

**Before the  
Federal Communications Commission  
Washington, DC**

In the matter of:	)	
	)	
Request for Review by	)	
	)	
Long Beach Unified School District	)	File Number SLD 367370
Long Beach, California	)	Funding Request Number 1000487
	)	
	)	
Schools and Libraries Universal Service	)	CC Docket No. 02-6
Support Mechanism	)	
	)	
May 24, 2004	)	

**Background**

The Long Beach Unified School District serves the most diverse population in the nation. In the Fall of 2003, the district was recognized by the Eli Broad Foundation as America's Best Urban School District after peer review by national educational, business, governmental and community leaders. This Request for Review is on behalf of 44,989 children attending 47 of the district's 84 schools in the poorest sections of Long Beach, California and surrounding communities served by the Long Beach Unified School District. The district has a history of good E-rate citizenship. Participation in E-rate projects has allowed the LBUSD to provide Internet Access to every classroom in our district.

The Long Beach Unified School District (LBUSD) respectfully submits a Request for Review of the decision of the Universal Service Administrator to deny Funding Request Number 1000487 for alleged "bidding violations." LBUSD seeks a review of the evaluation processes used to award a contract for professional services. FCC rules maintain that "In determining which service offering is the most cost-effective, entities may consider relevant factors other than the pre-discount prices submitted by providers but price should be the primary factor considered." 47 C.F.R. & 54.511(a).

**Review and Appeal of Funding Request Number 1000487**

Based on the findings of LBUSD's first ever Item 25 Selective Review, Funding Request Number 1000487 was denied, alleging "bidding violations". (Attachment A)

LBUSD maintains that all applicable FCC, SLD, and California Government codes, rules, regulations, and guidelines in force at the time this application was submitted on February 6, 2003 were explicitly followed in evaluating the vendors submitting bids for Funding Request Number 1000487. The district believes that a comprehensive review of our bidding process will demonstrate we followed the both the intent and the prescribed rules and regulations developed by the FCC for the SLD to use as guidelines.

In this FCC Request for Review, the district believes that:

- PIA/Item 25 Selective Review process related to Funding Request Number 1000487 only considered a very narrow subset of the documentation we supplied for review.

- SLD mistakenly applied a specific guideline to this application that did not exist when the application was submitted
- When our entire response is analyzed in the context of our application and applicable state procurement code, there was no bidding violation and, in fact, the most “cost-effective” vendor was awarded the contract.
- The SLD may have erroneously denied our request to supply “additional” information on appeal.

### Sequence of Events

- Within the context of the full Item 25 Selective Review, LBUSD was asked to clarify its competitive bidding process, including selection criteria. Initially, the district response included a general criteria detailing how the RFP was distributed and the vendor selection criteria as it applied to all applications. LBUSD selection criteria are a product of the California State procurement requirements, used by the district as its local procurement regulations. (Attachment B)
- After reviewing this documentation, clarification was requested for Funding Request Number 1000487. The request noted that LBUSD responded that “Expertise and hourly rate were the district’s rationale for selection.”
- In addition, we were asked to provide the “primary factor” for selecting for the winning bid? (Attachment C)

The district responded with an updated document. (Attachment D) Specially, we provide the following break down of how we weighted each item, without breaking out the specific elements that comprise “Minimum technical expertise and availability of a dedicated resource was weighted at 65%.” Our specific response to our selection criteria related to Funding Request Number 1000487:

- 1) *Minimum technical expertise and availability of a dedicated resource was weighted at 65%*
- 2) *Hourly rate was weighted at 35%*

*“Lowest bidders were asked to supply a dedicated resource for an evaluation of knowledge and experience on the hardware and software solutions deployed by the district. Each was given a practical exam. I’ve attached a copy of the exam, along with the individual’s name and vendor they represented.”*

*“The resources provided by Verizon, Workforce, and Spectrum Communications were unable to meet the minimum requirements. Only the resource provided by Malcolm McColl exhibited the expertise required to support our network environment.”*

When the district submitted this response, we believed that our response, given the guidelines in place at the time, demonstrated that a complete and fair evaluation was conducted and price was used to determine the ultimate winner.

The district realizes now, that a simple reading of our response could lead the SLD reviewer to the conclusion that price was not the primary factor. By supplementing this 65%/35% “formula” with two additional paragraphs, our goal was to give the reviewer a picture of the complete process so it could be determined that price was used both to determine the vendors to be evaluated and that price would be used to select the lowest priced qualified vendor.

The district failed to elaborate on the separate elements that comprised the “minimum technical expertise and availability of a dedicated resource” because the district was not aware of the newly

adopted guidelines that were published in the “Form 470 Reminders” on April 29, 2003. (Attachment E) We feel these guidelines were erroneously applied to Funding Request Number 1000487 since there were published after almost over 3 months after our application was submitted.

### **Price as a Primary Factor Guidelines**

In a document published in April of 2003, the SLD felt it necessary to provide additional guidance in formulating selection processes that demonstrated price as the “primary” factor. On April 29, 2003, a set of specific guidelines appeared to guide applicants for preparing for the 2004-05 program year. They appeared as “Form 470 Reminders.” The example given to format this response in an “acceptable” manner appeared as follows:

Factor	Weight
Price	30%
Prior Experience	25%
Personnel Qualifications	20%
Management	15%
Capability	
Enviromental	10%
Objectives	
Total	100%

It appears that this “guideline”, not published at the time of our application, was erroneously applied to our review.

### **LBUSD Selection Criteria**

A careful look at the LBUSD evaluation process demonstrates that the district applied price in more than one aspect of the section criteria:

- First as a primary consideration to select the lowest bidders to test for competency.
- Finally to determine the lowest cost, qualified vendor.

The district relied on California Government Code, Section 53060 for professional services that require that districts contract only with “such persons (that) are specially trained and experienced and competent to perform the special services required.” (Attachment F)

- Once the lowest bidders were evaluated to this standard, it became obvious to district staff that only one of the vendors presented a resource that was competent in our technical environment.

### **Selective Review and Appeal Findings**

The district complied quickly and honestly to both the Item 25 Selective Review and the Appeal that followed. Complete evaluation criteria, including actual examinations, responses, email conversations, and grading were submitted in our Item 25 review and later, in the district’s Appeal to the SLD.

The district maintains that:

- The Item 25 Selective Review based it decision solely on the 65%/35% formula we provided and did not consider any of the additional documentation we provided, including the two supporting paragraphs and copies of the examinations that were administered.
- The SLD Appeal staff rejected our “additional” information as a matter of policy. As stated in our appeal, “Program rules do not permit SLD to accept new information on appeal except

under limited circumstances where an applicant was not given an opportunity to provide information during the initial review or when an error was made of the SLD.” That policy, the district feels, is unfair to the applicant. While the policy fosters SLD workflow, it does not allow the applicant to adequately state his case. The FCC agreed with this argument in FCC Order DA 04-308, File No. SLD-292913, in which Shawano–Gresham School District was denied the ability to include “additional” documentation at Appeal citing this policy. The FCC found that the SLD must consider additional documentation when it supports the applicant’s position at appeal. (Attachment G)

### **Looking Back on The Review and Appeal Process**

We made our case for “cost-effectiveness” under the definitions in force at the time our application was submitted. If the district were allowed to format its response using the formula published April 29, 2003 by the SLD, the response would look like this:

Price	35%
Other Factors (65%)	
▪ Prior Experience	20%
▪ Personnel Qualifications	30%
▪ Management Capabilities	10%
▪ Environmental Objectives	<u>5%</u>
	100%

By simply identifying the specific elements associated with the “Other Factors”, the district’s application would have been approved without further review. In all likelihood, Funding Request Number 1000487 was denied because we failed to adhere to an interpretation of “price as primary factor” that was published after our application was submitted. When the district’s responses and bid evaluation process are taken in its entirety, the most “cost-effect” service provider was selected.

### **Additional Support**

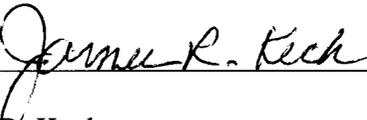
As of the Third Order and Report, the FCC is still taking comments on this issue, but has not published guidelines remotely close to what the SLD used in denying Funding Request Number 1000487. (CC Docket No. 02-6, FCC 03-323, paragraphs 63-66 and paragraph 87).

In support of the district’s position, I have also included another copy of the technical examinations that we administered to the lowest bidders in an effort to determine competency. (Attachment H) LBUSD believe that a review of these documents will demonstrate our commitment to provide all vendors a fair and equitable evaluation.

### **Conclusions**

Our conclusions are simple. The district maintains that a complete and through evaluation was conducted using all applicable FCC, SLD and California State Government Codes available to us. We disagree that price was not the determining factor and believe we have provided sufficient documentation to support our opinion. We are requesting the Funding Request Number 1000487 be reviewed and approved at the level requested in the district’s Form 471.

We stated earlier, that LBUSD considers itself an outstanding E-rate citizen. The district's goal in filing this Request for Review is to get an comprehensive evaluation of the district's request that takes into account both the goals of the E-rate and Telecommunications Act of 1996 and the selection process the district used to determine the most cost-effective provider of these services given the program rules of the SLD and the constraints of the Government Code of the state of California.

By: 

James R. Keck  
Director of Information Services  
Long Beach Unified School District  
BEN 143528

Voice: 562-997-8177  
Fax: 562-997-8288  
Email: [jkeck@lbusd.k12.ca.us](mailto:jkeck@lbusd.k12.ca.us)



**Administrator's Decision on Appeal - Funding Year 2003-2004**

March 26, 2004

Jim Keck  
Long Beach Unified School District  
11515 Hughes Way  
Long Beach, CA 90810-1839

Re: Billed Entity Number: 143528  
471 Application Number: 367370  
Funding Request Number(s): 1000487  
Your Correspondence Dated: December 16, 2003

After thorough review and investigation of all relevant facts, the Schools and Libraries Division ("SLD") of the Universal Service Administrative Company ("USAC") has made its decision in regard to your appeal of SLD's Year 2003 Funding Commitment Decision for the Application Number indicated above. This letter explains the basis of SLD's decision. The date of this letter begins the 60-day time period for appealing this decision to the Federal Communications Commission ("FCC"). If your letter of appeal included more than one Application Number, please note that for each application for which an appeal is submitted, a separate letter is sent.

Funding Request Number: 1000487  
Decision on Appeal: **Denied in full**  
Explanation:

- On appeal, you seek reversal of the SLD decision to deny funding for the above referenced funding request. In support of your request, you assert the following information. During the Item 25 review process, there were numerous requests and responses. However, when you realized your response regarding vendor selection was not as clear as intended, you attempted to contact the reviewer. After a number of unsuccessful attempts, you were told that the reviewer was no longer employed at SLD. On appeal, you include your June 18, 2003 response with additional clarifying notes.
- Upon thorough review of the Letter of Appeal and supporting documentation, we determine that the funding request was properly denied, as price was not the primary factor in vendor selection. During the Item 25 review, you were asked to provide contracts, bids, RFPs, vendor selection and consulting agreements for the service

providers listed on the FRNs. On June 18, 2003, in response to a request for documentation of the primary factors used in the vendor selection, you indicated that the selection was based on two criteria: the minimum technical expertise and availability of dedicated resources to address the network requirements (weighted at 65%) and the hourly rate (weighted at 35%). Further, although on appeal you include additional notes to clarify the vendor selection process employed, program rules do not permit SLD to accept new information on appeal except under limited circumstances where an applicant was not given an opportunity to provide information during the initial review or when an error was made by SLD.

- FCC rules require that the entity selecting a service provider "shall carefully consider all bids submitted and must select the most cost-effective service offering. In determining which service offering is the most cost-effective, entities may consider relevant factors other than the pre-discount prices submitted by providers but price should be the primary factor considered." 47 C.F.R. § 54.511(a). Additionally, program procedures state, "the entity selecting a service provider shall carefully consider all bids submitted and must select the most cost-effective service offering. In determining which service offering is the most cost-effective, entities may consider relevant factors other than the pre-discount prices submitted by providers but price should be the primary factor considered."
- SLD's review of your Form 471 application determined that price was not the primary factor when you selected your service provider. Further, on appeal, you fail to demonstrate that price was the primary factor when you selected your service provider. Consequently, the appeal is denied.

If you believe there is a basis for further examination of your application, you may file an appeal with the Federal Communications Commission (FCC). You should refer to CC Docket No. 02-6 on the first page of your appeal to the FCC. Your appeal must be received or postmarked within 60 days of the above date on this letter. Failure to meet this requirement will result in automatic dismissal of your appeal. If you are submitting your appeal via United States Postal Service, send to: FCC, Office of the Secretary, 445 12<sup>th</sup> Street SW, Washington, DC 20554. Further information and options for filing an appeal directly with the FCC can be found in the "Appeals Procedure" posted in the Reference Area of the SLD web site or by contacting the Client Service Bureau. We strongly recommend that you use the electronic filing options.

We thank you for your continued support, patience, and cooperation during the appeal process.

Schools and Libraries Division  
Universal Service Administrative Company



**Bidding and Selection Criteria  
E-rate Projects  
Program Year 2003**

**District E-rate Website**

Our RFP remains posted at <http://www.lbusd.k12.ca.us/erate>. This page also contains all the program documents and links required to successfully submit a proposal to the district for consideration. Vendors were referred to this page to obtain a copy of the RFP and supporting documents. They were also informed that the district would supply additional information, answer questions, and generally keep the lines of communications open to interested vendors by accessing our webpage.

I've included a list of the vendors that received RFP information. As inquiries were made, the vendor(s) were added to the distribution list. This list was used to notify every one of updates and remind them of the closing date and when and where proposals were to be delivered.

We featured a "Most recent Q&A" document on our E-rate website to answer specific questions and provide clarifications. We chose this method to make the same information available to all vendors equally. The most recent update to that page was provided on Friday, January 10, 2003.

**Vendor Selection Criteria**

Many of the projects on our applications this year are new for us. We wanted to pursue technologies that support the instructional mission of the district and at the same time, fit within the technology standards the district is staffed to support.

When evaluating proposals, we are looking for the following:

- 1) Is it a viable solution that integrates with technologies and support staff (and training) that exists in the district? Sometimes, it is as simple as "Does it work?"
- 2) Is it the best value to the district when considering the solution and the resources required to support the project? Projects are evaluated on the basis of total cost of ownership. In many cases, the vendor will leave out key components and services that require the district to supply them outside of the discount program. This is the reason the district has asked for total "turn-key" installations that are eligible under program rules.
- 3) Previous experiences with the vendor. We are currently revisiting issues created in the E-rate 3 program from a vendor wanting to bid for similar work in program year 2003.

These are the basic criteria. When there were questions about proposals, specific emails were sent to the vendors asking for clarification. Both Matt Woods (LBUSD Network Manager) and I originated the inquiries. I have detailed each proposal, including the specific page of the RFP, all bid responses, and follow-up emails to support our choice to award the project. You will find a narrative description for each application and FRN in the *Fax Back Page 3* document.

*ATTACHMENT B*



**Universal Service Administrative Company**  
Schools & Libraries Division

CASE SR-2003-BEN#143528

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Date: 6/16/03  
To: Jim Keck  
Entity: Long Beach Unified School District  
Fax #: 562-997-8288  
Sender: Ken Collis  
Phone: 973-884-8137  
Fax: 973-599-6515  
Subject: Funding year 2003 selective review

\*\*\*                      \*\*\*                      \*\*\*

This fax is a follow up to the information you provided in reference to the E-Rate Selective Review Information Request Funding Year 2003. Please provide the information requested by the **close of business 6/23/03**. If we do not receive the information by that date, your application will be reviewed based on the information we currently have, which may impact the approval of your application

*Note-* Your proposed budget for 2003-2002 did not include the revenue side of the budget. The proposed budget shows \$712,000 available for Erate but the full applicant share is \$935,606.63.

**Budget:** Please submit an operating budget for 2003-2004 showing both revenues and expenses indicating where your portion of e-rate is coming from.

If a budget is not available or in the early stages of an approval process, we will need a letter signed by a school or library official (superintendent, board president, chief business administrator). The letter should explain what phase of the approval process you are in, whether your share of funding is contingent on any outside action (e.g. voter approval, board approval, state legislation, etc.) and whether in the absence of such outside approval, you anticipate being able to meet your share. Also make sure that the letter identifies the specific amount that you will have available to pay your share. For example, if you have \$100,000 that you will be putting in your budget, make sure that that is noted in the letter. In addition to that letter (and in lieu of a finalized budget) we need any of the bulleted examples shown on page 4 of the original fax sent to you. Those

ATTACHMENT C

bulleted examples follow.

- **A draft budget showing both revenues and expenses indicating where your portion of e-rate is coming from.**
- A resolution of a governing Board authorizing the filing of a Form(s) 471 for a given dollar amount, for given services and/or products, within a given timeframe. For us to consider such a resolution sufficient evidence that your entity has provided for payment of your share of E-rate, the resolution should specify the funding year, the fiscal year, or the school year during which the payment is authorized.
- If donations (or other dollars from any contributor) are a source, a signed commitment letter from the donor (e.g. school or library foundation) to the applicant specifying 1) the level and commitment of funds or other resources; 2) the timing of the delivery of such resources, along with a dispositive indication that the resources are for E-rate supported products/services or for items needed to use effectively the discounted services. (The indication as to the use of the resources might come from the donor or be reflected in a Board resolution committing donations to E-rate related purposes.)

Note: if a final, approved budget **is** provided, we may verify that budget with independent sources.

If a final, approved budget is **not** available, we require a combination of a letter (described above) **AND** one of the bulleted examples above. We require **both, not** one or the other.

**Note- Application #367370 & 367394-** Malcolm McColl was the winning bid selected from the 4 lowest bidders. Expertise and hourly rate were the district' rationale for selection.

**Vendor Selection:** More than one factor was used to determine the winning bid(s) please indicate the weighting of those factors . **Which factor was the primary factor for the selection of the winning bids?** If evaluation sheet(s) were used please provide those.

Please call me if you have questions at 973-884-8137.

Thank you.

**Ken Collis**  
Selective Reviewer



**SLD -- Item 25 Bid Responses  
Long Beach Unified School District  
Billed Entity: 143528  
Year 2003 Review**

**LBUSD BID: RFP 0203/04**  
**471 Application Number: 367370 FRN 1000487 (90% Level)**  
**367394 FRN 1000583 (80% Level)**

**Product or Service of FRN**

Professional Services to manage the district network. The district choose to break out the requests grouping the 90% and 80% schools only.

**Successful Bidder: Malcolm McColl, Jr. Inc.**  
**SPIN Number: 143005555**

**Respondents:**

Malcolm McColl (selected)  
Verizon – California, Inc.  
Spectrum Communications  
IdeaMall Inc. dba Creative Computers (Wareforce)  
IBM

**Updated Rationale for vendor Selection: (06/18/2003)**

1. Minimum Technical expertise and dedicated resource to address network requirements (65%)
2. Hourly Rate (35%)

Lowest bidders were asked to supply a dedicated resource for an evaluation of knowledge and experience on the hardware and software solutions deployed by the district. Each was given a practical exam. (attached)

The resources provided by Verizon, Wareforce, and Spectrum Communications were unable to meet the minimum requirements. Only the resource provided by Malcolm McColl exhibited the expertise required to support our network environment.

*ATTACHMENT D*

Graphics Off



The Universal Service Administrative Company

Home

High Cost

Low Income

Rural Health Care

Schools &amp; Libraries

**Overview**

About the SLD

**Applicants**

Process Flowchart

Timetable/Deadlines

**Service Providers**

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**Form 470 Reminders**

The Form 471 application filing window opens on November 5, 2003. The SLD is providing the important reminders below to assist you with the application process.

**Form 470 Reminders**

- You must ensure an open, fair competitive process...
- You must select the most cost-effective provider...
- The Form 470 cannot be completed by a service provider...
- You must save documentation showing that you have complied...
- Review the Minimum Processing Standards...

**Form 470 : You must ensure an open, fair competitive process.**

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Filing the Form 470 begins the competitive process. In the Form 470, you describe the types of products and service you desire and for which you are accepting bids. You must conduct a fair and open competitive procurement by which you decide upon the services you then order and report on the Form 471.

You must be in a position to accept bids once the Form 470 is posted on the SLD web site. You must take an affirmative role in the evaluation of such bids. You may not delegate this evaluation role to anyone associated with a service provider. You should keep the following concepts in mind:

*Request for Proposals.* A Request for Proposals (RFP) is not required, but it is a good idea to have one. An RFP describes the project you are undertaking, with sufficient details to let potential bidders know the scope of your project, the location of your project, and any other requirements you have for the project. If you issue an RFP, you must indicate on the Form 470 where that RFP is available, whether on a web site or from a contact person you have identified on the form. If your state or local procurement regulations impose additional requirements, such as eligibility requirements for bidders, these requirements must also be noted on the Form 470.

**QUICK LINKS**

▶ **Apply Online**

- Reference Area
- Appeals
- Eligible Services List
- Changes & Corrections
- Suspensions & Debarments
- Waste, Fraud, & Abuse Task Force

**SITE SEARCH**
 

Search Tips

**CONTACT INFO**

▶ **Submit a Question**

- Contact Us
- Whistleblower Hotline - Report Waste, Fraud, & Abuse

**SITE HELP**

- Site Map
- Site Tour
- Website Policy

ATTACHMENT E

requirements must also be noted on the Form 470.

*Competition.* The goal of competition is to have as many bidders as possible respond to your RFP (or your Form 470 description of services requested, if you don't have an RFP). Competition - having many bidders - promotes better service and lower prices.

*Fair and open.* "Fair" means that all bidders are treated the same, and that no bidder has advance knowledge of the information contained in your RFP. "Open" means there are no secrets in the process - such as information shared with one bidder but not with others - and that all bidders know what is required of them. Your RFP (or your Form 470 description of services requested, if you don't have an RFP) should be clear about the products or services and quantities you are seeking.

In order to be sure that a fair and open competition is achieved, any marketing discussions you hold with service providers must be neutral, so as not to taint the competitive bidding process. That is, you should not have a relationship with a service provider prior to the competitive bidding that would unfairly influence the outcome of a competition or would furnish the service provider with "inside" information or allow them to unfairly compete in any way. A conflict of interest exists, for example, when an applicant's consultant, who is involved in determining the services sought by the applicant and who is involved in the selection of the applicant's service providers, is associated with a service provider that was selected.

Form 470 : You must select the most Top of Page  
cost-effective provider of the desired services, with price  
being the primary factor.

When you examine and evaluate the bids you receive for eligible services, you must select the most cost-effective bid. This means that the price should be the primary factor, but does not have to be the sole factor, in evaluating the bids. Other relevant factors may include: prior experience, including past performance; personnel qualifications, including technical excellence; management capability, including schedule compliance; and environmental objectives.

For example, the following would be an acceptable weighting of the factors listed above to use in evaluating bid responses, as price is weighted higher than any other single factor:

Factor	Weight
Price	30%

Price	30%
Prior experience	25%
Personnel qualifications	20%
Management capability	15%
Environmental objectives	10%
Total	100%

The value or price competitiveness of services or products that are ineligible for universal service discounts **cannot** be factored into the evaluation of the most cost-effective supplier of eligible services. For example, Service Provider A offers a price for eligible services of \$1,000. Service Provider B offers a price for the same services for \$1,200, but this price also includes ineligible services valued at \$300 to be provided at no additional cost to the applicant. The value of this "free" software or hardware cannot be factored into the evaluation of the most cost-effective supplier of eligible services. All other things being equal, Service Provider A is offering the most cost-effective bid for services eligible for a universal service discount.

Form 470 : The Form 470 cannot be completed by a service provider who will participate in the competitive process as a bidder. [Top of Page](#)

Many service providers offer to complete the E-rate forms for their clients. It is important to remember that applicants - and **only** applicants - can sign and file the Form 470. The signing of a Form 470 by a service provider, or the listing of a service provider representative as the Form 470 contact, are considered by the SLD and the FCC to be violations of the competitive bidding requirements of the program. The reason is that it appears that the applicant has a pre-existing relationship with that service provider. This appearance of such a relationship compromises the open and fair quality of the competition that is the subject of the Form 470. As a result, Forms 470 signed by service providers, or listing service provider representatives as contacts, will be rejected; any funding requests on Forms 471 that cite such Forms 470 will be denied. There should never be a situation where a person is authorized by an applicant to make decisions for the applicant and at the same time be associated in any capacity with the service provider who submits bids in response to the Form 470. If such a relationship is discovered, it may lead to denial of funding and enforcement action.

For example, if a representative or employee of a service provider which furnishes Internal Connections serves as

the contact on a Form 470 seeking Telecommunications Services and Internal Connections, that entire Form 470 is rendered invalid and cannot be cited to support any funding requests.

The FCC understands that applicants sometimes need to seek assistance from service providers in developing Requests for Proposals (RFPs). Such assistance is permissible even if the service provider plans to submit a bid in response to that RFP, as long as the service provider's assistance is neutral. For example, RFPs may not be written in such a way that only the service provider who rendered the assistance could win the bid. As another example, an applicant may not reveal information to the service provider assisting in the preparation of the bid that the applicant does not share with all prospective bidders. These are just two examples of assistance that would not be considered neutral.

Form 470 : You must save documentation showing that you have complied with all applicable competitive bidding requirements, including copies of competing bids and documentation of the bid evaluation process and bid criteria used.	<a href="#">Top of Page</a>
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Applicants certify on both Form 470 and Form 471 that they understand that they may be audited to ensure that the information they provide on these forms is accurate and that they are abiding by all of the relevant regulations. They also commit to retain any and all worksheets and other records that they have relied upon to fill out these forms for five years so that an auditor can verify the accuracy of the information they provide. This includes all documentation showing that they have complied with all applicable competitive bidding requirements, including copies of competing bids and documentation of the bid evaluation process and bid criteria used. Thus, for example, if applicants represent multiple billed entities, collect data from those entities, and add up that data, they should retain those data sheets for five years.

If you are audited, you should be prepared to make available to the auditor the worksheets and other records used to compile forms you submitted, and you should be able to demonstrate to the auditor how the entries in your application were provided.

The SLD may review your competitive bidding and vendor selection processes. For an example of a comprehensive request for information, please refer to the [E-RATE SELECTIVE REVIEW INFORMATION REQUEST](#) [PDF format, 344 kb].

Form 470: Review the Minimum	<a href="#">Top of Page</a>
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**Processing Standards and filing requirement.**

To review the Minimum Processing Standards for the Form 470, please refer to the [Form 470 Instructions](#) (PDF format; 152kb).

Content Last Modified: April 29, 2003

Need help? You can contact us toll free at 1-888-203-8100.  
Our hours of operation are 8AM to 8PM, Eastern Time, Monday through Friday.  
Aware of fraud, waste, and abuse, report it to our [Whistleblower Hotline!](#)

CALIFORNIA CODES  
**GOVERNMENT CODE**  
SECTION 53060-53087.5

**53060.** The legislative body of any public or municipal corporation or district may contract with and employ any persons for the furnishing to the corporation or district special services and advice in financial, economic, accounting, engineering, legal, or administrative matters if such persons are specially trained and experienced and competent to perform the special services required.

The authority herein given to contract shall include the right of the legislative body of the corporation or district to contract for the issuance and preparation of payroll checks.

The legislative body of the corporation or district may pay from any available funds such compensation to such persons as it deems proper for the services rendered.

**53060.1.** (a) It is the intent of the Legislature in enacting this section, to provide a uniform limit on the retirement benefits for the members of the legislative bodies of all political subdivisions of the state, including charter cities and charter counties. The Legislature finds and declares that uneven, conflicting, and inconsistent retirement benefits for legislative bodies distort the statewide system of intergovernmental finance. The Legislature further finds and declares that the inequities caused by these problems extend beyond the boundaries of individual public agencies.

Therefore, the Legislature finds and declares that these problems are not merely municipal affairs or matters of local interest and that they are truly matters of statewide concern that require the direct attention of the state **government**. In providing a uniform limit on the retirement benefits for the legislative bodies of all political subdivisions of the state, the Legislature has provided a solution to a statewide problem that is greater than local in its effect.

(b) Notwithstanding any other provision of law, the retirement benefits of any member of a legislative body of any city, including a charter city, county, including a charter county, city and county, special district, school district, or any other political subdivision of the state shall be no greater than that received by nonsafety employees of that public agency. In the case of agencies with different benefit structures, the benefits of members of the legislative body shall not be greater than the most generous schedule of benefits being received by any category of nonsafety employees.

(c) Notwithstanding any other provision of law, members of the legislative body of a city, including a charter city, county, including a charter county, city and county, special district, school district, or any other political subdivision of the state shall not be eligible to accrue multiple retirement benefits greater than the most generous schedule of benefits being received by any category of nonsafety employees from two or more public agencies for concurrent service except in the case of a member who serves as a regular full-time employee in a separate public agency.

(d) This section shall be applicable to any member of a legislative body whose first service commences on and after January

*ATTACHMENT F*

1, 1995.

**53060.3.** (a) Every employee of a local agency has the right to inspect personnel records pursuant to Section 1198.5 of the Labor Code.

(b) As used in this section:

(1) "City" means any city or municipal corporation, whether general law city or charter city.

(2) "County" means any county, whether general law county or charter county, including a city and county.

(3) "Local agency" means any city, county, city and county, special district, authority, community redevelopment agency, or other political subdivision of the state.

**53060.5.** The term "district," as used in this section, means a district, public authority, public agency, and any other political subdivision or public corporation in the state, but does not include the state or a county, city and county, or city.

Any district, directly or through a representative, may attend the Legislature or any other legislative body, including Congress, and any committees thereof and present information to aid the passage of legislation which the district deems beneficial to the district or to prevent the passage of legislation which the governing board of the district deems detrimental to the district. The cost and expense incident thereto are proper charges against the district. Such districts may enter into and provide for participation in the business of associations and through a representative of the associations attend the Legislature, or any other legislative body, including Congress, and any committees thereof, and present information to aid the passage of legislation which the association deems beneficial to the districts in the association, or to prevent the passage of legislation which the association deems detrimental to the districts in the association. The cost and expense incident thereto are proper charges against the districts comprising the association.

Each member of the district board engaging in such activities on behalf of the district shall be allowed eleven cents (\$0.11) per mile, without any constructive mileage, for his expenses of traveling necessarily done by automobile, and his actual traveling expenses when he travels by public conveyance.

**53060.7.** (a) The Legislature hereby finds and declares the following:

(1) That police protection is an essential service for the protection of life and property and necessary to ensure the orderly conduct of society.

(2) Cities and counties have been the traditional law enforcement providers in the state.

(3) Some special districts have been granted statutory authorization to perform police protection activities. These districts include the Bear Valley Community Services District, the Broadmoor Police Protection District, the Kensington Police Protection and Community Services District, the Lake Shastina Community Services District, and the Stallion Springs Community Services District.

(4) These districts are authorized to perform the same police

protection duties and functions as cities and counties.

(5) These districts wholly supplant the law enforcement functions of the county within the jurisdiction of that district.

(6) These districts employ peace officers, as described in Section 830.1 of the Penal **Code**, who are certified as meeting those standards and requirements adopted pursuant to Article 2 (commencing with Section 13510) of Chapter 1 of Title 4 of Part 4 of the Penal **Code**.

(7) These districts are eligible to receive state funding pursuant to the following:

(A) Section 30061 (Citizen's Option for Public Safety Program (COPS)).

(B) Section 29550.4 (booking fee reimbursement).

(C) Item 9210-106-0001 of the Budget Act of 2001 (technology grants).

(b) The Legislature hereby recognizes the importance of the agencies identified in subdivision (a) in performing essential police protection services within these agencies' respective communities and, in enacting laws, shall attempt to encourage funding equity among all local law enforcement agencies for public safety purposes.

53061. The legislative body of a city, county, or fire protection district may expend money for the payment of contributions to a retirement system authorized to do business in the State for retirement benefits to volunteer or paid firemen of the fire department. For the purposes of determining such contributions the compensation of such firemen shall be either the compensation actually paid or that provided by Section 4458 of the Labor **Code**, whichever is greater. The legislative body may by ordinance provide for the conditions of retirement and may contract with such retirement system as provided in the ordinance. The authority granted by this section shall not be construed as a limitation on any powers heretofore or hereafter granted to the legislative body of a city, county, or fire protection district to provide for the retirement of volunteer or paid firemen.

53062. Whenever any notice or other communication is required by law to be mailed by registered mail to or by any county, city or district, or any officer or agency thereof, the mailing of such notice or other communication by certified mail shall be deemed to be a sufficient compliance with the requirements of such law.

53063. Any county, city, city and county, district, authority or other public corporation or agency which has the power to produce, conserve, control or supply water for beneficial purposes shall have the power to engage in practices designed to produce, induce, increase or control rainfall or other precipitation for the general benefit of the territory within it.

**Before the  
Federal Communications Commission**

In the matter of	)	
	)	
Request for Review by	)	
	)	
Shawano-Gresham School District	)	File No. SLD-292913
Shawano, Wisconsin	)	
	)	
Schools and Libraries Universal Service	)	CC Docket No. 02-6
Support Mechanism	)	

**ORDER**

**Adopted: February 5, 2004**

**Released: February 6, 2004**

By the: Telecommunications Access Policy Division, Wireline Competition Bureau:

1. The Telecommunications Access Policy Division has before it a request by the Shawano-Gresham School District (Shawano-Gresham), Shawano, Wisconsin, to review a decision by the Schools and Libraries Division (SLD) of the Universal Service Administrative Company (USAC, or Administrator) to deny a funding request made by Shawano-Gresham pursuant to the universal service schools and libraries support mechanism (E-rate).<sup>1</sup> For the reasons set forth below, we grant the request.

2. As part of Shawano-Gresham's Funding Year 2002 FCC Form 471 application, Shawano-Gresham submitted Funding Request Number (FRN) 756101 for Internet access, one of the three categories of eligible services under the E-rate program.<sup>2</sup> In support of the FRN, Shawano-Gresham attached an invoice for \$1142 from the Shawano Municipal Utilities (SMU Invoice No. 1). The invoice stated the charges were for "Electric Charges," and under "Type of Service" stated "Elec." Elsewhere on the invoice, under "Name and Service Address," the invoice stated "Shawano Gresham School" and the words "Fiber Optics."

3. SLD denied the FRN on the grounds that "electric charges" are an ineligible service and here they constituted more than the 30% of the charges in the FRN.<sup>3</sup> Shawano-Gresham appealed the initial decision to SLD, stating that SMU Invoice No. 1 was really for "fiber optic" transmission, an eligible service, as evidenced by the words on SMU Invoice No. 1. Shawano-Gresham also attached a second invoice from Shawano Municipal Utilities (SMU

<sup>1</sup> Letter from Steve Miller, Shawano-Gresham School District, to the Federal Communications Commission, filed October 30, 2002 (Request for Review); 47 C.F.R. § 54.719(c).

<sup>2</sup> For the list of eligible services, see SLD Website at <http://www.sl.universalservice.org/reference/eligible.asp>. See also *Schools and Libraries Universal Service Support Mechanism*, CC Docket No. 02-6, *Second Report and Order and Further Notice of Proposed Rulemaking*, 18 FCC Rcd 9202, 9207 (2003) (*Second Report and Order*).

<sup>3</sup> Letter from the Schools and Libraries Division, Universal Service Administrative Company, to Steve Miller, Shawano-Gresham School District, May 7, 2002.

*ATTACHMENT G*

Invoice No. 2), an earlier invoice for \$1142, that clearly itemizes the charge as fiber optic transmission services.<sup>4</sup> SLD denied Shawano-Gresham's appeal on the grounds that "[d]uring the appeals process we are unable to accept new information except under limited circumstances."<sup>5</sup> SLD also stated: "[t]his funding request was correctly denied based on the original support documentation you have included with the Form 471." Shawano-Gresham then filed the instant Request for Review.

5. We find that SLD should have considered the new information submitted by Shawano-Gresham on appeal. We also find that the new information supports Shawano-Gresham's claim that the FRN was for an eligible service. Pursuant to USAC appeal guidelines, new information may not be admitted on appeal to contradict earlier information, but it can be admitted to clarify an ambiguity in earlier information.<sup>6</sup> Here, the first invoice, SMU Invoice No. 1, was ambiguous on its face because it contained the words "Fiber Optics," which were at odds with the service line statement of "Electric Charges." The new information supports Shawano-Gresham's claim that the instant invoice is, in fact, for fiber optics transmission, an eligible service.

6. SMU Invoice No. 2 also is admissible pursuant to SLD's own Appeal Guidelines, which state that when "...funding is denied based on an incorrect assumption, the SLD will grant appeal when the appellant points out the incorrect assumption and provides documentation about the issue that is consistent with information originally provided but also successfully resolves the ambiguity in the original file."<sup>7</sup> Here, some of the language on the face of SMU Invoice No. 1 led SLD to the erroneous assumption that Shawano-Gresham had submitted an invoice for electrical utility charges. The new information offered on appeal, in SMU Invoice No. 2, provided SLD the opportunity to correct this assumption.

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<sup>4</sup> Letter from Steve Miller, Shawano-Gresham School District, to Schools and Libraries Division, Universal Service Administrative Company, dated May 13, 2002. *See Second Report and Order*, para. 38.

<sup>5</sup> Letter from the Schools and Libraries Division, Universal Service Administrative Company, to Steve Miller, Shawano-Gresham School District, dated October 17, 2002.

<sup>6</sup> *Request for Review by Pope Branch Elementary School, Federal-State Joint Board on Universal Service, Changes to the Board of Directors of the National Exchange Carrier Association*, File No. SLD-200168, CC Docket Nos. 95-46 and 97-21, Order, 16 FCC Rcd 20205, 20207 (Com. Car. Bur. 2001).

<sup>7</sup> *See* SLD website Appeal Guidelines at <http://www.sl.universalservice.org/reference/AppealsSLDGuidelines.asp>; *see also Request for Review by Carrollton-Farmers Branch Independent School District, Federal-State Joint Board on Universal Service, Changes to the Board of Directors of the National Exchange Carrier Association*, File No. SLD 229384, CC Docket Nos. 95-46 and 97-21, Order, 17 FCC Rcd 16067, 16070 (Wireline Comp. Bur. 2002).

8. ACCORDINGLY, IT IS ORDERED, pursuant to authority delegated under sections 0.91, 0.291, and 54.722(a) of the Commission's rules, 47 C.F.R. §§ 0.91, 0.291, and 54.722(a), that the Request for Review filed by Shawano-Gresham School District, Shawano, Wisconsin, on October 3, 2002, IS GRANTED, and the application is REMANDED to SLD for further consideration consistent with this opinion.

FEDERAL COMMUNICATIONS COMMISSION

Narda M. Jones  
Deputy Chief, Telecommunications Access Policy Division  
Wireline Competition Bureau

**Network Support Test  
Technology & Information Services**

100%

Date: 1/23/02

Name: SHAWN ORGAN

Start Time: 2:00

End Time: 2:32 MOCALL Appl.

- In Dsrepair and Dstrace all servers report a -625 error replicating with one server. What is the like cause and action that needs to be taken?  
*COMMUNICATIONS ERROR  
VERIFY COMMUNICATIONS BETWEEN SERVER - RUN REPAIR NETWORK ADDRESS*
- As part of an NDS health check, would expect to run an XK2 or XK3 on a server? How do you run it?  
*DSREPAIR - XK3, REBUILDS BACKLINKS TO EXT. REFS  
- XK2 IS USED TO REMOVE REPLICAS*
- All servers in the [Root] partition have subordinate references to all of the next level partitions below the [Root]. What is the problem?  
*NO PROBLEM. SUB REFS ARE A NATURAL BYPRODUCT OF REPLICAS RINGS*
- A Windows98 workstation has a dynamic IP address. Each time it is rebooted the user gets a message that 'No domains are available'. What is the most likely cause of this?  
*NO WINS ENTRY IN EITHER DHCPSCOPE OR IP CONFIG. NT PDC DOWN*
- How do you setup a Windows98 workstation to get policies from ZENworks?  
*WHEN INSTALLING NWCLIENT, INCLUDE WORKSTATION MBR OPTION*
- How do you check the IP configuration of a Windows98 workstation? WindowsNT? WindowsXP?  
*95/98 - RUN WINIPCFG.EXE, NT/XP FROM CMD PROMPT: RUN IPCONFIG.EXE*
- Assume IP network address 192.168.123.0, mask 255.255.255.192. How many subnets are available?  
*4*
- Using the information above, your IP address is 192.168.123.72. Is 192.168.123.126 a valid gateway?  
*YES*
- See Example 1(on back). Router1 cannot ping the Ethernet interface on router2. Why?  
*SERIAL INT ON BOTH ROUTERS MUST SHARE SAME SUBNET*
- See Example 1(on back). Is IPX routing configured correctly? If no, how would you correct it?  
*NO, R1 E0 AND S0 ARE SAME - NEED TO MAKE R1 S0 = 0107FEDF*
- See Example 1(on back). One router1 the privileged exec command 'sh fram pvc' shows a status of DELETED. What is wrong?  
*CSU NOT CONNECTION TO FRAME RELAY CLOUD.  
WRONG DLCI # IS CONFIGURED IN STARTUP*
- What are the GroupWise WPHOST and WPDOMAIN files? If asked to rebuild them, how would you do it?  
*WPHOST = GW5.X PO DATABASE. WPDOMAIN = DOMAIN DB  
BOTH ARE REBUILT USING NWADMIN/TOOLS/GWUTILS/SYSTEM MAINT*
- What is the procedure for moving a GroupWise account and NDS login to a different POA and context?  
*DIS-ASSOCIATE THE GW ACCOUNT FROM LOGIN ID. MOVE BOTH OBJECTS SEPARATELY. REJOIN ONCE COMPLETE*
- How do you install Compaq InSight Agents on a NetWare 5.1 server?  
*NEW METHOD - USE CSANWICPQDPLOY.NLM FROM SSCD OR DIRECTOR COPIED*
- What are the basic steps for creating VLANs on a Catalyst 3500 switch?  
*DEFINE VLANS ASSIGN VLAN PER PORT OR TRUNK UPSTREAM SWITCH*
- How do you start web services on a NetWare 5.1 server? What port does the web manager run on?  
*NSWEB.NCF PORT 2200*
- When should you delete a SYS:ETC\DHCPTAB file?  
*WHEN DHCP IS CORRUPT - REPLACE W/ DHCPTAB.BAK OR SALVAGE GOOD COPY*
- What are the primary uses for the following TCP port numbers: 80, 21, 23, 110, 123, 443  
*80 = HTTP, 21 = FTP, 23 = TELNET, 110 = POP, 123 = NTP, 443 = )*

ATTACHMENT H

# Network Support Test Technology & Information Services

11 1/2

Date: 01-27-03

Name: Wesley Fonvergne

Start Time: 10:27

End Time: 11:06

Verizon App!

1. In Dsrepair and Dstrace all servers report a -625 error replicating with one server. What is the likely cause and action that needs to be taken?   
 1/2 The cause is a lack of communication due to a transport error. Likely the IPX ~~number~~ protocol number has been tampered with.
2. As part of an NDS health check, would expect to run an XK2 or XK3 on a server? How do you run it?   
 1/2 XK3, and it can be ~~run~~ run with the following command: `LOAD DSREPAIR -XK3`
3. All servers in the [Root] partition have subordinate references to all of the next level partitions below the [Root]. What is the problem?   
 1/2 NPS ~~corruption~~ corruption, DSREPAIR should be run.
4. A Windows98 workstation has a dynamic IP address. Each time it is rebooted the user gets a message that 'No domains are available'. What is the most likely cause of this?   
 1/2 Windows assigned it's own IP in the 169.254.\*.\* range, and the user is really not on the network.
5. How do you setup a Windows98 workstation to get policies from ZENworks?   
 1/2 Install the ~~Net~~ Netware Client.
6. How do you check the IP configuration of a Windows98 workstation? WindowsNT? WindowsXP?   
 1/2 Windows 98 can use both winipcfg and ipconfig, NT/XP both require the ipconfig utility.
7. Assume IP network address 192.168.123.0, mask 255.255.255.192. How many subnets are available?   
 1/2 4
8. Using the information above, your IP address is 192.168.123.72. Is 192.168.123.126 a valid gateway?   
 1/2 Yes
9. See Example 1 (page2). Router1 cannot ping the Ethernet interface on router2. Why?   
 1/2 The serial interfaces are on a private network.
10. See Example 1 (page 2). Is IPX routing configured correctly? If no, how would you correct it?   
 1/2 No. Interface E0 and S0 are in the same IPX network, and need to be placed in different networks.
11. See Example 1 (page 2). One router1 the privileged exec command 'sh fram pvc' shows a status of DELETED. What is wrong?   
 1/2 The stat counters have been cleared.
12. What are the GroupWise WPHOST and WPDOMAIN files? If asked to rebuild them, how would you do it?   
 1/2 These are the Groupwise databases, and can be rebuilt with GWCHECK.

13. What is the procedure for moving a GroupWise account and NDS login to a different POA and context? In GroupWise 5, you modify the domain PO attribute, and modify the rights for that user on the new PO membership list.
14. How do you install Compaq InSight Agents on a NetWare 5.1 server? InSight agents can be deployed from a workstation with the Compaq ~~insight~~ insight manager CD.
15. What initial steps need to be accomplished on a Catalyst 3500 switch before configuring VLANs (assume that this switch will be the VLAN 'server')? ~~The~~ address and administrative VLAN need to be established.
16. How do you start web services on a NetWare 5.1 server? What port does the web manager run on? You run nrxadmup.ncf. The services run on port 51080.

17. When should you delete a SYS:ETC/DHCPTAB file? DHCPTAB should only be deleted if there is no way to fix any corruption.

18. What are the primary uses for the following TCP port numbers: 80, 21, 23, 110, 123, 443

- Example 1:
- 80: HTTP
  - 110: POP3
  - 21: FTP
  - 443: SSL
  - 23: Telnet
  - 123: NTP



E0:  
 IP - 192.168.100.254/24  
 IPX - 0107FCFF

S0:  
 IP - 192.168.3.48/30  
 IPX - 0107FCFF  
 DLCI - 20  
 IP Routing - EIGRP ASN 1  
 IPX Routing - EIGRP ASN 2

E0:  
 IP - 205.154.100.1/24  
 IPX - 0107FC08

S0:  
 IP - 192.168.3.53/30  
 IPX - 0107FEDF  
 DLCI - 16  
 IP Routing - EIGRP ASN 1  
 IPX Routing - EIGRP ASN 2

Wrong

Verizon

**Network Support Test  
Technology & Information Services**

Spectrum

18

Date: 1/24/03

Name: BRIAN KINDREI

Start Time: 1:36

End Time: 2:08

1. In Dsrepair and Dstrace all servers report a -625 error replicating with one server. What is the like cause and action that needs to be taken?  

---
2. As part of an NDS health check, would expect to run an XK2 or XK3 on a server? How do you run it?  

---
3. All servers in the [Root] partition have subordinate references to all of the next level partitions below the [Root]. What is the problem?  

---
4. A Windows98 workstation has a dynamic IP address. Each time it is rebooted the user gets a message that 'No domains are available'. What is the most likely cause of this?  
~~X~~ caused from the spanning tree stages on the switch.  
You could configure portfast on the ports of the switch.
5. How do you setup a Windows98 workstation to get policies from ZENworks?  

---
6. How do you check the IP configuration of a Windows98 workstation? WindowsNT? WindowsXP?  
✓ You can use winipcfg, or at a command prompt IPconfig.
7. Assume IP network address 192.168.123.0, mask 255.255.255.192. How many subnets are available?  
✓ There are 4 networks AND 64 hosts to each network.
8. Using the information above, your IP address is 192.168.123.72. Is 192.168.123.126 a valid gateway?  
✓ YES.
9. See Example 1 (page2). Router1 cannot ping the Ethernet interface on router2. Why?  
✓ The serial interfaces on both routers do not share a common subnet. ALSO BOTH SERIAL INTERFACES ARE USING A NETWORK ADDRESS.
10. See Example 1 (page 2). Is IPX routing configured correctly? If no, how would you correct it?  
NO, it is not configured properly. I would change router1's serial interface to have an IPX network of 0107FEDF.
11. See Example 1 (page 2). One router1 the privileged exec command 'sh fram pvc' shows a status of DELETED. What is wrong?  
✓ The router is receiving LMI FROM the frame relay switch stating that DLCI is not configured on the frame relay switch.
12. What are the GroupWise WPHOST and WPDOMAIN files? If asked to rebuild them, how would you do it?  
The WPHOST file is the Groupwise Post office Database.  
The WPDOMAIN FILES IS THE DOMAIN DATABASE.  

---

To Rebuild the WPDomain files you could use the AD\Rebuild command. To Rebuild the wphost file you would use NWADMIN to Rebuild it.

13. What is the procedure for moving a GroupWise account and NDS login to a different POA and context?

14. How do you install Compaq InSight Agents on a NetWare 5.1 server?

15. What initial steps need to be accomplished on a Catalyst 3500 switch before configuring VLANs (assume that this switch will be the VLAN 'server')? *you NEED TO SPECIFY your VLANs within the vlan database. Type vln database at the prompt. then type vtp mode server and vtp domain name.*

16. How do you start web services on a NetWare 5.1 server? What port does the web manager run on?

17. When should you delete a SYS:ETC\DHCP.TAB file?

18. What are the primary uses for the following TCP port numbers: 80, 21, 23, 110, 123, 443

*80 = HTTP 21 = FTP 23 = TELNET 110 = POP3 443 = SSL 123 = NTP?*

Example 1:



E0:  
IP - 192.168.100.254/24  
IPX - 0107FCFF

S0:  
IP - 192.168.3.48/30  
IPX - 0107FCFF  
DLCI - 20  
IP Routing - EIGRP ASN 1  
IPX Routing - EIGRP ASN 2

E0:  
IP - 205.154.100.1/24  
IPX - 0107FC08

S0:  
IP - 192.168.3.52/30  
IPX - 0107FEDF  
DCLI - 16  
IP Routing - EIGRP ASN 1  
IPX Routing - EIGRP ASN 2

*All correct*

*SPECTRUM*



13. What is the procedure for moving a GroupWise account and NDS login to a different POA and context?

14. How do you install Compaq InSight Agents on a NetWare 5.1 server?

*Management CD - load from CD ROM*

15. What initial steps need to be accomplished on a Catalyst 3500 switch before configuring VLANs (assume that this switch will be the VLAN 'server')?

*Assign local VLAN ID, create VTD Domain*

16. How do you start web services on a NetWare 5.1 server? What port does the web manager run on?

*Start automatic load by default*

17. When should you delete a SYS:ETC\DHCP\TAB file?

*DHCP is corrupt*

18. What are the primary uses for the following TCP port numbers: 80, 21, 23, 110, 123, 443

*HTTP, Telnet, FTP, POP, NTP, SSL*

Example 1:



E0:  
IP - 192.168.100.254/24  
IPX - 0107FCFF

S0:  
IP - 192.168.3.48/30  
IPX - 0107FCFF  
DLCI - 20  
IP Routing - EIGRP ASN 1  
IPX Routing - EIGRP ASN 2

E0:  
IP - 205.154.100.1/24  
IPX - 0107FC08

S0:  
IP - 192.168.3.52/30  
IPX - 0107FEDF  
DLCI - 16 - 20  
IP Routing - EIGRP ASN 1  
IPX Routing - EIGRP ASN 2

*EN  
CON T  
Σ 0  
can't IP, label  
255 255.255  
0*

*Router 1*

*wrong  
Missing  
wrong*

WARFORCE