  - These documents may include specific requirements for service providers to follow during the competitive bidding process.
- **Service providers** [review the information and bid on the requested services](#).
  - The bid should include information on E-Rate eligibility percentage and category of service.
  - The bid should be responsive to the equipment and services being requested.



# Open and Fair

The [competitive bidding process](#) must be [open and fair](#).

- “Open” means there are no secrets in the process. Information shared with one bidder must be shared with all. All bidders know what is required of them.
- “Fair” means that all bidders are treated the same throughout the competitive bidding process, and that no bidder has advance knowledge of the project information.

# Open and Fair – Service Providers

To help ensure an open and fair process, service providers should:

- **Review all the requirements**, including the FCC Form 470 and any RFP(s).
- Provide a responsive bid to what was requested by the applicant.
- Ask questions if the information provided by the applicant is unclear.
- Separate the eligible, mixed bucket, and **ineligible services** in your bid response.
- **Do not offer gifts, free services, devices, or non-E-Rate discounts** to make your response more attractive.
- **Do not offer to help** an applicant if you are also planning to respond to their bid request.

# Bid should include Lowest Corresponding Price

Service providers must charge the [Lowest Corresponding Price](#). (See 47 C.F.R. § 54.500.) This is the lowest price that a service provider charges to non-residential customers who are **similarly situated** to a particular school, library, or library consortium for **similar services**. This ensures that:

- Service providers do not charge applicants more than they would charge their other customers for the same services.
- Any lack of experience in negotiating in a service market does not prevent applicants from receiving competitive prices.

Note – [document retention](#) rules apply even in the event of a merger or acquisition.

# How Applicants Select a Service Provider

- Applicants must wait **at least 28 days** after posting their FCC Form 470 and then can they:
  - [Evaluate the bids received](#)
    - See [sample evaluation matrix](#)
  - Select a service provider **on or after the 29<sup>th</sup> day**.
    - The day the applicant certifies the FCC Form 470 counts as day 1. For example, if they file and certify an FCC Form 470 on September 1, they may select a service provider on or after September 29.
- **The price of eligible equipment and services** must be the **primary** selection criterion (weighted more heavily than any other single criterion).



# Resources

- [Eligible Services Overview Webpage](#)
- [Eligible Services List](#)
- [Eligible Services List \(ESL\) Glossary](#)
- [Off-Premises Wi-Fi Hotspots Overview](#)
- [Wi-Fi Hotspots FAQ's](#)
- [Fiber – Summary Overview](#)
- [Fiber Frequently Asked Questions](#)
- [Webinars:](#)
  - [E-Rate Fall Training: E-Rate Program Overview \(September 16, 2024\)](#)
  - [E-Rate Fall Training: Eligible Services 101 \(September 24, 2024\)](#)
  - [E-Rate Fall Training: Category Two Budgets \(October 17, 2024\)](#)
- [Competitive Bidding Page](#)
- [Competitive Bidding Infographic](#)
- [Competitive Bidding FAQs](#)
- [Competitive Bidding Webinar: August 1, 2024](#)
- [12/15/2023 E-Rate News Brief](#)
- [FY 2025 FCC Form 470 Service Guiding Statements Table](#)



**Questions?**

# E-Rate Customer Service Center (CSC)



**Call us on (888) 203-8100**

Monday – Friday 8 a.m. to 8 p.m. ET



**Create a customer service case in the  
E-Rate Productivity Center (EPC):**

1. Log into the EPC.
2. Select the **Contact Us** link from the upper right menu on the landing page.

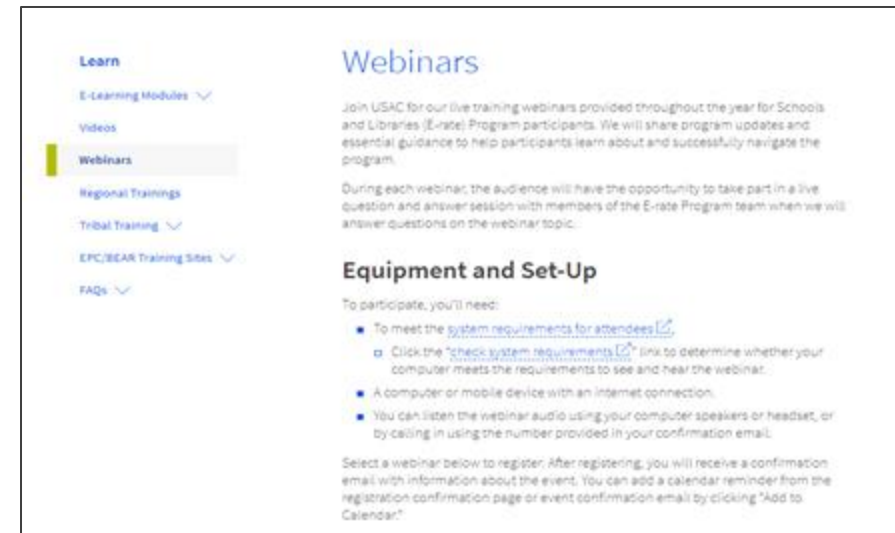
# Upcoming Webinars

**Our next webinar is on:  
January 30 at 2 p.m. E.T.**

## **E-Rate Service Provider Selection & the FCC Form 471 Question and Answer (Q&A) Session**

**Recommended for:** Applicants and  
Service Providers

**E-Rate Experience Level:** All



The screenshot shows a webpage with a navigation menu on the left and a main content area. The navigation menu includes: Learn, E-Learning Modules, Videos, Webinars (highlighted with a yellow bar), Regional Trainings, Tribal Training, EPC/SEAR Training Sites, and FAQs. The main content area is titled "Webinars" and contains the following text:

Join USAC for our live training webinars provided throughout the year for Schools and Libraries (E-rate) Program participants. We will share program updates and essential guidance to help participants learn about and successfully navigate the program.

During each webinar, the audience will have the opportunity to take part in a live question and answer session with members of the E-rate Program team when we will answer questions on the webinar topic.

### Equipment and Set-Up

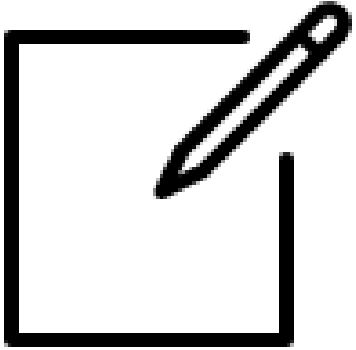
To participate, you'll need:

- To meet the [system requirements for attendees](#)
- Click the ["check system requirements"](#) link to determine whether your computer meets the requirements to see and hear the webinar.
- A computer or mobile device with an internet connection.
- You can listen the webinar audio using your computer speakers or headset, or by calling in using the number provided in your confirmation email.

Select a webinar below to register. After registering, you will receive a confirmation email with information about the event. You can add a calendar reminder from the registration confirmation page or event confirmation email by clicking "Add to Calendar."

Go to the E-Rate **Webinars** page for additional information.

# Take Our Survey



- We want to hear about your webinar experience.
- A survey will appear on your screen at the end of the webinar.
- If you are not able to complete the survey today, one will be emailed to you within two business days.
- We appreciate your feedback!

**Thank You!**





**Universal Service  
Administrative Co.**