Innovative & Transformative Cloud Technologies & Services

ENA Services (ENA) delivers hosted cloud telecom and web conferencing services to educational institutions nationwide. These services are designed to minimize the burden on your technology and administrative resources, providing carrier-class reliability and 24x7x365 proactive monitoring and support. Additionally, ENA offers a suite of connectivity, unified communications, cloud, security, and data analytics solutions supported by exceptional customer care, which is not only a priority but part of the company’s DNA.

ENA’s innovative solutions are created by engineering professionals who understand the unique infrastructure and communications needs, challenges, and requirements of today's education communities. These professionals will work with you to help ensure your platforms support growth and are ready to address your evolving needs and challenges.

Contract Highlights:

- **Service partner**: From concept to completion, ENA ensures that members receive the solutions and support needed to produce positive outcomes.
- **Proven approach**: Delivers speed, reliability, scalability, best-in-class technologies, and continuous technology improvements.
- **USA-based customer support**: Engineers available 24x7x365 for immediate assistance with any service issues.
- **Comprehensive services**: Connectivity, communication, cloud, security, and data analytics services to improve overall total cost of ownership.
- **Account management**: Every customer is paired with an experienced account service manager.
- **Data privacy**: Solutions include enhanced data security features and tools.
- **Cloud computing and cloud backup**: These services help keep your institution up and running.
- **Tailored technology solutions** designed to meet the specific needs of education.
- **Certified ISO 9001:2015 service provider**.

For more information, visit our website at [www.eandi.org/contracts/ena-services](http://www.eandi.org/contracts/ena-services) or contact Michael Mast, Business Development Manager, Technology at mmast@eandi.org.
**Contract Details**

Getting Started: Complete the Letter of Participation at [www.eandi.org/lop-rfi/ena-services-lop](http://www.eandi.org/lop-rfi/ena-services-lop).

Use our EZ Button at [www.eandi.org/ez](http://www.eandi.org/ez) to sign up for multiple E&I contracts at the same time. You must be registered and logged in to E&I’s website to access the EZ Button.

Effective Dates: 6.1.2021 – 5.31.2026

Prices/Discounts: Visit [www.eandi.org/contracts/ena-services](http://www.eandi.org/contracts/ena-services) for pricing and discount details.

Payment Terms: Net 30 unless otherwise mandated by member’s state requirements.

Minimum Order: None

Credit Cards Accepted: None

Place Orders With: Joe Street, Account Service Manager at ENA  
P: 615.312.6094 | E: jstreet@ena.com

Shipping Terms: Additional freight terms and charges shall apply for:
- overnight and rush delivery
- any single order with a total quantity of 10 items or less

Installation Terms: Installation services to be provided directly by ENA.

Warranty: One-year warranty.

Claims: Report damages to ENA for a replacement shipment.

Return Policy: For returns, contact your dedicated ENA Customer Technical Assistance Center (CTAC) for service and replacement.

Minority Supplier: N/A

Request Literature: Michael Mast, Business Development Manager, Technology  
P: 480.414.4401 | E: mmast@eandi.org

Federal ID Number: 62-1805864

RFP Number: Competitive Solicitation RFP #683381

Contract Number: E100083~2021MA

*Note: All E&I contract-related information and documentation is provided exclusively for the use of E&I members and shall not be distributed and/or shared outside of E&I’s membership. Doing so is detrimental to the Cooperative and its members, as it impacts E&I’s ability to negotiate and maintain competitive agreements.*