



GREAT HEARTS ARIZONA
BEN 16079859

INTERNAL CONNECTIONS
MIBS

Request for Proposal
2025/2026

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Purpose

- 1.1 Great Hearts Arizona is seeking responses from interested vendors for the following products and services:
- Internal Connections
 - Managed Internal Broadband Services (MIBS)
- 1.2 The successful bidder(s) will have the capabilities and willingness to partner with Great Hearts Arizona in this endeavor to deploy and manage their I.T. network infrastructure.
- 1.3 This request for proposal (RFP) is issued to invite vendors to submit proposals. Issuance of this RFP in no way constitutes a commitment by Great Hearts Arizona to select a vendor and/or reward a contract. Great Hearts Arizona reserves the right to accept or reject any or all submitted proposals.

Event	Date
RFP Release Date	February 22, 2025
Pre-Bid Meeting & Site Walkthrough	As needed basis
Questions Due	March 7, 2025, 2:00 PM CST
Submission Deadline	March 23, 2025, 2:00 PM CST

Overview

This section is provided as a general overview of the project and does not modify the more specific sections that will follow and are contained within this RFP.

- 2.1 Great Hearts Arizona (GHA) consists of twenty public charter schools across Arizona. Great Hearts Arizona was founded over 20 years ago and has been expanding since its inception. The schools offer a liberal curriculum based in the belief that “the world is ordered and knowledgeable”. GHA leverages technology to support its curriculum. The district utilizes a Unified Managed Services support model to manage and maintain its internal network Infrastructure. The district employs a “staged” upgrade approach where portions of its network is upgraded annually to manage costs.

- 2.2 The district is comprised of ten “10” sites. The locations include:

Entity Name	Street Address	Longitude/Latitude (Optional)
Archway Arete and Arete Preparatory	4525 East Baseline Rd. Gilbert, AZ 85234	33.37891839241285, -111.73578288780706
Archway Chandler and Chandler Preparatory	1951 N. Alma School Rd. Chandler, AZ 85224	33.333886689633296, -111.85658123198286

Archway Cicero and Cicero Preparatory	7205 N. Pima Rd. Scottsdale, AZ 85250	33.54195875759399 , - 111.89092457557295
Archway Glendale and Glendale Preparatory	23276 N. 83rd Ave. Peoria, AZ 85383	33.69530860673153 , - 112.23770875158532
Great Hearts Anthem	3950 W. Arroyo Norte Dr. Anthem, AZ 85086	33.8822271869583 , - 112.14439738110039
Great Herts Roosevelt	555 S. Jackrabbit Tr. Buckeye, AZ 85326	33.442585756559275 , - 112.47533638907008
Archway Lincoln And Lincoln Preparatory	2250 S. Gilbert Rd. Chandler, AZ	33.27419263970957 , - 111.79022751722472
Archway North Pheonix And North Pheonix Preparatory	14100 North 32nd Street Phoenix, AZ 85032	33.61629693816005 , - 112.014298330816
Scottsdale Preparatory	16537 N. 92nd St. Scottsdale, AZ 85260	33.634553658109645 , - 111.88146451052108
Archway Scottsdale	16648 N. 94th St. Scottsdale, AZ 85260	33.63552393629426 , - 111.8798363659241
Archway Trivium And Trivium Preparatory	2001 N. Bullard Ave. Goodyear, AZ 85395	33.46923423167954 , - 112.37426106819483
Archway Veritas And Veritas Preparatory	3102 N. 56th St. Phoenix, AZ 85018	33.48430180752247 , - 111.96176374731957

2.3 It is important to Great Hearts Arizona that vendors meet the expectations as set forth in this RFP, especially the requirements for saturated wireless internet. Great Hearts Arizona prefers a single vendor that is an authorized reseller with the ability to install and configure its internal network infrastructure based on a staged deployment schedule.

- 2.4 Great Hearts Arizona wishes to utilize funding secured from the schools and libraries program (E-Rate) to offset the cost of this endeavor. All proposals must clearly separate products and services that are eligible and ineligible for E-Rate funding. The eligible services list, published by the Universal Service Administrative Corporation (USAC), can be found [here](#).
- 2.5 Great Hearts Arizona anticipates web traffic to be light to moderate on a daily basis. However projected demand will be heavy during testing periods. The network shall be robust enough to support streaming instructional video if needed. For example, a group of students will need to view a 5–10-minute video in (1080p) high definition, once every hour, as well as ensuring that online testing can be conducted, in work groups of up to 120 users consecutively.
- 2.6 Vendors may assume Great Hearts Arizona has sufficient internet bandwidth to meet the network demand. Under the specified conditions, the network should be able to support devices in classrooms, auditoriums, libraries, gyms, cafeterias, and common areas. Clients must be able to roam across individual campuses without needing to refresh DHCP. Should any bidder propose a solution that does not meet the specifications listed, the vendor must provide sufficient documentation that Great Hearts Arizona's objective will be met with their solution.
- 2.7 Proposals should include all recommended equipment, software, and services, separating E-Rate eligible items from noneligible items. If a proposed component is partially eligible for E-Rate funding, a cost allocation table published by the manufacturer must be included with the bid submission. VoIP, End-user, and surveillance systems are not E-Rate eligible.
- 2.8 It is the vendor's responsibility to ensure that any new equipment proposed meets the performance specifications of the manufacturer requested in this RFP. Great Hearts Arizona will not release the vendor from the performance guarantee required above, due to malfunctions or defects in vendor installed equipment and/or manufacturer errors or flaws in the equipment or design.

Scope of Services

Great Hearts Arizona is seeking pricing for installation, activation, configuration, and management of a complete internal network and communication structure. All vendors must provide a complete description of the services, diagrams, and a clear explanation of the solution being proposed.

Proposals will be separated into the following categories:

- Internal Connections (WVLAN Network Infrastructure)
- Managed Internal Broadband Services

Specifications of Internal Connections

- Provide Advanced RF and radio resource management
- Support multicast video delivery across WLAN
- Support guest access
- Support hardware-based feature provisioning
- Must include a management system with access points capable of a minimum 802.11 AX
- Powered via 802.3af PoE
- Must be IPv6/IPv4 dual stack capable and be able to manage IPv6/IPv4 clients
- All cable runs will be terminated into a patch panel at one end and in a wall-mounted full box jack on the other.
- Wireless management application shall allow role-based access to user-defined groups

- Vendors must provide all passwords and credentials upon completion of the initial deployment
- Must provide centrally managed and high availability controller(s) to support all access points
- Technical specifications of equipment should be provided with the proposal, if new equipment is proposed
- Must guarantee performance sufficient to fulfill the needs of the school, as requested in this RFP. If any additional equipment, cabling, or labor is needed that is not included in the original bid submission, the vendor will bear all cost necessary to satisfy the requirements in this RFP.
- The vendor will be responsible for labeling, testing all connections, and providing a document showing all equipment locations including heat maps. All labeling must comply with Schools and Libraries program guidance.
- The bidder is specifically advised to provide a detailed asset ledger, which includes the following information for each piece of equipment: location, make, model, part number and serial number. The initial asset ledger is to be provided once initial deployment is completed.

Specifications of Managed Internal Broadband Services

- Proposals must include estimated response times once a trouble ticket is submitted
- Must include a description of support tier escalation
- Must include a description of network monitoring policies
- Wireless management application shall allow roll-based access to user defined groups
- Vendors must provide all passwords and credentials upon completion of the initial deployment
- Vendors must provide access; view rights at minimum
- Must provide centrally managed and high availability controller(s) to support all access points
- The bidder is specifically advised to provide a detailed asset ledger, which includes the following information for each piece of equipment: location, make, model, part number and serial number. The initial asset ledger is to be provided once initial deployment is completed, then updated annually, prior to November 30. All network evaluations must provide detailed equipment and licensing information. If the vendor changes its recommendation after February 28, the vendor will be expected to absorb any additional cost.

3.1 Great Hearts Arizona recognizes that suppliers may find it necessary to work with other partners to propose a cost-effective solution. The proposal must describe how it will use subcontractors and local resources, if awarded the contract. Great Hearts Arizona will not accept agreements that require multiple billing agents to be paid. Great Hearts Arizona expects to pay one vendor and that vendor will serve as a primary point of contact. The winning vendor will assume all responsibility for the solution proposed. Contract “out clauses” for continued poor performance of the solution will be included in any final agreement or award.

Great Hearts Arizona may make such investigations as deemed necessary to determine the ability of the bidder, subcontractors, or suppliers to perform the work. The bidder shall furnish to Great Hearts Arizona all such information and data for this purpose as Great Hearts Arizona may request. Great Hearts Arizona reserves the right to reject any bid, if evidence submitted by or investigation of such bidder, fails to satisfy Great Hearts Arizona that such bidder is properly qualified to carry out the obligations of the contract and/or to complete the work contemplated within the time required.

3.2 The successful bidder must ensure deployment of the network does not interfere with school operations and will be responsible for any additional cost.

3.3 During the agreement, including renewals, should the school encounter performance issues in the execution of this RFP, the school will begin documenting information concerning those instances. After three (3) instances are recorded within an agreement term, a meeting will occur involving a representation from the responder in question and members of Great Hearts Arizona' administrative team to address the issues. If performance does not improve in accordance with the established benchmarks from the joint meeting, the school reserves the right to terminate the agreement. Should an instance be of such severity that the school has reasonable concern for the safety or viability of network operational ability, then the school reserves the right to request an immediate meeting to address the issue without waiting for three (3) documented records.

3.4 The successful vendor must have, or be certified, with the following:

- Be able to supply all products and services
- Be an authorized reseller in the state of the applicant for all products being proposed.
- Hold a current liability insurance policy and workers compensation insurance. Please enclose a copy of each with your submitted proposal.
- Provide documentation of the vendor's wireless, switching, and cabling certificates. A qualified engineer, with a minimum certification of CCNA or equivalent, shall perform all configurations.
- Provide a minimum of three K-12 client references for projects of similar size and complexity.
- Registered and in good standing with the Secretary of State Office.
- Must be eligible to participate in the Universal Service Schools and Libraries Program.
- Must offer the [Lowest corresponding price \(LCP\)](#). LCP states that service provider's proposals must be the lowest corresponding price, based on similarly located and sized E-Rate applicants.

Networking Equipment

Current Network Equipment

Switches

QTY	Manufacture	Model
98	FS	S550048T8SP
1	FS	S3410-24TS-P
2	Cisco	SG300-10P
2	Cisco	SG300-28MP
6	Cisco	SG300-28PP
19	Cisco	SG300-52MP
5	Cisco	SG300-52P
3	Cisco	SG300-52P-K9
5	Cisco	SG350-28MP
9	Cisco	SG350-52MP
4	Cisco	SG350-52MP-K9
3	Cisco	SG500-52MP

7	Cisco	SG500-52P
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Access Points

QTY	Manufacture	Model
303	Unifi	U6 Enterprise
47	Unifi	UAP-AC-HD
44	Unifi	UAP-AC-M
207	Unifi	UAP-AC-Pro
165	Unifi	UAP-nanoHD
47	Unifi	UAP-Outdoor+

UPS

QTY	Manufacture	Model
8	APC	Smart-UPS-750
1	APC	Smart-UPS-1000
10	APC	Smart-UPS-1500
38	APC	Smart-UPS-X1500
17	APC	Smart-UPS-2000

Firewalls

2	Netgate	7100
15	Netgate	8200 MX

Requested Network Equipment

Quantities are approximate. Bidders are asked to provide multiple equipment options, when possible.

Final quantities may differ. Bidders must provide per-unit pricing. Make and Model given, ***or equivalent.***

- (12) Cisco C1300-24XS 24P switch
- (80) Cisco C1300-48FP-4X 48P switch
- (12) Tripp Lite SRW12USDP Rack
- (12) APC SMT750RM2UCNC UPS

Format of Proposals

Proposals must be submitted in letter-size PDF format. Proposals should follow the format below:

Cover Page

The following information should be included on the cover page:

- Title: Request for Proposals for Great Hearts Arizona Funding Year 2025
- Name of firm
- Firm SPIN
- Firm Address
- Firm Phone Number
- Firm Federal Tax Identification Number
- Contact Person Information: Name, Title, Address, Phone Number, and E-Mail

Proposal

Introduction

By submitting a proposal, the bidder certifies that the signer is authorized to bind to the proposer. Provide a brief statement regarding the vendor's understanding of the scope of work to be performed.

Executive Summary

Provide an executive summary of the proposer's proposed plan, as well as it's area(s) of expertise and resources capabilities it believes highlights the firm as superior or unique in addressing the needs of Great Hearts Arizona.

This section shall also serve to introduce the purpose and scope of the proposal. It shall include a stipulation that the proposal is valid for one (1) year from the date of submission. This section shall also include a summary of the proposer's qualifications and ability to meet Great Hearts Arizona's overall requirements.

It shall include a positive statement of compliance with the contract terms. If the proposer cannot comply with any of the contract terms, an explanation must be supplied.

Qualifications and Experience

Vendors must be authorized resellers of the equipment being proposed. This information must contain proof of authorization to resell the products proposed, reference name, name of contact person, telephone number and email address. Vendors must provide proof of proper license (if required) to perform all work cited in their response. Vendors must provide a current certificate of General Liability Insurance. Additionally, vendors must provide at least three (3) references from K-12 schools. References shall include name of school, contact person's telephone number, address, and e-mail address.

Requirements to Submit Proposal

The vendor must be eligible to participate in the E-Rate program, have or apply for a service provider identification agree to obtain or have a current service provider annual certification form (SPAC) on file with the Schools and Libraries Division (SLD), and comply with all SLD service provider requirements. Since Great Hearts Arizona relies on E-Rate funding to pay for requested services, vendor must be a "green light" company and agree that should the status change to "red light" at any time during the bid process or contract period that they will immediately notify Great Hearts Arizona in writing.

Approach and Methodologies

Vendors may provide proposals for all requested services or the provision of equipment with installation, cabling, or network management. Vendors must provide a complete description of this process to include estimated lead times for delivery as well as methodologies for installation of such equipment.

Proposed Plan

Proposals should include any resources for project implementation or deployment. Present creative solution or innovative concepts to meet the needs of the school for consideration.

Project Schedule

Delivery is a critical factor with this project. A project timeline must be submitted reflecting milestones and durations for each task to be completed to successfully implement the proposed solution. A final schedule of these tasks will be mutually agreed upon after a Proposer is selected. The winning vendor must ensure that the deployment and maintenance of the network must “not” interfere with school operations. The proposing vendor must agree to coordinate with the general contractor including but not limited to regular virtual status meetings.

Proposed Fees

Pricing of equipment/installation, cabling, and management must be listed separately in your proposals. The school requests per unit pricing for all equipment and services proposed as well as a summary for each category (equipment, installation, and cabling) to identify “total” project cost. If additional warranties and or licenses are offered beyond what the manufacture offers with the cost of equipment, then the cost must be listed separately. Any equipment or services that are recommended outside the scope of this project must be listed separately. If a managed wireless solution is being proposed, the proposal must describe all leasing terms and/or annual fees for the duration of the agreement. If there are any E-Rate ineligible items or services contained in the equipment list, vendors must provide a detailed itemized list of the ineligible cost and clearly distinguishable from the E-Rate eligible portion of the proposal.

Vendor bid submissions that do not clearly describe a fair and reasonable cost allocation where it is apparent that ineligible elements exist will not be accepted for review. Any additional material or equipment necessary for installation and operation of the service not specified or described in the vendor’s proposal will be deemed to be part of the service at no additional charge to Great Hearts Arizona. Furthermore, claims for compensation will not be allowed for extra work resulting from the lack of knowledge of any existing condition on the part of the service provider.

Bidders are requested to enter pricing using the tables included in Appendix A.

Certification Statements

Vendors are requested to include and initial the certification statements located in Appendix B. Agreement to these statements will be used in the evaluation of bids.

Financial Qualifications

A proposer submitting a proposal shall demonstrate proof of the ability to obtain a performance bond in an amount equal to 100% of the total annual contract amount.

Contract Terms

Any contract may be contingent upon the approval of E-Rate funding and governing board approval. The Universal Service Discounted Matrix for Schools and Libraries, commonly known as the E-Rate program, administered by the Universal Service Administration Company (USAC) for the Federal Communications Commission, will fund a portion of this RFP.

Terms of this agreement shall be a thirty-six (36) month agreement, beginning July 1, 2025, ending June 30, 2028. Great Hearts Arizona reserves the right to extend the contract annually, with two (2) one-year extensions; not to exceed a total of five (5) years. In addition, the school reserves the right to proceed with or without approval from USAC.

The vendor must agree to invoice using the service provider invoicing method (SPI).

Questions

Questions must be submitted in writing to Sarah Hayes at sarah@ecserate.org. All questions must be submitted by March 7, 2025.

Submissions of Proposals

Proposals are required to be in a PDF format. All proposals must be submitted by March 23, 2025. All proposals must be uploaded to the following link:

[Great Hearts AZ Proposal Submission](#)

Evaluation Methodology

Great Hearts Arizona will award a contract based on the vendor submissions that best meets the needs of the school, regarding their current technology plan, future growth, RFP specifications, and not necessarily the lowest price, although that will be the priority factor. The following factors will be considered when evaluating proposals:

Point Scale

- 40 pts Price of E-Rate eligible goods and services
- 20 pts Project management experience with projects of similar size and scope and scope.
- 10 pts Vendor domiciled in the state of the applicant.
- 15 pts bidders proposing a solution that maximizes Great Hearts Arizona' current infrastructure.
- 5 pts to bidders who have agreed to the certification statements (Appendix B).
- 10 pts Previous experience with vendor

Right to Reject

Great Hearts Arizona reserves the right to accept or reject all proposals or sections thereof, when the rejection is in the best interest of the school system. Great Hearts Arizona reserves the right to award without further discussion. Therefore, responses should be submitted initially with the most favorable terms the vendor proposes. Great Hearts Arizona reserves the right to reject the proposal of a vendor

who has previously failed to perform properly or completed on time contracts and to reject the proposal of any vendor who in the opinion of Great Hearts Arizona, is not able to adequately perform the contract. Great Hearts Arizona reserves the right to reject all proposals, any part, or parts of a proposal, waive any technicalities/informalities, increase or reduce quantities, make modifications or specifications, and award any or the entire contract in a manner that is in the best interest of Great Hearts Arizona. Contracts will be awarded to the vendor submitting the proposal determined to be in the best interests of Great Hearts Arizona.

Right to Disqualify

Great Hearts Arizona reserves the right to award a contract to a vendor that is not the lowest cost bidder when, in the judgment of the school administration, it is in the best interest of the school to do so. A Bidder will be disqualified for any of the following reasons:

- Bidder being in litigation with applicant.
- Bidder having defaulted on a previous contract with applicant.
- Bidder having performed unsatisfactory work on a previous contract with applicant.
- Bidder fails to fulfill the warrant obligations of a previous contract with applicant.
- Bidder fails to be present at a mandatory walk through (if applicable).

Public Entity Crimes

A responder, person, or affiliate who has been placed on the convicted Contractor list following a conviction for a public entity crime may not submit a proposal for a RFP to provide any goods or services to a public entity for the construction or repair of a public building or public work, may not submit proposals on leases of real property to a public entity, may not be awarded or perform work as a contractor, supplier, sub-contractor, or consultant under a contract with any public entity, and may not transact business with any public entity

Examination of Records

The responder agrees that the school, the Comptroller General of the United States of America, the Inspector General of the Federal Sponsoring Agency, the Auditor General of the State of the applicant or their duly authorized representatives will have access to, and right to examine, any directly pertinent books, bankers, and records of the responder, involving transactions related to this agreement until the expirations of ten (10) years after the final payment under this agreement or such longer period, as required by law.

Appendix A

Network Equipment				
Description	Manufacturer	Model	Per Unit Cost	Per Unit Installation Cost
24P Switch				
48P switch				
Rack				
UPS				

Managed Internal Broadband Service (MIBS)	
Description	Per unit per month Cost
24P Switch	
48P Switch	
Firewall	
Smart UPS	
Indoor Access Point	
Outdoor Access Point	

Pricing Summary	
Category	Total Annual Cost
Internal Connections	
Managed Internal Broadband Service	
Total Cost	

Appendix B

Certification Statements

Two points (for a total possible of 10 points) will be awarded on the scoring rubric for each statement that is agreed to by the vendor. Designate agreement with initials.

- ___ Bidder includes documentation for all required certifications and authorizations.
- ___ Bidder provided a minimum of three (3) K-12 client references for projects of similar size and complexity.
- ___ Bidder has successfully and accurately priced equipment and services utilizing the provided pricing charts.
- ___ Bidder has complied with all requirements regarding the certificate of responsibility.
- ___ Bidder has properly signed and completed the bidder's proposal form in its entirety.

Acceptance of Proposal and/or Contract

Execution of this proposal is binding, and the accepting and signing parties agree to all costs outlined.

Service Provider Signature

Applicant Signature