

# USAC – Schools and Libraries Program (E-rate) – Industry Day

*USAC Schools and Libraries Program and Systems Overview and Discussion with Professional Services Firms*

Title of Event: E-rate Industry Day

Audience: Professional Services Firms Providing BPO Services

When: February 21, 2018, 8:30 am to 6 pm

Where: USAC, 700 12<sup>th</sup> Street NW, Suite 900, Washington DC 20005

**About E-rate:** The E-rate Program is one of four universal service programs funded through the federal Universal Service Fund (USF). The E-rate Program provides discounts to assist eligible schools and libraries to obtain affordable internet access and telecommunications services. E-rate funds several service types: Data Transmission Services and Internet Access, Voice Services, Internal Connections, Managed Internal Broadband Services, and Basic Maintenance of Internal Connections. Eligible schools, school districts, and libraries, may apply individually or as part of a consortium. The E-rate Program supports connectivity, which is the conduit or pipeline for communications using telecommunications services or the internet. The school or library is responsible for providing resources such as the end-user equipment (computers, telephones, etc.), software, professional development, electrical capacity, and the other elements that are necessary to effectively use the requested eligible services and equipment.

The process for receiving E-rate support can generally be broken down into four steps. First, applicants conduct a competitive bidding process for eligible equipment and services. At the conclusion of that process, and once they have selected their winning bidders, the applicants submit an application for funding during the funding year application window. Once services are delivered and the applicant demonstrates that it is compliant with the Children’s Internet Protection Act (CIPA), either the applicant or the service provider can begin invoicing USAC for the discounted portion of the bill. See next page for illustration.

**Who should attend?** Professional Services Firms with experience in providing Business Process Outsourcing (BPO) services. Registration is complimentary. Please RSVP @ [rfp@usac.org](mailto:rfp@usac.org) requesting in person or Webex attendance.

## **E-rate Industry Day Goals:**

- Educate “industry” on the E-rate Program and future acquisitions supporting Program administration.
- Gain an understanding of BPO professional services firms capabilities and best practices
- Incorporate “industry” feedback into RFP development process

## **Agenda:**

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|------------------------|---|
| 1. 8:30 am – 10:00 am  | E-rate Overview   |
| 2. 10:15 am – 11:15 am | E-rate Systems Overview                                 |
| 3. 11:30 am – 12:00 pm | Anticipated BPO Services Requested                      |
| 4. 12:00 pm – 1:00 pm  | Lunch (On your Own)                                     |
| 5. 1:00 pm – 6:00 pm*  | Capabilities Presentations & Discussions (50 Mins each) |

\*Additional time slots will be allocated as needed

