**REQUEST FOR QUALIFICATIONS AND QUOTATION**

**RFQQ NO. 24-07**

**PROJECT TITLE: E-Rate Consultant & Coordinator**

**PROPOSAL DUE DATE: June 14, 2024**

**Management Proposal Submitted by E-Rate Expertise, Inc.**

Contact: Claire Christnacht, Owner/Consultant, 253-320-0664, [claire@erateexpertise.com](mailto:claire@erateexpertise.com)

1. **Project Management**

Project Team Structure/Internal Controls:

I am the sole employee of my consulting firm and do not plan to subcontract portions of the work for this contract. For the past two years I have successfully managed the LibTech project in conjunction with the Washington State Library (WSL) Development Manager, IT Manager, and other administrative staff. Our strong working relationships and team-oriented work style have created successful internal controls for our project. I maintain prime responsibility for all my work, and I review it with WSL staff prior to their official submittals and certifications.

Staff Qualifications/Experience:

None of the contracted work/time will be delegated or subcontracted to individuals with less experience and all tasks will be expertly handled by me with the highest level of experience and expertise applied to all projects within the scope of this contract. My responsibilities and qualifications for supporting this effort include:

* Manage administration of technology grant applications and reimbursements for libraries that participate in the federal E-Rate program. Knowledgeable in complex program regulations to maximize client funding and ensure clients’ compliance to maintain funding eligibility.
* Manage all aspects of state-wide library consortium including outreach, recruiting, customer service, application development, compliance, and ad hoc projects requiring my abilities to identify and respond to the unique needs of each individual member library.
* Extensive experience and aptitude with developing complex financial analyses, including cost and funding projections, and using this information to maximize grant funding and savings for clients.
* Apply excellent communication skills with government application reviewers and auditors to advocate for clients’ interests. Work very well with vendors and clients of all sizes and with a wide variety of needs.
* Leverage financial, marketing and operations experience in public, private and non-profit sectors to assess project needs and adeptly develop and implement strategies for organizations’ success.
* Conduct financial and operational analyses for library clients for a variety of ad hoc projects such as public printer management and a cost and operational analysis of patron cross-use of libraries in neighboring systems.
* Specialize in services to libraries and recognize and appreciate the unique resources and needs of each library. Act as a conduit for applying lessons learned and information sharing across library systems.

Please see my resume included at the end of this proposal for more details on my additional skills, work experience, and education. Although I don’t anticipate subcontracting the work or substituting staff, I understand that prior approval of OSOS would be required.

1. **Experience of the Contractor**

I have provided E-rate and various other project management services to libraries since the year 2000, shortly after the E-Rate program was created. I have a great depth of knowledge of how the program works and what kind of information the Universal Service Administrative Company (USAC) is seeking in their evaluation of applications and audit documentation. My exceptional understanding of the regulations and their intent allows me to maintain a conservative approach to compliance, while developing creative solutions to meet my clients’ unique needs and to maximize their funding. My clients benefit from my ability to think outside the box. I also maintain a network of colleagues in the industry and at USAC which provides me with opportunities for brainstorming solutions to issues in uncharted territories.

I have specialized in working specifically for libraries in the E-rate program and have extensive knowledge of the common issues for libraries in WA state. More importantly, I have firsthand knowledge and respect for the unique issues of each individual library. Furthermore, I have played an instrumental role in creating the LibTech consortium of libraries in WA state and have resolved countless issues and removed roadblocks as we have successfully been awarded E-rate funding since LibTech was formed.

In response to your request, I have also included a list of my other library clients, including contact information and periods of performance in the E-Rate Expertise\_ Management Library Client List.xlsx document.

**Cost Proposal**

In response to your request, I have included a cost proposal for this RFQQ in the document entitled E-Rate Expertise\_COST.

**Contract Issues List**

I agree to the contract submitted in Exhibit B and have no Contract Issues List.

**Contractor’s Diverse Business Inclusion Plan – Subcontractors**

I do not plan to need subcontractors for this project, so this plan is not applicable.

**Minimum Qualifications**

* I am registered to do business in WA and have a current UBI number.
* I have more than 10 years of experience in E-rate.
* I have worked exclusively with libraries and their E-rate applications and most of my clients are in WA State. I also have experience working with library consortia.
* I attended the Pre-Proposal conference.

**Other Forms and Certifications for Qualification**

* I am a self-certified small business (See Exhibit A-1 Certification).
* I maintain a liability insurance policy (See Exhibit A-1 Certification plus current Certificate of Insurance).
* I do not require employees to sign arbitration clauses, etc. (See Exhibit A-1 Certification).