WASATCH PEAK ACADEMY
REQUEST FOR PROPOSALS

IT SERVICES PROVIDER

SECTION I
SELECTION SCHEDULE

Advertisement: This Request for Proposals will be published on Wasatch Peak Academy's website (https://www.wasatchpeak.org) from November 3, 2025 through at least 3:00 p.m. on November 11, 2025.

Deadline to Submit Proposals: 3:00 p.m. on November 11, 2025.

Proposal Opening: Proposals will be opened publicly at 3:00 p.m. on November 11, 2025 at Academica West located at 290 N. Flint St, Kaysville, Utah 84037. Offerors are NOT expected or required to attend the opening.

Tentative Award Date: November 2025.

Offeror to Provide Equipment and Services: December 1, 2025, or another date agreed to by the school.

SECTION II
INTRODUCTION

A. **General Information.** Wasatch Peak Academy ("WPA" or the "School") is a Utah nonprofit 501(c)(3) corporation and public charter school located in North Salt Lake, Utah. WPA serves students in grades K-6 and generally enrolls over 500 students each year.

B. **Campus Building.** WPA's building is a one-story building with approximately 28,024 square feet. The original building was built in 2005 and a library addition was added in 2009, and additional classrooms were added in 2013.

C. **Purpose of RFP.** WPA is currently requesting proposals for IT services and associated computer equipment as described herein.

D. **Award of Contract.** The contract will be awarded to the offeror whose proposal is determined to be the most advantageous to the school, taking into consideration evaluation factors set forth in the RFP. No other factors or criteria will be used in the evaluation. The final determination shall be in writing. The contract file will contain the basis on which the award is made. The school can reject any and all proposals, and it can waive any informality or technicality in any proposal received if it determines it would serve the best interests of the school. The school will open proposals publicly, identifying only the names of the offerors. Following the award decision, all offerors will be notified and all proposals become public information.

E.	**Protected Information.** If the proposal contains any trade secrets, commercial information or non-individual financial information that the offeror does not wish to become public, the offeror must submit a Claim of Business Confidentiality with the proposal. The Claim of Business Confidentiality must include a concise statement of reasons supporting the claim of business confidentiality (Utah Code § 63G-2-309(1)). The offeror must also submit one a "redacted" (excluding protected information) copy of the response, which should be clearly marked "Redacted Version." Pricing and service elements may not be protected.

SECTION III
PROPOSAL INFORMATION

A.	Proposals must be submitted in compliance with **Section IV** of this RFP.

B.	The goods and services required and offered in a proposal should meet the needs described below. Only one proposal may be submitted and considered per offeror. Offerors may include any special or unique services they plan to provide.

C.	Submission of a proposal will be construed to mean that the offeror understands the requirements contained herein, and the offeror can supply the described services.

D.	Proposals will be opened publicly as provided above. Proposals will be opened so as to avoid disclosure of contents to competing offerors during the process of negotiation. However, a register of proposals will be prepared and shall be open for public inspection after the contract is awarded. The school will cooperate with all potential offerors, to the extent reasonably possible, in their attempt to obtain information. Discussions may be conducted with offerors who submit proposals for the purpose of assuring full understanding of, and responsiveness to, the solicitation requirements. Offerors are NOT expected or required to attend the opening.

E.	Selection of the successful offeror will form a contract pursuant to which the successful offeror must honor for the school the prices for the equipment and services along with the other terms and conditions outlined in the successful proposal. All pricing and other terms must be honored for at least eighteen (18) months following award of the contract. Therefore, if selected, the successful offeror must be prepared to execute an agreement with the school pursuant to which it will provide the services and equipment on the terms and conditions outlined in the successful proposal. The successful offeror must be willing to enter into an agreement with the school in substantially the form set forth in the Sample Service Agreement provided with this RFP.

F.	**It is understood that the school reserves the right to accept or reject any or all proposals and/or to waive any or all formalities in any proposal or in the proposal process deemed to be in the best interests of the school. No agreement exists on the part of WPA until a contract is approved and executed by the school's Board of Directors.**

G.	Proposals received by any unapproved form are not acceptable and will not be considered.

H.	All inquiries, questions or requests for clarification must be submitted via email to Gabe Clark at gabe@academicawest.com and received prior to **3:00 p.m. on November 6, 2025**.

I.   This RFP does not obligate the school to pay for any costs of any kind whatsoever that may be incurred by an offeror/respondent or any third parties in connection with a response proposal. All responses and supporting documentation shall become property of the school. Further, the school shall not be liable to any offeror, person, or entity for any losses, expenses, costs, claims or damages of any kind arising out of, by reason of, or attributable to, the offeror responding to this RFP.

J.   Acceptance of an offer by the school does not obligate the school to enter into a contract with or purchase any item from the offeror, and no agreement to purchase will exist on the part of the school until an agreement is properly approved by the school's board of directors.

SECTION IV
PROPOSAL REQUIREMENTS

Potential offerors are hereby invited to submit a proposal for IT services.

It is mandatory that each proposal contain a cover letter/page which includes the following:

A statement of the offeror's intent to provide the services outlined in the proposal;
The complete company name and address;
Company contact person's name, phone number, and email address;
Company's website, if applicable; and
The signature of the company's authorized representative, including position/title.

Proposals must be submitted by email to Gabe Clark at gabe@academicawest.com in PDF format. **PROPOSALS MUST BE SEPARATED BY COST AND NON-COST RELATED INFORMATION. ALL COST INFORMATION MUST BE PROVIDED IN ONE PDF AND SHOULD BE LABELED "COST INFORMATION." ALL NON-COST INFORMATION MUST BE PROVIDED IN A SEPARATE PDF AND SHOULD BE LABELED "NON-COST INFORMATION." NO COST INFORMATION MAY BE SUBMITTED WITH THE NON-COST PORTION OF THE PROPOSAL.**

The email message submitting the proposal must have a subject line stating "PROPOSAL FOR IT SERVICES" or something similar and must be submitted on or before the date set forth above. Proposals received after this date and time will not be considered.

Proposals must be signed by the offeror.

SECTION V
PROPOSAL SPECIFICATIONS

A) The IT Services Provider will be expected to act as an independent contractor in the delivery of the described services to the school.

B) WPA is seeking to enter into a service agreement with the IT Services Provider for comprehensive IT support services, including creation of a long-term technology plan for the school, maintenance and periodic updating of the school's network architecture, and procurement of necessary equipment, as requested by the school. The successful proposal must satisfy the requirements set forth herein. Each offeror must provide a response in their proposal, in narrative format, to each of the following components.

1) *Qualifications and References.* Each offeror must provide the following information:

a) A brief outline of the company and services offered, including number of years in business, number of years the offeror has provided services to Utah charter schools, number of people currently employed.

b) Provide a narrative demonstrating experience and a track record for providing IT services to Utah charter schools or otherwise provide evidence demonstrating your ability to provide services to the school. Preference may be given to offerors who demonstrate a successful operating history, especially a history that includes providing services to Utah charter schools that are current clients.

c) Provide an outline of products offered and/or supported.

d) Provide information on current clients, including total number of clients and a list of current clients that are Utah charter schools.

e) Include a list of references that the school may contact to discuss your past performance and evaluate your ability to perform the required services.

f) Provide information about the qualifications of your personnel. Technical staff assigned to work for a member school must have the following credentials:

(i) Current licenses or certificates demonstrating their competency to perform the required duties.

(ii) Abilities and aptitudes to troubleshoot the network, computer, telecommunications, software, and hardware systems as needed, and to provide school personnel with appropriate counsel as often as required.

2) Scope of Work, Specifications, and Requirements

a) Please describe your expertise, ability, and proposed plan to work with the school to develop a comprehensive technology plan that efficiently implements available technology to meet the school's needs in a cost-effective manner.

b) Describe your experience with configuring a core network capable of satisfying the demands of the school's technology plan. Describe the proper industry standards that apply to said configuration, including: physical and virtual configurations, industry

standard backup systems, ongoing management and support of network resources, and industry standard seamless wireless connection throughout building. Please provide your definition of "proper industry standards" for this application in sufficient detail to allow comparison with the approach of other offerors.

c) Email System. Describe how you would support the school as necessary to maintain WPA's email system that is scalable, secure, auditable, and possesses necessary retention capabilities.

d) Internet Filtering. Please explain your understanding of the school's legal and ethical obligations to filter content pursuant to applicable laws including CIPA. Please describe your ability to audit, report, and identify an individual device and its user. In your response, please include:

(i) Whether, and to what extent, these capabilities extend to school devices both within and outside the school facility; and

(ii) Whether or not you recommend the use of multiple filtering techniques and identify said technique(s).

e) Phone Service. Describe your experience and ability to assist in defining specifications for phone services and to interface with telecommunications providers as required to implement system.

f) Alarm, Door Locking and Warning, Camera, and Vape Detection Systems. Describe your experience and ability to support the school to maintain alarm, door lock locking and warning, camera, and vape detection systems that are scalable, secure, and has the necessary functionality needed by the school.

g) End User Equipment Services.

(i) Describe your expertise and proposed approach to deploy, inventory, and maintain all user hardware in a timely and cost-effective manner.

(ii) Give an example of a standardized configuration to accommodate all computer platforms, user settings and controls. Provide details/methods for future customized imaging and software deployment.

(iii) Explain your experience with the implementation of appropriate settings and controls of devices depending on their use (i.e., student versus faculty).

(iv) Indicate whether, and to what extent, you provide real-time monitoring of student computers while in use.

h) Interactive Classroom Technology. Describe your experience and proposed approach related to advising and defining specifications for classroom technology, including configuration, deployment, and implementation of said technology.

i) Standardized Testing. Describe your understanding of the technical and logistical needs and requirements associated with standardized testing in charter schools. In addition, identify potential technical problems/issues associated with administering these tests, and indicate what, if any, support you provide to ensure smooth testing experience and compliance with applicable requirements.

j) Training and Professional Development. Identify *all* staff training you will provide as part of your proposal regarding the use of network resources you will provide, end-user hardware, and interactive classroom technology. In addition, describe your proposed approach to accommodating specific requests for staff training on routine work in order to reduce the cost of services.

k) Comprehensive Equipment Procurement. Please indicate whether you have access to, and the ability to purchase from, a variety of equipment vendors and whether, and to what extent, you pass on the direct cost of the equipment to the school or markup the price of the equipment purchased through these vendors. Indicate whether you offer participation in a volume-buying program to reduce costs for the school and whether, and to what extent, you pass on the direct cost of the equipment to the school or markup the cost equipment purchased through this program.

l) Describe your experience and ability to assist and advise the school in defining equipment specifications and analyzing technical requirements.

m) Indicate whether you support the school's position that warranty rights associated with all purchased/leased equipment should reside with the school.

n) When engaged in planning and decision making with the administration and/or Board of Directors, describe your proposed approach to providing a range of alternatives, including analysis of relative costs and benefits of each alternative.

o) Describe your proposed approach to address the management and inventory of all school technology equipment and licenses.

p) Describe your proposed approach to providing management and administration of data and records, including your ability to assist the school in protecting confidential data stored on the school's network and devices and addressing all applicable student data privacy and security requirements under which the school must operate.

q) Describe your proposed approach to protecting against security breaches of the school's network, including your proposed approach for who would be responsible in the event of a security breach.

r) Describe your proposed procedures for responding to support requests from administration and staff, including any help desk system that you have in place for submission of service requests. If multiple steps are involved, please indicate who is responsible at each step and applicable timelines for responses, actions, and identify established follow up procedures if any. In particular, please describe your procedures and timelines for responding to emergency service requests that significantly impact the school's ability to function.

s) Please identify any additional value-added services your company provides that would reduce expenses that the school would otherwise incur.

t) Indicate your hours of operation. Note: due to the nature of the services contemplated within this RFP, the school expects the successful offeror to provide service and support in a timely manner, both during regular business hours of approximately 8 am to 5 pm, Monday through Friday, as well as other times in order to address emergencies and other unforeseen problems that the school might encounter.

u) Indicate your willingness and ability to provide the services and products outlined in **Exhibit A**. Specify any alterations, additions, or deletions that you would propose in the scope of services offered to the school.

3) Budget and Estimated Pricing.

   a) **ALL COST INFORMATION MUST BE SUBMITTED IN A SEPARATE PDF DOCUMENT THAT IS CLEARLY LABELED. NO COST INFORMATION MAY BE INCLUDED WITH NON-COST PROPOSAL INFORMATION.**

      Ongoing Support and Maintenance Services; Management and Physical Maintenance of Property and Equipment; and Core Network Products

      (i) All offerors must provide a total cost breakdown for providing the school with all services and products set forth in **Exhibit A** for three (3) years. Offerors may provide both an hourly fee cost proposal and/or a fixed fee cost proposal (monthly and/or annual) but **must** provide a total cost amount in order to enable the school to objectively evaluate and score cost proposals. The Evaluation Committee will objectively score the cost portion of each proposal by using the following formula: *Total Cost Points Possible x (Lowest Proposed Price ÷ Proposal Price Being Evaluated)*. The offeror with the lowest proposed price meeting the requirements of the RFP will receive 100% of the cost points (30) and all other offerors will receive a portion of the cost points based on the formula above. **Note:** Proposals that are not compliant may not be considered.

4) Selection of the IT Service Provider will be based on the responses to the above-listed components in relation to the Evaluation Criteria set forth in the following section.

SECTION VI
SUBSTANTIVE EVALUATION CRITERIA

Note: Proposals that are not compliant with proposal specifications will not be considered.

Experience (20 points): This criterion is based on the overall depth and quality of the offeror's experience providing the required services to Utah charter schools as demonstrated in the proposal. An offeror's experience working with current clients who are Utah charter schools will be weighted more heavily.

Personnel Qualifications (10 points): This criterion is based on the demonstrated qualifications of the offeror's personnel.

Quality of References (10 points): This criterion is based on the information obtained regarding the quality of the offeror's services from the references provided. Information obtained from references that are Utah charter schools currently working with the offeror will be weighted more heavily.

Scope of Services (25 points): This criterion is based on the offeror's demonstrated expertise and ability to provide the full scope of required services to Utah charter schools. This criterion includes the offeror's willingness to enter into a service agreement on substantially the terms proposed.

Responsiveness – Geographic Proximity, Remote Capabilities (5 points): This criterion is based on the offeror's geographic proximity to WPA's schools and its ability to otherwise provide required services in a timely manner, such as through remote access capabilities.

Cost (30 Points): This criterion is based on the total cost of the services and products offered, in accordance with Section V(3)(a)(i), above, using the following formula: *Total Cost Points Possible x (Lowest Proposed Price ÷ Proposal Price Being Evaluated)*.

Total points available based on Evaluation Criteria: 100 points

<div align="center">**Exhibit A**</div>

Maintenance and support of the core network:

       Maintaining Client's computer network to keep the network running properly. This work is generally performed monthly. This support of the core network is essential to the health of the network.

1. Manage the health of the network through monthly management support, which includes but is not limited to:
    a. Ongoing management of data & records: Files, digital media, document management systems, software licensing, contractual information and historical data in accordance with Client's applicable retention schedule.
    b. Ongoing management of network connectivity (Internet connection, firewall, network switches (Layer2/Layer3), and remote/VPN access).
    c. Name resolution and IP management (two tiers of DNS; Internal and external DHCP and static).
    d. Ongoing Management of servers and services (Virtual servers, DNS, DOMAIN, WEB, VPN, MAIL, PRINT, FILE, & BACKUP).
        • Servers may include: 2 x Virtualized Domain Controllers with Active Directory, DNS, DHCP, 1 x Virtualized Exchange server, 1 x VMware vCenter Server managing ESXi infrastructure, 1 x VMware Backup Appliance (for backup management).

    e. Management and deployment of Microsoft Certified and Apple Certified updates and other system-wide patches and updates. (VMware, Windows Server 2003/2008/2012, Vista, 7, Exchange 2003/2007/2010/2012 & OS X, server services, Windows, anti-virus, and user applications).
    f. Maintenance and Security of web and FTP sites.
    g. Maintenance of user and network resources (usernames & passwords, logon scripts, network shares, and printers).
    h. Email management (users, addresses, global address books, SPAM control, Webmail access).
    i. Management of user applications.
    j. System-wide backups (data backups of core services and user files, also includes regular data audit).
    k. Security risk removal (viruses, Malware, Spyware, and network security scans internal/external).
    l. Documentation of systems and services (configurations, changes, designs, and implementations).
    m. Access to online HelpDesk to input work orders and track service, and receive priority service for work orders.
    n. 24x7x365 systems monitoring and access to 24x7x365 tech support.
    o. External security scans and vulnerability assessments.
2. Follow industry best practices to maintain and protect personally identifiable student data and to prevent data breaches. Implement a cyber security framework as defined in R277-487 or any successor legal requirement, as it may be amended from time to time. In addition, function as

the Client's IT Security Manager and perform the responsibilities of the Client's IT Security Manager as outlined in the Client's Data Governance Plan, including the following:

    a. Overseeing IT security at the Client's school(s);

    b. Helping the Client to comply with IT security laws applicable to the Client, including but not limited to R277-487 as it may be amended;

    c. Providing training and support to Client's employees on IT security matters;

    d. Investigating complaints of alleged violations of the Client's IT security policies, procedures, or plans;

    e. Investigating alleged security breaches of the Client's IT systems;

    f. Conducting data privacy and security auditing; and

    g. Reporting periodically to the Client's Board of Directors on the security of the Client's IT systems.

Management and physical maintenance of property and equipment:

Perform management and physical maintenance of property and equipment (Computers, servers, equipment, etc.). Maintaining the computer network requires scheduled service to keep the network running properly. To ensure there is minimal downtime, monitor core network equipment on an on-going basis. If there is a problem, it is addressed as needed. If no problem is found, schedule and perform this type of work on an annual basis, generally during the summer school break. This area of maintenance and support is identified and managed by Provider. This will include, but is not limited to:

1. Yearly cleaning of communications room including: taking core server and switches down, using specialized tools to clean the inside and outside of the machinery, then bringing this part of the network back up.

2. Inspection of all equipment in the network for physical damage.

3. Performing any warranty work as required on equipment that has been provided by Provider.

Core network products:

There are four main subscription services and certificates that Provider will maintain and deliver. This area of maintenance and support is identified and managed by Provider. These are billed as required to maintain the subscription or renew the certificate. They are:

1. Annual SSL Certificate Renewal. (There can be multiple SSL Certificates).

2. Provider -hosted offsite email gateway annual subscription.

3. Annual Provider DNS Filter annual subscription.

4. Firewall annual Subscription.

Ancillary System Support:

Perform management and maintenance of equipment and software connected to ancillary systems used and relied upon by the school, including alarms, door locking and warning, vape detection, and cameras.

*note: This is a basic list to support the core network. This list may vary depending on the needs and products used by the Client.

Definitions

Core Network: A core network, or network core, is the central part of a network that provides various services to customers who are connected by the access network. As part of the service, Provider supports this part of the network. Provider also monitors this network and addresses problems in real time.

Data: Distinct pieces of information usually formatted in a special way. Data refers to the documents and files that a user saves to their computer or to a network location. Provider has a backup scheme for data. This means all important documents can be accessed even in the event of a problem.

Network Connectivity: The physical (wired or wireless) connection of a computer network or an individual device to a network, such as the Internet or a LAN. Provider monitors both the network connectivity of the core network (central part of the network), and the network connectivity of individual PC, Mac, or tablets.

Name Resolution and IP Management: is a means of planning, tracking, and managing the Internet Protocol address space used in a network. It is important to plan and control this aspect of the network. A computer network can become very complex. Provider manages this for Client.

Servers: is a computer or software program. A server will run a program or provide a specific kind of service to another computer called a client. Provider supports servers as part of the maintenance and support Provider offers.

Server Updates: is a service provided by Provider that provides updates for the Microsoft Windows operating system and its installed components.

System Wide Patches: A patch is a piece of software designed to fix problems with, or update a computer program or its supporting data. This includes fixing security vulnerabilities and other bugs, and improving the usability or performance. Provider monitors and installs these patches. Though meant to fix problems, poorly designed patches can sometimes introduce new problems. Provider tests and verifies patches to avoid this and potential downtime.

User-Names: are an identification used by a person with access to a computer, network, or online service. Provider keeps these up to date. Each employee is given a new and unique username.

Logon Script: is a file that runs automatically every time the user logs on. It can be used to configure a users working environment at every logon, and it allows an administrator to control a users environment without managing all aspects of it. Provider manages this for Client.

Network Shares: are shared resources or a device or piece of information on a computer that can be remotely accessed from another computer**.** These are sometimes called network drives. Provider sets this up and maintains this for Client.

System wide Backups: are a copy of a file or directory on a separate storage device; this is made in case the original was accidentally damaged or erased. Provider has a comprehensive backup plan. Provider offers both image level and file level backup. This gives Provider the ability to recover from any type of data loss.

Viruses/ Spyware/ Malware: Software that is designed to harm a network or PC. This can either cause a machine to loose data or can gather information and send it back to the creator of the software. Protection against this type of malicious software is import to have in place. Provider maintain this protection for Client.

SSL Certificate: SSL (Secure Sockets Layer) is a standard security technology for establishing an encrypted link between a server and a client—typically a web server (website) and a browser; or a mail server and a mail client. A SSL Certificate allows this connection to be established. All browsers have the capability to interact with secured web servers using the SSL protocol. However, the browser and the server need what is called an SSL Certificate to be able to establish a secure connection. Provider establishes and renews this certificate for Client.

DNS Filter: Internet filtering refers to blocking undesirable content on the Internet. It helps Client filter and deny access to any unwanted material. The person who sets up the filter provides a system to block certain data. It may include advertising, a virus, sexual content, file transfer, or other offensive material. When a user makes a request for a Web page that has been blocked, the Internet filter keeps the request from being completed. It either blocks it completely or redirects it to another location. Provider sets up and maintains and monitors this for Client.

Firewall: A system designed to prevent unauthorized access to or from a private network. A firewall is considered a first line of defense in protecting private information. Provider sets up and maintains the firewall. This is important to the security of the network.

Strategic Consulting: Consulting services offered by Provider. This includes Consulting for the current and future IT needs of the school, consulting for new curriculum, and management and governance consulting. Provider offers this to Client at the flat hourly rate provided in the Agreement.