

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

Q: What is the anticipated timeline for award for this project?

Mid to end of May

Q: How should vendors present terms and conditions or any requested exceptions within their response?

Any exceptions to the terms should be captured in the response to the questions. If you find that to not be the case with your exception, please clarify by placing a header on an attachment that indicates “Exceptions” as well as a separate attachment with any specific Terms and Conditions that you want to draw to our attention.

Q: Additionally, will Great Hearts accept supplemental attachments (e.g., exhibits) for information that falls outside the provided response tables?

You can send the supplemental information, which may serve as fyi to GHIT team, and presented to evaluators if it is deemed relevant to the evaluation process.

Q: Great Hearts America: Request for Proposal Vendor General Information Packet (Page 2), under “How to Respond (Required Structure),” outlines required attachments. May vendors include additional supporting materials, such as exhibits, as part of their submission?

You can send the supplemental information, which may serve as fyi to the GHIT team, and presented to evaluators if it is deemed relevant to the evaluation process.

Q: The response tables note a character limit of 32,767. Does this limit apply per individual response cell, or as a total across each table?

It is only within the 1 cell. This is because Excel limits the number of characters in a single cell.

Q: The two provided documents reference different evaluation criteria. Could you please clarify which set of criteria will take precedence for this RFP?

Our apologies. Our evaluators will use the evaluation matrix that is presented in the End User Device & Staging RFP.

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

Evaluation Criteria	
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).	40 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.	30 Points
Relevant K-12 Work Experience: Experience supporting K-12 educational environments of similar size, complexity, compliance, and security requirements.	15 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.	5 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.	10 Points
Total Possible Score	100 Points

Q: Is Great Hearts intending to utilize a purchasing contract vehicle?

During this RFP process, we may select one co-op option for comparison purposes. At this time, we have not found better pricing in a co-op environment compared to a competitive RFP. However, we have found that Co-op purchasing is an excellent tool in lieu of an RFP process.

Q: Who will be providing Microsoft InTune Licensing?

The licenses are provided by our Managed Service Provider

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

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

Staging (Page 3) states: “Across campuses, schools collectively purchase an estimated 5–15 non-student devices per year.” Could you please clarify this statement? Specifically, does this refer to 5–15 devices refreshed per school, per year?

Given a total inventory of 4,000+ staff devices across all campuses (as outlined in Appendix A), refreshing only 5–15 devices annually would imply an unusually long lifecycle. Additional context would be appreciated.

Across campuses, schools collectively purchase an estimated 5-15 non-student devices per year. Budget constraints will consistently find a school replacing 4 -15. Schools will replenish these devices as necessary when grant opportunities allow.

Q: There is no mention of warranty or ADP in this RFP. How do you currently perform repairs on your fleet of devices? And would that be something that should also be mentioned and quoted in the response?

We typically go with the manufacturer’s warranty, and our Managed Service Provider (MSP) processes all warranties. We are not a 1:1 student environment. Laptops are stored in a cart and rolled to a classroom where their use is always supervised by the teacher and/or teacher's aide in the classroom. We are not a 1:1 environment, and the student devices do not go home with the student. The percentage of damaged devices or stolen devices is low, and we have not “passed a threshold” where Accidental Damage Protection(ADP) is needed.

Q: Do you currently use incident IQ? Or any type of other ticketing system for repair?

A ticket is placed through our Managed Service Provider as a “pass-through ticket” that gets routed to our internal IT department. Our internal department will do limited break-fix (battery replacement, keyboard replacement, and monitor replacement. We track the volume of break-fix required, so if we see an increase in volume, we will change our repair process.

Q: Would this be a one-time deployment or phased rolled out? If so, would it be over 1 month, 3 months, 6 months? Specific to summer?

This will not be a one-time deployment. We try to batch our student devices for summertime arrival or other school breaks. Faculty devices may be batched over the summer, but more than likely will trickle in throughout the year.

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

Q: Chromebook specs specify Intel i5. Will Great Hearts consider any other processor option for the Chromebooks?

Q: Student Chromebooks: Will non-Intel processor-based Chromebooks be acceptable? RFP states Chromebook CPUs as Intel i5.

Great Hearts will consider other processor options available for the Chromebooks (e.g non-intel processor-based) outside of the specified Intel i5 as long as:

- Alternative device suggestions' capabilities are equivalent to or greater than those of the Intel i5
- Alternative device suggestion costs are equivalent to or less than those of processors with Intel i5

Q: For all Windows laptops, is AMD an acceptable replacement for Intel processors (with Intel being preferred)?

Windows laptops with AMD are an acceptable replacement for Intel Processors, but Intel is ultimately still preferred.

Q: For Staff/Admin Devices

Please clarify the estimated amount of non-student devices per location:

How many Staff laptops?

A: combining staff and admin: at this time the same "model"

How many Staff desktops?

A: -0-

How many admin laptops?

A: See answer to "staff"

How many admin desktops?

A: 24

How many Executive Light Slim Profile?

A: 22

How many Power User Laptop (Analytics)?

A: 12

How many Power User Laptop (Media)?

A: 0 right now. These are done on Macs and Macs are out of scope at this time

Q: Do desktops require new monitors? If yes, size for:

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

Admin desktops, 24". Teacher desktops are not necessary at this time, as the teachers use laptops.

Q: Several deployment steps are shared between the MSP, schools, and the vendor. Can Great Hearts clearly define where vendor responsibility ends, and MSP/school responsibility begins, especially for configuration verification and troubleshooting?

The MSP is responsible for setting up all profiles and testing them before allowing the Procurement Company to access them.

The procurement vendor will work with GHIT to determine a QA checklist for the Procurement company. The procurement company will QA before shipping to the school.

The MSP will typically meet the delivery at the school and do a final QA while the device is on site, and before delivering to the end user.

If QA is not passed, the vendor identifying the issue is expected to collaborate with the vendor responsible for the preceding step, including GHIT, to promptly resolve the issue by determining where the problem lies.

Q: Are all Windows and Chromebook devices expected to be pre-provisioned /enrolled, or are there exceptions (e.g., loaner pools, emergency replacements)? They should be pre-provisioned/enrolled.

The loaners are in a loaner locker at the school, so it can be provisioned as a loaner for that school. We do have a small inventory at our Home Office (about 8 devices) that are also pre-provided as "inventory items," and then the final setup is done by our Managed Service Provider (MSP), who is on site at our Home Office.

Q: Delivery windows are strict and vary by school. How should vendors handle carrier delays or missed delivery windows that are outside of the vendor's control?

This is a very real problem. We'd like to hear how the vendors responding to this RFP would solve this problem. Frequently, bulk orders are delivered over Christmas break, Spring Break, or Summer break. But even then, this is a problem to make sure we have

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

the resources at the school to “handle the bulk delivery”. Even with the small order of devices, this is a problem.

Q: Is there a preferred shipment size or threshold where pallet deliveries are discouraged or must be coordinated in advance?

All pallet orders must be coordinated with the school in advance of the shipment. We do not have delivery bays. The shipment frequently goes to the front lobby, excluding the “busy time” of child pick up and drop off. The facility tech at the school will remove the mullion for the devices to come into the lobby. From there, a coordinated effort occurs (planned before the drop off) that delivers the devices internally to a conference room to be unboxed and delivered, or to the MDF room for storage.

Q: Great Hearts America: Request for Proposal End User Device Procurement and Staging (Page 9) references a “GL code.” Could you please define what is meant by a GL code and how it is intended to be used in this context?

A GL code is a 10-digit number with 2 hyphens (or dots), to be used internally by Great Hearts accounting. The vendor will not need to use the GL code. The statement on the *Great Hearts America: Request for Proposal End User Device Procurement and Staging (Page 9)* is for vendors to understand the size of the comment box.

Q: Can Great Hearts provide estimated annual volumes or pickup frequency for ITAD services to help vendors size this offering accurately?

Currently, for decommissioning, we have vendor-provided Decommissioning Bins in our MDF rooms. Once a bin has at least 20 devices, our Managed Service Provider (MSP) will schedule a “decommission pick up.” It likely happens once a year. Unless we are doing bulk replacements (typically student devices), it may happen twice a year.

The current replacement approach involves:

- Staff and Administrator devices:
 - Typically 10-15 per school/year (This is frequently budget-driven)
 - Devices are replaced when a device is no longer functional (each school has 2-4 loaners that can be used through the order process)

If there are more problematic devices than budgeted, a budget variance will likely occur, and the required replacement will be provided.

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

- Executive Devices:
 - Typically replaced when they become problematic, which likely occurs around 5 years
- Power User Devices:
 - Typically replaced every 3-4 years, typically driven by the tools they use

Note: this RFP is NOT a request to replace all listed devices. They will be replaced at the above pace. Bulk orders are typically tied to grants or special projects. This is unpredictable.

Q: Great Hearts America: Request for Proposal End User Device Procurement and Staging (Page 11) outlines the pricing format:

A. In Column D, should vendors provide a tax percentage (e.g., 8.1% for Arizona) or a calculated dollar amount based on the applicable tax rate?

We will ignore this column and let all vendors know

B.. How should vendors account for differing tax rates across multiple states (e.g., Arizona vs. Louisiana?)

You can ignore this column (we will let all vendors know)

C. In Column B, how should vendors represent variable shipping costs? While certain services (e.g., inside delivery) may be standardized, freight charges often vary by destination, and lift gate services may only apply in select cases. What is the preferred method for reflecting these variables?

We have provided an "other cost chart" to help articulate these "other variables."

Q: Sales tax is included in the ABRP table, but tax rates vary by state. Should vendors assume a standard tax rate for ABRP purposes, or calculate state specific tax estimates?

We are providing you with a new ABRP table; tax will no longer be requested. Please see the new ABRP table that was provided at the same time as the release of this Vendor Q&A document.

Q: In Table E, staging services and estimated shipping are listed separately.

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

Should ABRP totals assume standard staging and shipping for all device types, or should vendors itemize optional services differently?

Table E question: Describe how you determine the ABRP for each standardized device model or classification. This is referring to the ABRP pricing table on page 11. Please use the updated ABRP pricing chart with new column headers.

In table E, the answer to the question would be how you would determine ABRP on each of the 3 pricing categories: A) Staging services; B) Est Shipping; C) Device Cost

Q: The RFP allows either an existing portal or a developed solution. Is there a preference for vendors with an existing, proven portal versus a custom-built solution for Great Hearts?

We typically are not fans of custom development, as it has the potential for longer-term problems, support, and future features. Not all vendors have existing portals that meet our needs, so the RFP was designed to allow for "custom-built " if they did not have an existing portal.

Q: Device standards are expected to change annually. Should ongoing portal maintenance and device updates be included in base pricing, or treated as a separate service?

Device Updates & Portal Maintenance are SEPARATE services.

Q: Who will have access to the ordering portal (school staff, IT only, finance), and are Role-based permissions required?

There will be 2 - 3 people at the school level who will place the order, and then it will route to our Home Office IT Regional Service Manager to approve the quote. The procurement vendor will then generate the quote and send the quote for e-signature approval (vendor will be provided the list of approvers for each school).

Q: Great Hearts America: Request for Proposal End User Device Procurement and Staging (Page 12) requests a sample quote for 1,050 Chromebooks, while also referencing Microsoft Shape the Future (StF), which applies to Windows devices.

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

Our apologies, this is a "carry over" from another RFQ, please ignore the StF Reference.

- Q: Could you please clarify whether vendors should proceed with a Chromebook quote without StF considerations? If StF pricing is required, vendors would need a valid Microsoft Letter of Eligibility (LOE), and the quoted devices would need to be Windows-based for the program to apply.**

Yes, If StF pricing is required, vendors would need a valid Microsoft Letter of Eligibility (LOE), and the quoted devices would need to be Windows-based for the program to apply

- Q: Appendix A includes “Forecasting” counts for Blossom Rock. Should forecasted quantities be included in ABRP pricing and evaluations, or treated as informational only?**

Since the ABRP is an annual number, and we will likely be ordering devices for Blossom Rock in Spring 2027, please include those quantities in your ABRP

- Q: Phoenix and America Home Office staff counts are listed separately with “na” for student devices. Should Home Office devices be included in the overall device volume and ABRP assumptions, and do they follow the same device standards?**

They follow the same device standards.

- Q: Great Hearts America: Request for Proposal End User Device Procurement and Staging (Page 18), under Offboarding and Revocation, states that access must be revoked if “a staff member of the procurement and staging vendor changes roles or leaves the vendor.” Does this requirement apply to any personnel change within the vendor organization, or only to individuals directly supporting the Great Hearts environment?**

Access Revocation applies only to those directly supporting Great Hearts. This requirement does not apply to any other personnel.

- Q: The RFP allows for multiple vendor awards. Under what circumstances would Great Hearts split services across multiple vendors versus selecting a single primary partner?**

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

Below are examples of when Great Hearts would split services across multiple vendors versus selecting a single primary partner:

- Vendor strength by region/state
- Vendor is great at sourcing the devices, but does not do the decommission process.
- Vendor is great at sourcing the devices, but does not stage/autopilot the devices.
- Vendor can do everything, but cannot offer the end user ordering portal with approval workflow.

Please keep in mind that we prefer having a limited number of vendors that we manage. The ideal situation is a single vendor that can do the entire RFP. However, we acknowledge that this may not be possible in some situations, so we wanted to “call it out” in the RFP.

Q: With future expansion noted (AZ, LA, UT, FL). Will geographic coverage and scalability be part of the evaluation criteria?

The ability to scale with Great Hearts will be a consideration in the evaluation criteria.