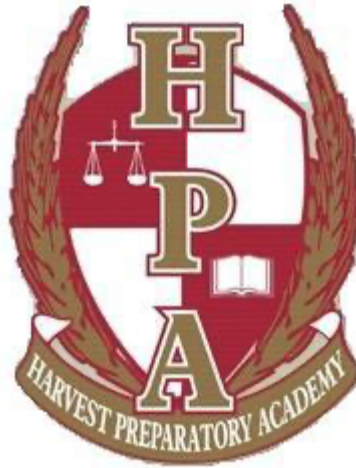


Harvest Preparatory Academy
Request for Capabilities

REQUEST FOR CAPABILITIES
Technical Support



Submit QUESTIONS about this RFC by 12pm (pacific) on 9/1/2025 to:

erate.hpa@learningtech.org

Submit CAPABILITIES by 12pm (pacific) on 9/15/2025 to:

erate.hpa@learningtech.org

This RFC will be posted on HPA's website and otherwise shared with all E-Rate certified Service Providers who have received awards for Managed Internal Broadband Service [MIBS] in funding years 2023, 2024, 2025, for clients in AZ or neighboring states, for funding commitment amounts greater than \$30K. All qualified vendors are encouraged to participate.

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General Description

Harvest Preparatory Academy [HPA] is a Charter District located in AZ with two K-12 public schools (Yuma and San Luis), one Preschool (in Yuma), one Annex, and two non-instructional facilities [NIF]. These six (6) sites serve approximately 1685 students.

In recent years HPA has experienced staffing challenges in its technology department. Each transition has resulted in changes in direction and priority for use of funds. Though working on a Technology Plan, HPA lacks current and comprehensive documentation. Technology emergencies have overshadowed planned and monitored implementation of strategic technology efforts.

Purpose and Scope of RFC

**This Request for Capabilities is NOT a Request For Proposals [RFP].
Please do NOT submit a price quote.**

This RFC is a means to gather information in a fair and open way that will help HPA explore the option and understand the pros/cons of outsourcing its technical support needs.

Partly based on results of this RFC, HPA will determine whether to issue an FCC Form 470 and formal RFP and what services might be requested. This RFC does not guarantee issuance of an RFP or an FCC Form 470 or a contract opportunity.

HPA is evaluating the possibility of outsourcing the district's technical support needs. The E-Rate program provides funding for "Managed Internal Broadband Service" [MIBS], described by the program as follows:

- Services provided by a third party for the operation, management, and monitoring of eligible broadband internal connections are eligible managed internal broadband services (e.g., managed Wi-Fi)
- E-Rate support is limited to eligible expenses or portions of expenses that directly support and are necessary for the broadband connectivity within schools and libraries. Eligible expenses include the management and operation of the LAN/WLAN, including installation, activation, and initial configuration of eligible components and on-site training on the use of eligible equipment
- In some eligible managed internal broadband services models, the third-party manager owns and installs the equipment and school and library applicants lease the equipment as part of the managed services contract. In other cases, the school or library may own the equipment, but have a third party manage the equipment for it

While MIBS could help to pay for some of HPA's required technical support, some needs will not be "eligible" under the E-Rate program rules. Thus, if eventually outsourced, it will be important for any selected service provider to be able to isolate MIBS *eligible* from MIBS *ineligible* services and invoice HPA or the E-Rate program appropriately. From an E-Rate perspective, it would be important to understand what portion of services might be eligible vs.

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ineligible so that the consequences of the “30% Rule”¹ could be avoided. Separate contracts might be desirable for eligible vs. ineligible services, ideally, though not necessarily, from the same vendor.

HPA is NOT looking a formal proposal or an official quote at this time, just a description of services offered and competencies in the areas required by HPA that will aid in ascertaining feasibility of the outsourcing approach. Please include with your response concepts for best practices of outsourced technical support.

As the next steps in the RFC process, HPA will conduct an OPTIONAL Vendor Conference Call (see cover page of this RFC for date, time, and participation info) at which HPA will present information on its current situation and needs. This conference call will also include ample time for questions and answers for those present. RSVP of attendance to erate.hpa@learningtech.org would be greatly appreciated.

The purpose of this RFC is to invite service providers to share information about their specific capabilities that would facilitate HPA’s ongoing technical support. Our goal for the RFC is to gather sufficient information regarding details of technology support options and considerations to support development of a comprehensive Request for Proposals for HPA’s E-Rate competitive bidding for the Funding Year 2026-2027 and beyond, *should HPA decide to outsource its technical support function.*

Sites

#	Site Name Address	End Users		E-Rate Eligibility
		Students	Staff	
1	HPA (District Office) 1748 S. Arizona, Yuma, AZ 85364	0	25	Category 1
2	Harvest Preparatory Academy (YUMA) 350 E. 18 th Street, Yuma, AZ 85364	1071	112	Category 1 Category 2
3	Harvest Preparatory Academy (SAN LUIS) 1044 N. 10 th Ave., San Luis, AZ 85349	594	38	Category 1 Category 2
4	San Luis Annex 1938 Juan Sanchez, Suite 1,2,5 & 6 1946 Juan Sanchez, Suite 5 & 6 San Luis, AZ 85349			Category 1 Category 2
5	HPA District Office Remote 27755 S. 4 th Ave., Suite 201A, Yuma, AZ 85364	0	4	Category 1
6	HPA Yuma Preschool 1793 S. 1st Ave., Yuma, Arizona 85364	20	6	No
		1685	185	

¹ The 30% Rule states that if 30 percent or more of the products or services included in a single funding request are ineligible, the funding request will be denied.

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Network Topology

HPA has the following connectivity.

Internet

1. Contracted 10 Gbps direct internet at Yuma Campus from Charter Communications
2. Contracted 10 Gbps direct internet at San Luis Campus from Charter Communications
3. Ruckus P300 Wireless Bridge provides LAN connectivity between Yuma main building and adjacent Yuma District Office
4. Ruckus P300 Wireless Bridge provides LAN connectivity between San Luis main building and adjacent San Luis Annex
5. Month-to-month 1 Gbps direct internet at new District Remote Office from Charter Communications
6. 1 Gbps at Pre-school from Charter Communications
7. Bus WiFi connectivity services with Kajeet for 2 buses through 6/30/26

Voice

While ineligible for E-Rate support, HPA may also wish assistance with voice services via a separate contract.

Network Environment

HPA staff uses predominantly Windows, with Microsoft 365 tools and extensive use of Google Docs/Drive by staff and students. HPA has:

- 1:1 Chromebooks for students
- 6 sites – 2 primary sites, 4 secondary sites
- 4 firewalls – 50% Cisco ASA, 50% Fortinet
- 23 switches – 50% Catalyst, 50% Meraki
- ~100 access points
- 5 physical servers
- 2 virtual servers
- 0 cloud servers
- MS365 email solution for staff accounts
- Google email solution for every student
- GoDaddy Domain Registrar
- ~200 software apps
- Few cybersecurity solutions
- ActiveBackup using Synology NAS
- Compliance requirements include: HIPAA, FERPA

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End User Equipment

From our 2022 inventory list, end user equipment includes at least the following.

Product Type	Qty in Yuma	Qty in San Luis	Qty in District Office	Total of Type
3D printer	1			1
Camcorder	5			5
CHROMEBOOK	1837	870		2707
Chromebook Cart	47			47
COMPUTER	1	1		2
CONTROLLER	1			1
DESKTOP	176	36	22	234
DOC CAM	52	26		78
ENVIORMENTAL SENSOR	1			1
Hand Scanner	7			7
INDOOR DOME CAMERA	3			3
LAPTOP	114	33	12	159
LASER	2			2
LEGO	1			1
Microphone	6			6
Money Counter			1	1
MONITOR	164	37	32	233
NAS	1		1	2
PA Speaker		1		1
PHONE	77	35	22	134
POWER SUPPLY	2			2
PRINTER	102	42	13	157
PROJECTOR	58	29		87
TV	4		5	9

Known Needs

HPA's top-of-mind technical support needs include:

- Create and maintain up-to-date logical network diagrams
- Maintain up-to-date inventory of technology assets, including: location, make, model, SKU, serial number, funding source (FRN if purchased with E-Rate funds), installation date, end-of-life date, date of de-install, discard methodology
- Keep the network healthy with 24/7 monitoring
- Make sure HPA is not running out of memory
- Manage routine backups
- Oversee maintenance updates for switches, access points, firewall, wiring, servers
- Oversee maintenance updates for mission critical applications (e.g., email, student information system, MS365)
- Minimum of 10 hours/month of on-site assistance, to include E-Rate ineligible services to support teachers/staff with connectivity/passwords troubles
- Help desk support for end users (ineligible for E-Rate)
- Preventative maintenance of all IT assets, including patches
- Quarterly reports of any issues and their resolution, along with recommended actions for the coming quarter, with immediate notification of any critical issue

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Objective

HPA's expectation is that it will receive options/suggestions/concepts to address its technology department needs that will allow HPA to determine if it will outsource all or part of this function. If outsourcing is chosen, HPA will use information gathered to write a comprehensive RFP and conduct formal E-Rate compliant competitive bidding process that will ideally result in responsive proposals and successful contract execution.

Response

Responses to this RFC should include:

- Overview of vendor capabilities
- Suggested strategies that have proven successful for other similar projects
- Contact information for at least 3 clients who have engaged vendor for similar projects/services
- Description of E-Rate eligible and *ineligible* services that shows deep understanding of the E-Rate program rules

**Responses to this RFC should NOT include a price quote.
Every response received will be considered NOT confidential.**

NOTICE

HPA is not liable for any cost incurred by any person or firm responding to this Request for Capabilities, nor does this RFC obligate HPA to enter into a purchase agreement with any respondent. We thank all vendors willing to participate.