

Great Hearts America: Request for Proposal End User Device Procurement and Staging

Please submit any questions specific to this RFP during the timeframe of *April 9, 2026 – April 15, 2026* to RFP.IT@greathearts.org. No questions will be accepted after this date. All questions submitted during the allowed timeframe will be documented anonymously and will be posted on our website. [Request for Proposals | Great Hearts America : Great Hearts America](#)

All official communication must be sent to RFP.IT@greathearts.org. Messages sent elsewhere may not be reviewed.

***Proposals must be received by Friday, May 1, 2026 on or before 4pm AZ local time zone (UTC-7, no Daylight Saving Time) to be considered. Earlier proposal submissions will be greatly appreciated.**

Important Submission Requirements

Vendors must review and complete the [General RFP Information and Vendor Information Collection](#) document and submit responses to those questions as a separate attachment, in addition to their response to this End User Device Procurement and Staging RFP. Responses to the General RFP Information questions should not be duplicated within this proposal.

Appendix C – definitions; defines key terms that are used throughout the RFP.

Introduction

Great Hearts is soliciting proposals from qualified vendors to provide procurement, staging, and end-of-life destruction services for end-user devices. End-of-life destruction services will also include applicable infrastructure equipment. Vendors are not required to provide all services to respond. However, respondents must clearly identify which services areas they are proposing, and which sections of the RFP are excluded from their response. Vendors must explicitly list all excluded services areas in a single summary section of their response. Preference may be given to vendors capable of providing multiple service areas under a single contract.

Great Hearts Environment

Great Hearts operates a collaborative device management environment supported by a Managed Service Provider (MSP), which retains primary responsibility for Microsoft 365 tenant security configuration and device management policies.

Great Hearts is not a 1:1 student device environment. Student devices are primarily deployed via shared laptop carts and scheduled for use for typing instruction, benchmark assessments, state testing, and selected academic intervention programs. Device recommendations and lifecycle strategies must reflect this shared use model. See Appendix A For the current number of devices by school.

Vendor Responses

To ensure consistent, comparable, and untampered responses, vendors are required to copy the questionnaires found within this RFP into a spreadsheet and provide their answers directly in that format. The spreadsheet structure enables Great Hearts to perform clear side-by-side evaluations across all submissions and naturally limits response length to the character capacity of each cell, promoting concise and focused answers. Vendors must also submit a PDF version of their completed spreadsheet as verification that the content has not been altered after submission. Both formats are required for the response to be considered complete. In the event of a discrepancy, the spreadsheet response shall be considered the

authoritative submission.

Delegated Access and Vendor Collaboration Model

Great Hearts operates a collaborative device management model in which procurement and staging services are delivered in close coordination with Great Hearts' Managed Service Provider (MSP). The MSP maintains primary responsibility for the Microsoft 365 tenant security configuration and device management policies.

To support efficient pre-provisioning and consistent device preparation, the selected Procurement and Staging vendor will be granted delegated access to specific device management systems, including Microsoft Intune, Windows Autopilot, and the Google Admin Console. Such access will be provided under the governance and oversight of Great Hearts and its MSP.

This delegated access enables the vendor to prepare devices prior to shipment so that devices arrive at campuses fully enrolled, properly assigned, and ready for first-time boot-up and use. Security requirements governing delegated access are defined in Appendix D – Delegated Access Security Controls.

This trusted partnership model requires a vendor capable of operating securely within Great Hearts' management environment, adhering to defined access controls, and collaborating closely with the MSP to ensure ongoing alignment with approved device standards, policies, and provisioning practices.

Device Lifecycle Expectations and Replacement Strategy

Great Hearts typically depreciates end-user devices over a 3 year period and seeks to maintain approximately 4 years of usable service life. Lifecycle expectations vary between student devices and staff/administrative devices based on workload, usage patterns, and operational requirements.

Student Devices

Devices are deployed primarily through shared laptop carts. A typical cart will hold 36 devices. Most schools operate 4 sections per grade, and typically use the devices 1 section (an entire grade level) at a time, depending on instructional scheduling, testing needs, and intervention programs.

To maintain stability and avoid large, simultaneous replacement events, Great Hearts follows a staggered refresh strategy in which 1 cart is replaced every 4 years. This distributed replacement model reduces budget spikes and supports predictable, incremental procurement planning across campuses. .

Staff, Administrative, executive and power users (typically running the same apps)

Staff, administrative, executive, and power-user devices often are running similar applications and are assessed annually as part of the budget development process and are replaced based on condition and operational need rather than a fixed refresh cycle.

When a device becomes problematic or unusable:

- Each school maintains a small locker of loaner devices for immediate use. (Note: inventory ownership and control remain with Great Hearts unless explicitly contracted otherwise.)
- The MSP or front office team will typically swap the problematic device with a unit from the schools' loaner locker
- Once the school approves a new device, a device is typically pulled from a small regional spare inventory, allowing the user to have their replacement device in 1 – 2 weeks (depending on the length of time it takes to obtain authorized signatures for the replacement devices.)

- With the signed authorization, an inventory replacement order is made to keep the inventory fresh and replenished.

Across campuses, schools collectively purchase an estimated 5 – 15 non-student devices per year, depending on staff changes, device failures, budget constraints, and whether the school allows the use of personal devices.

Pricing and Manufacturer Preference

Great Hearts seeks to obtain the **best available pricing** for each end-user device classification (Student, Staff, Administrative, Executive, Power User). While meeting all defined technical specifications.

To support consistent pricing, stable supply, and predictable lifecycle management, Great Hearts intends to standardize 1 or 2 manufacturers per device classification. In practice, these manufacturers will align with the Procurement Vendor’s established sourcing relationships, as this is where the Vendor can secure the most competitive pricing and availability.

Once selected through the RFP process, these manufacturers will become the standard device providers for Great Hearts. The Procurement Vendor may update or replace a manufacturer over time; however, any replacement must be equivalent in quality, functionality, and lifecycle suitability and must not materially increase cost without documented justification.

Great Hearts reserve the right to consider devices from outside the preferred manufacturers when doing so provides:

- A meaningful cost advantage
- Better availability or supply-chain stability
- Stronger alignment with the required specifications
- Reduce lifecycle, support, or operational risk

Vendors should propose best value solutions that meet (but do not materially exceed) the stated Great Hearts’ standards or specifications must be clearly identified along with the rationale and benefits (e.g., price, availability, lifecycle risk).

General Business

Reminder: Vendors are required to copy the questionnaires found within this RFP into a spreadsheet and provide their answers directly in that format. Vendors must also submit a PDF version of their completed spreadsheet as verification that the content has not been altered after submission. Both formats are required for the response to be considered complete.

Table A: General Business

	Question	Response (limit 32,767 characters)
1	Location From what geographic location will you be providing your staging services? Please note if you are sub-contracting this service.	
2	Subcontracting Will your organization utilize any subcontractors to deliver any portion of the End User Device services? If	

	yes, please list all subcontractor entities and describe the specific services each will provide.	
3	<p>References Provide 2 active customer references that your organization is currently providing similar services. At least 1 reference should be from a K-12 school. References must be current and reflect active engagements within the last 12 months.</p> <p>Please provide: Organization name; Type of institution; size; scope of the services you provided; length of the current engagement; primary contact name, title, email and phone number.</p> <p>Please confirm that the reference has agreed to be contacted.</p>	
4	<p>Litigation / Investigations / Material Claims Are you currently involved in any material litigation, arbitration, regulatory investigation, or enforcement action that could reasonably affect your ability to perform the proposed services? If yes, provide a brief description and current status.</p>	
5	<p>Your product/service differentiators Outline how your products / services compare to those of your competitors.</p>	
6	<p>Security Describe protocols you take to ensure Your ordering and delivery process is protected from a potential cyberattack.</p>	
7	<p>Ordering Does your organization provide an ordering portal designed with our agreed standard devices, for our schools to request an order that gets routed to Great Hearts IT department for approval and once approves generates a quote/PO with authorized e-signatures.</p>	
8	<p>Can you provide emergency/urgent order? How would you respond to such a request?</p>	

Deployment & Configuration Services

The vendor shall offer deployment-related services, to ensure devices arrive ready to hand out:

1. Asset tagging, barcoding, and labeling
 - Record serial numbers and asset tag numbers with barcode
 - Device type/model
 - Order number / School name

- Device activation date
 - Configuration status (imaged, enrolled, etc)
2. Device registration (e.g., Google Admin console, Windows Autopilot)
 3. Imaging or configuration based on Great Hearts specification (see Appendix D)
 4. QA'ing every device before it is shipped
 5. Ship devices to the ordering entity
 6. Note: the school or the MSP will then:
 - Power up the devices and verifying enrollment
 - Connect to school Wifi
 - Confirming Great Hearts policies are applied correctly
 - Troubleshooting hardware or configuration issues on the spot

Table B: Deployment

	Question	Response (limit 32,767 characters)
1	Deployment Workflow & Accuracy Describe your process for asset tagging and recording serial numbers, and how you ensure accuracy and quality control at each step?	
2	Device Registration Verification Explain how you confirm successful device registration in management systems (e.g, Google Admin Console, Autopilot) before shipping.	
3	Pre-Shipment QA & Shipping Outline your pre-shipment QA steps and how you document device readiness before packaging and shipping.	
4	Staging (see appendix D) Will your organization be able to complete autopilot for our windows devices (via working with our MSP who has established profiles by user group classification) and would your organization be able to set up chrome console (again working with our MSP)	

Device shipping & Delivery

1. Delivery Location
All purchased devices must be shipped directly to the designated school campus or Regional Office.
2. Delivery Windows
Deliveries shall occur only within the schools accepted delivery windows, for example (may vary by school):
 2. Monday, Tuesday, Thursday, Friday:
 1. 8:30 AM – 2:00 PM small shipments
 2. 4:00 PM – 5:00 PM large shipments
 3. Wednesday:
 1. 8:30 AM – 1:00 PM small shipments
 2. 2:00 PM – 5: PM large shipments
 4. No delivery on holiday (unless special arrangements have been made)
3. Delivery Method – Inside Delivery Required
Vendors must provide delivery inside the building, placing shipments within the school's designated receiving area (typically the front office, lobby or MDF room). The delivery driver must bring shipments inside the front lobby or the conference room adjacent to the front lobby.
4. Advance shipment Notifications:

The vendor must provide timely shipping notifications including

- Estimated delivery dates(s);
- Carrier and tracking information.
- Size and volume of the shipment (e.g., number of boxes/pallets, approximate space needed)
This ensures that the school can prepare adequate space to receive and temporarily store the materials.

5. Ongoing Communication of Delivery Status:

- Vendors must provide timely shipping notification including:
 - An order ship
 - A delivery is scheduled
 - A delivery is delayed or rescheduled
 - The delivery is completed.

6. Life Gate:

- Most Great Hearts schools do not have a delivery bay.
- Pallet deliveries will require a truck equipped with a lift gate.

Table C: Delivery

	Question	Response (limit 32,767 characters)
1	Inside Delivery Process Explain your process for providing inside delivery to the school's designated receiving area, including driver requirements and handling of large shipments.	
2	Advance Shipment Notifications Describe the information included in your shipment notifications and your standard timeline for providing estimated delivery dates, tracking, and shipment volume details.	
3	Communication of Delivery Status Changes Explain how you communicate delivery status updates (scheduled, delayed, rescheduled, completed) to the customer throughout the shipment lifecycle.	
4	Liftgate Our schools do not have a delivery bay, so delivery needs to be coordinated with school personnel with the assistance of Great Hearts IT. A lift gate will be required for any orders that arrive on pallets. How will your organization handle orders delivered on pallets.	

Billing & Documentation

1. Invoice line items:

Separate line items for the product purchased

Include the manufacturer/model/RAM/Storage/processes/OS/warranty information

A separate line item for each billable service

2. Invoices must correspond with quotes

3. Serial numbers must be included on the invoice or with the invoice on a separate page.

4. A copy of the signed quote must be presented with the Invoice. This is being done to speed up the invoice payment process. (e.g., If the subtotal on the quote equals the subtotal on the invoice, then the approver quickly approves the invoice for payment. Otherwise, the approver reviews the difference and will route the invoice to the headmaster to authorize payment)

Asset Management & Reporting

Vendor must provide:

- Serialized inventory reporting for all devices
- Access to a customer operational portal or report for viewing manifest, asset tags, serial number, and disposition status
- If there is a charge for the Operational Portal, please list it as a separate line item.

Table D: Asset Management & Reporting

	Question	Response (limit 32,767 characters)
1	<p>Invoice Accuracy & Required Details Describe how your invoicing process ensures accurate line-item details (product specs, services, serial numbers) and alignment with the approved quote.</p>	
2	<p>Documentation & Serial Number Reporting Explain how you provide required documentation, such as serial number lists and signed quotes, along with the invoice (this facilitates a timely review and approval process).</p>	
3	<p>Asset Reporting & Portal Access Describe the asset reporting tools you provide, including serialized inventory reports, customer portal access, and the updating of decommissioned devices.</p>	
4	<p>Invoice format The invoice should include the Quote#/PO#, invoice @#, purchase date, bill to and ship to information, a detailed product description, serial @, manufacturer product @, unit pricing, number of units ordered, terms of payment, and any applicable sales tax.</p> <p>Is there anything in the above list that is not part of your standard invoice? If so, respond to this question by stating, "We will not be able to..." Or indicate n/a if you can provide all the above listed information</p>	

IT Asset Decommissioning & Certified Disposal Requirements

- The MSP places all devices designated for decommissioning in a container in each school's MDF.
- When the minimum pickup quantity is reached, the MSP schedules the certified ITAD vendor
- On pickup day, the MSP meets the vendor to ensure only approved end-of-life devices are removed
- Pickups may include any IT equipment approved for retirement

Annual Budget Reference Price (ABRP)

Each November, the End User Device Procurement and Staging vendor provides Great Hearts with an Annual Budget Reference Price (ABRP) for each standardized device model or device classification. The ABRP does not represent the cost that would typically be laid out on an invoice and will be used for budgeting purposes only. ABRP is informational, not contractual, and that failure to provide it does not block ordering but does factor into performance evaluation.

Pricing Expectations

1. The ABRP is not guaranteed contract price.
2. The vendor is expected to seek best available market pricing for each order.
3. It is expected that orders will be priced below the ABRP whenever feasible.
 - If quoted pricing exceeds the ABRP, the vendor must clearly identify this variance at or before issuing the quote.
4. All quotes will indicate the length of time the quote will be honored
5. Once the order is placed, pricing is expected to be honored (even in backorder situations)

Table E: Annual Budget Reference Price

	Question	Response (limit 32,767 characters)
1	ABRP (Annual Budget Reference Price) Describe how you determine the Annual Budget Reference Price (ABRP) for each standardized device model or classification.	
2	Managing Pricing Variances At the time Great Hearts request a quote from your organization, explain how you ensure order pricing reflects best available market pricing.	
3	Backorder If Great Hearts requests a quote, please describe your process for communicating any backordered items, including how and when backorder status and estimated fulfillment dates are provided. Additionally, indicate whether your organization can preserve the quoted pricing throughout the backorder period, and if so, for how long?	

Portal for Requesting Purchase Approval & Vendor Quote Workflow Requirements

Great Hearts seeks to implement a centralized Request-to-Purchase Portal to ensure consistent budgeting, routing, approval, and e-signature workflows across all schools. The Procurement Vendor may provide an existing portal or develop one that meets the requirements below.

Portal Requirements

The portal should allow an authorized school resource(s) to:

1. Enter their email address
2. Select their campus from a dropdown menu.
3. Choose the approved device classification: Student Device, Staff, Administrative, Executive, Power User
4. View the standard device options within the selected classification (including refurbished options when available)
 - Note: The final quote may differ from the displayed standard device, but specifications must remain consistent.
 - Note, the actual quote may deviate from the standard, but the specifications will remain the same
5. View the ABRP price for planning purposes only
 - The portal must clearly label this as ABRP (non-binding).
6. Select a device and enter the desired quantity
7. Submit requests for multiple classifications within a single school request

Great Hearts IT Initial Review of All Request

After submission:

1. The request routes to GH.IT for review
2. GH.IT confirms the correct device classification and validates the request against the school’s budget using the ABRP
3. Once approved, GH.IT forwards a “generate quote request” to the Procurement Vendor.
 - Note: this process prevents the back and forth that may occur if the eSignature quote was generated before a request to purchase was approved.

Procurement Vendor Workflow

Once the procurement vendor receives approval to generate a quote, the vendor must:

1. Source the devices
 - a. Identify best sourcing channels (OEM, distributor, refurbishment, warehouse, etc)
 - b. Provide the requested standard model or a functionally equivalent model meeting Great Hearts specifications.
2. Provide Actual Pricing
 - a. Deliver a formal quote with current market pricing (which may be below, equal to, or (rarely) above ABRP)
 - b. Include all fees, shipping, and estimated taxes.
 - c. Present the quote in the same structure as the final invoice, clearly labeled as quote.
 - d. Support up to 3 e-signatures per quote (GH.IT will provide the signing sequence per school).
 - e. Allow the first signer to enter a GL code and add comments for subsequent approvers.
 - f. Once all signatures are completed, the vendor is authorized to convert the quote to a Purchase order (if this is a vendor requirement) and begin sourcing.

Table F: Workflow

	Question	Response (limit 32,767 characters)
1	<p>Portal Functionality & User Workflow Describe how the portal will be maintained and updated when device specifications, models, or manufacturers change (likely to be an annual process), and clarify whether Great Hearts or the vendor will manage these backend updates.</p>	
2	<p>Quote Generation & eSignature Process Describe your workflow for sourcing devices, generating quotes with full pricing details, supporting up to 3 eSignatures, and enabling GL Code entry by the 1st Great Hearts signer and comments by the first signer.</p>	
3	<p>Quote to Order Conversion Explain your process for converting fully signed quotes into purchase orders and beginning device sourcing, including any system or vendor requirements.</p>	
4	<p>Return Policy What is your policy regarding returns and refunds?</p>	

Evaluation Matrix

In accordance with GREAT HEARTS policy, any contract award resulting from this RFP will be made to the responsible Vendor(s) whose Proposal, as evaluated by Great Hearts, is determined to be most advantageous to the organization. To qualify for evaluation, a Proposal must be submitted on time and must materially satisfy all mandatory requirements of this RFP, including providing responses to all questions in the requested format.

Competitive Selection and Proposal Evaluation

This is a negotiated procurement and as such, award will not necessarily be made to the lowest priced Proposal. Award will be made to the Vendor submitting the best responsive Proposal satisfying Great Hearts requirements, price, and other factors. If one Vendor cannot meet all of the requirements outlined in this document, the award may be divided among several qualified Vendors/Contractors.

Proposals will be evaluated on criteria deemed to be in Great Hearts best interest, as reflected in the below evaluation rubric. An evaluation committee will review and evaluate all Proposals based on the factors detailed herein. The committee evaluating the Proposals submitted may require any or all Vendors to give an oral presentation or be interviewed to clarify or elaborate on its Proposal. Upon completion of oral presentations, interviews, or discussions, Vendors may be requested to revise any or all portions of its Proposal.

	Evaluation Criteria
40 Points	Cost Proposal: Total cost of ownership, including device pricing and staging costs. Evaluation includes costs associated with device procurement, licensing, support, warranty processing, and optional services. Proposals should demonstrate a clear understanding of pricing structures and the ability to provide a reliable annual budgetary reference price (ABRP).
30 Points	Knowledge and Capabilities: Demonstrated understanding of the project scope, proposed solution, staff expertise, tools, and ability to meet all requirements, including emergency and urgent order processing. Experience working with MSPs to obtain profiles, then apply configurations, and maintain Chromebook management consoles. Includes delivery capabilities and adherence to invoicing requirements.
15 Points	Relevant K-12 Work Experience: Experience supporting K-12 educational environments of similar size, complexity, compliance, and security requirements.
5 Points	Ability to provide an Ordering Portal: Ability to provide an ordering portal that meets all or most requirements, including workflow approval processes. Evaluation will consider processes designed to minimize unreasonably long backorders.
10 Points	RFP Response: Completeness and accuracy of the RFP response, including submission of pricing tables for requested goods and services and completion of all required questions and tables in the specified format.
100 Points	Total Possible Score

Provide Annual Budget Reference Price and Related Information

Complete the information and submit with your RFP response

- Each entry is listed twice to accommodate those vendors who can source from 2 different manufacturers. If you typically do not source from 2 manufacturers, then just list 1.
- Great Hearts views the ABRP as a budgetary ceiling rather than a target and expects the majority of orders to be priced at or below the ABRP over the course of the fiscal year.

Classification	Manufacturer / Model Number / Warranty length	Configuration (RAM, CPU, Storage, OS, screen size) See Appendix B	ABRP COST (2026-2027)				A+B+C Total Cost
			A Staging Services / Device	B Estimated Shipping		D Est Sales Tax %	
Student Windows							
Student Chromebook							
Student Windows							
Student Chromebook							
Staff Laptops							
Staff Laptops							
Power User Laptop							
Power User Laptop							
Administrative Laptops							
Administrative Laptops							
Executive Laptops							
Executive Laptops							
Student Desktop							
Administrative Desktops							
Laptop Cart (see appendix B)							

Other Cost

List other cost not listed in the above cost chart

Description	Cost / unit	Note / comment
Customer Operational Portal		

Sample Quote

As part of your response, please provide a quote as generated in your current quote format for 1,050 student Chromebooks. (Then cancel any holds that process may generate – we are not committing to this order. This will help us better understand how you would bill. And it will provide the price point for us to do “apple-to-apple cost comparison.)

- 1) Provide a copy of this quote with your RFP submittal.
- 2) Answer the questions below

Table G: A current pricing quote

	Question	Response (limit 32,767 characters)
1	Microsoft Shape the Future (StF) StF provides discounted academic pricing on Windows 11 Pro Education licenses on Eligible devices. Do you typically leverage this discount for your Education customers?	
2	Quote Generation How do you handle back orders?	
3	Total price in Quote below	

Quote

[this box is a reminder to submit an actual quote in your current quote format]

Please provide a copy of an actual quote for the following order:

1,050 Student Chromebooks (the manufacturer you prefer to work with)

- If a StF is applicable, that amount should be a separate line item.
- Remember to display header information including the date the quote was generated

If your system does not provide quoting opportunity, then generate a sample invoice

Appendix A

Great Hearts Locations and Device Counts

Entity Name	Street Address	Student Windows	Student Chromebook	Staff / Administrative
Archway Arete and Arete Prep	4525 East Baseline Rd. Gilbert, AZ 85234	168	267	239
Archway Chandler and Chandler Prep	1951 N. Alma School Rd. Chandler, AZ 85224	394	77	259
Archway Cicero and Cicero Prep	7205 N. Pima Rd. Scottsdale, AZ 85250	260	32	217
Archway Glendale and Glendale Prep	23276 N. 83rd Ave. Peoria, AZ 85383	243	205	260
Great Hearts Anthem Prep	3950 W. Arroyo Norte Dr. Anthem, AZ 85086	227	118	191
Great Hearts Roosevelt Prep	555 S. Jackrabbit Tr. Buckeye, AZ 85326	566	127	172
Archway Lincoln and Lincoln Prep	2250 S. Gilbert Rd. Chandler, AZ	388	58	224
Archway North Pheonix and North Pheonix Prep	14100 North 32nd Street Phoenix, AZ 85032	227	439	219
Scottsdale Prep	16537 N. 92nd St. Scottsdale, AZ 85260	221	3	188
Blossom Rock (K5) [opens Fall 2027]	10075 S Dutchman Dr Apache Junction, AZ 85120	Forecasting 30	Forecasting 0	Forecasting 108
Archway Scottsdale	16648 N. 94th St. Scottsdale, AZ 85260	5	320	182
Archway Trivium and Trivium Preparatory	2001 N. Bullard Ave. Goodyear, AZ 85395	663	59	298

Entity Name	Street Address	Student Windows	Student Chromebook	Staff / Administrative
Archway Veritas and Veritas Preparatory	3102 N. 56th St. Phoenix, AZ 85018	182	159	298
Maryvale Preparatory	4825 W Camelback Phoenix, AZ 85031	198	546	231
GHs Phoenix Home Office and GHs America Home Office	4717 E. Hilton Ave Phoenix, AZ 85034	na	na	Phx.HO: 641 Am.HO: 172
Louisiana				
Harveston	11801 Bluebonnet Blvd Baton Rouge, LA 70810	271	224	126
NOVA – online Private				
Nova	Private Online	0	0	70

Future growth: Arizona, Louisiana, Utah, Florida

Appendix B Device Specifications by Device Classification

Great Hearts current minimum specifications by device classification

	RAM	Diskspace	Processor / OS	Touchscreen
Student Windows	8 GB	128 GB SSD	Intel i5 (64-bit) / Win11 / Screen size: at least 11.6"	Currently not required
Student Chromebooks	8 GB	64 GB eMMC	Intel i5 / ChromeOS M144 Screen size: at least 11.6"	Currently not required
Staff Laptops	8 GB	128 GB SSD	Intel i5 (64-bit)/Win 11 Screen size: 14"	Currently not required
Staff Desktop	8 GB	128 GB SSD	Intel i5 (64-bit) / Win 11	Not required
Administrative Laptop	16 GB	128 GB SSD	Intel i5 (64-bit) / Win 11 Screen size: 14"	Typically, yes Not required
Administrative Desktop	16 GB	256 GB SSD	Intel i5 (64-bit) / Win 11	n/a
Executive Light slim profile ≤ 3 lbs	16 GB	256 GB SSD	Intel i7 ≥ 13 th Gen (64 bit) Screen size: 14"	yes
Power User Laptop (analytics)	32 GB	512 GB	Intel i7 (64-bit) Screen size: 14"	yes
Power User Laptop (media)	32 GB	1 TB	Intel Arc , Intel Iris Xe3 i7 (64-bit) Screen size: 14"	Yes
	Power	cable	Handles	Power
Laptop Cart (student devices) Hold 36 devices	Power Management (staggered)	Easy cable routing	Both Sides	Short-circuit and surge protection

Appendix C

Definitions

Annual Budget Reference Price (ABRP): This is a forward-looking, not-to-exceed budgetary ceiling based on historical purchasing patterns, anticipated demand, standardized device profiles, and market price assumptions. It is intended for financial planning rather than purchase commitment. Great Hearts views the ABRP as an annual budgetary ceiling rather than a target and expects the majority of orders to be priced at or below the ABRP over the course of the fiscal year.

Device Classification: Sometimes referred to as a SKU (stock keeping unit). It is the device that is used by the end-user based on their role (student, staff, administrative, executive, power user)

ITAD: IT Asset Disposition: refers to the end-of-life management of IT equipment in a secure, data destruction compliant manner, and environmentally responsible way. Great Hearts is focused on the security and compliance side of the ITAD model (reuse and resale are intentionally out of scope)

Pre-provision: For Windows devices, pre-provisioning is the process of enrolling a device into Windows Autopilot and Intune and applying device-level configuration, security policies, and required applications before the device is delivered to the end user. This is done without imaging the device or signing in as the end user. After pre-provisioning the device is shipped to its final destination, where the end user or the MSP can boot up the machine, ensure the device is connecting to the WAP, applying user-targeted policies, installing any user-assigned apps, configuring the initial OneDrive / Outlook Configuration and final compliance check in. (The user should allow about 15 minutes at the 1st bootup on campus)

Staging Partner: A vendor, OEM, reseller, or managed service provider that procures and/or physically handles devices on behalf of an organization to prepare them for end-user delivery using cloud-based provisioning systems without logging in as the end user or manually imaging the device. Includes purchasing, autopilot-Intune, pre-provisioning(windows), enroll (Chromebook), asset tagging, inventory tracking, 1 page “welcome to your new device” and school delivery.

Zero-Touch Enrollment: Chromebooks are automatically enrolled and configured using Zero-Touch Enrollment.

Appendix D

Delegated Access & Security Controls

Purpose

The Great Hearts Procurement and Staging Services model requires the selected vendor to perform pre-provisioning activities for Windows and Enrollment for Chromebook devices prior to delivery. To enable this, Great Hearts will grant the vendor delegated, role-based access to specific device management systems under the governance and oversight of Great Hearts and its Managed Service Provider (MSP).

This appendix defines the minimum controls required to ensure delegated access is secure, auditable, least privileged, and revocable.

Systems in Scope

Delegated access may be granted only to the following systems, and only as required to perform vendor responsibilities:

- Microsoft Intune
- Windows Autopilot
- Google Admin Console (ChromeOS enrollment and Organizational Unit assignment)

Permitted Activities (Vendor Scope)

Delegated access is limited to activities necessary to prepare devices for deployment, including:

- Registering devices with Windows Autopilot
- Assigning devices to approved deployment profiles and/or device groups
- Validating enrollment and provisioning status prior to shipment
- Enrolling Chromebooks and assigning them to the correct Google Admin OU
- Applying approved device naming conventions and asset tags
- Generating Procurement and Staging inventory reports

Explicitly Out of Scope (unless separately authorized in writing)

- Modifying tenant-wide security settings, Conditional Access policies, or identity configurations.
- Creating or changing Intune security baselines, compliance policies, or configuration standards.
- Accessing user content (email, files, SharePoint, OneDrive).
- Creating administrative accounts or delegating access to additional parties.

Access Control Requirements

1. Identity & Authentication

1. Named user accounts only (no shared or generic accounts)
 2. Multi-factor authentication (MFA) required for all vendor accounts
- All actions must be attributable to an individual user through platform audit logs

2. Least Privilege & Role-Based Access

- Access must be limited to the minimum roles required to perform provisioning tasks
- Where available, scoped or device-specific roles shall be used
- Global Administrator / Super Administrator access is prohibited, unless explicitly authorized in writing for a defined, time-bound purpose

3. Logging, Monitoring, and Auditability

- All delegated access is granted and governed by Great Hearts IT in coordination with the MSP.
- All delegated access must be subject to platform-native logging
- Great Hearts and/or the MSP must be able to review activity logs upon request to support audit, security, or compliance reviews

4. Access Review and Revalidation

Delegated access shall be reviewed on revalidated:

1. At least annually (minimum), and
2. Upon any of the following events:
 - Vendor staffing changes affecting personnel with delegated access
 - Material changes in vendor responsibilities or scope
 - Security incidents, suspected compromise, or audit findings
 - Contract renewal, amendment, or transition activity

Access that is no longer required must be modified or revoked promptly within 1 business day

5. Offboarding and Revocation

- Access must be revoked within 1 business day when:
 - A staff member of the Procurement and Staging Vendor that changes roles or leaves the vendor.
 - Great Hearts or the MSP requests removal.
 - The Procurement and Staging vendor contract terminate or a transition begins.
- The Procurement and Staging vendor must maintain an up-to-date list of personnel with delegated access and provide it upon request

6. Credential and Data Handling

- Vendor must protect credentials, device identifiers, and enrollment artifacts in accordance with Great Hearts' security requirements
- Credentials may not be shared or stored in unsecured form
- Secure methods must be used for transferring hardware identifiers or enrollment information

END OF GREAT HEARTS AMERICA RFP