

REQUEST FOR PROPOSAL

Information Technology Managed Services

The Ranches Academy

7789 North Tawny Owl Circle
Eagle Mountain, UT 84005

RFP Issue Date: August 17, 2026

Proposal Due Date: August 24, 2026, 12:00 PM (noon) MT

Point of Contact: Stephanie Colson, Operations Director - scolson@theranchesacademy.com

1. Introduction and Purpose

The Ranches Academy ("the School") is a Utah public charter school serving students in grades K-6 in Eagle Mountain, Utah. The School is issuing this Request for Proposal ("RFP") to solicit competitive proposals from qualified managed service providers ("Vendor" or "Provider") to deliver comprehensive outsourced information technology (IT) support services to the School.

The purpose of this RFP is to ensure the School receives high-quality, cost-effective, and reliable IT services appropriate for a small K-6 charter school, and to allow the School's Board and administration to evaluate the School's current IT service arrangement against other qualified providers in the market ahead of future contract decisions. The School's current IT services provider is welcome to submit a proposal in response to this RFP.

2. Background and Current IT Environment

The School operates a single campus location and currently outsources its day-to-day IT support, network administration, cybersecurity, and related technology services to a third-party managed service provider. The current scope of outsourced services includes, among other items: help desk support (onsite and remote), patch management, endpoint security and antivirus management, content filtering, phishing simulation and security awareness training, backup and disaster recovery, 24/7/365 network monitoring, vendor and license management, and strategic IT consulting through a dedicated client success manager.

Current contract reference. The School's existing IT services agreement commenced July 1, 2025 for an initial three-year term, with a current base fee of \$2,300 per month (increasing 5% annually), plus pass-through costs for certain managed software licenses (e.g., Microsoft 365, Google Workspace, endpoint detection and response, remote monitoring and management, content filtering, and backup software). Termination of that agreement requires at least 60 days' written notice in advance of the applicable contract anniversary date. Vendors should note this timing when proposing an anticipated transition or onboarding schedule; the School will confirm the actual availability date for a new provider relationship separately.

Vendors should size their proposals for a single small K-6 campus. Approximate environment details (student enrollment, staff headcount, device counts, and server/network inventory) will be provided to short-listed vendors upon request and execution of a mutual non-disclosure agreement, if required.

3. Scope of Services Requested

Vendors should address their ability to provide each of the following service categories:

A. Onboarding and Transition

- Documentation of existing infrastructure, hardware, software, and technology workflows.
- Onsite orientation and introduction for School staff.
- Assessment and review of existing IT systems, with a written onboarding report including findings, recommendations, and budget guidance.
- Network remediation or reconfiguration as needed to meet the Vendor's supported standards.

B. Help Desk and Onsite Support (Tier 1 / Tier 2)

- Defined weekly onsite support hours (the School's current arrangement includes a minimum of 4 hours onsite per week); proposals should state the Vendor's proposed onsite coverage.
- Remote (off-site) help desk support with a ticketing system for issue tracking.
- Tier 2 escalation support onsite as needed for more complex issues.
- Emergency and off-hours support availability.
- Workstation installation, imaging, and migration support.

C. Patch and Software Management

- Server operating systems.
- Client operating systems (desktops/laptops).
- Network equipment (routers, firewalls, switches, wireless access points, UPS).
- Standard business applications (e.g., Microsoft Office, Adobe, web browsers) and any in-house or education-specific applications.

D. Cybersecurity

- Endpoint antivirus/anti-malware management (the School currently uses a State-issued endpoint protection tool that must continue to be supported/managed).
- Multi-factor authentication (MFA) deployment and management.
- Content/internet filtering appropriate for a K-6 school environment, including CIPA compliance considerations.
- Phishing simulation and security awareness training for staff.
- VPN and network security architecture.
- Cyber insurance auditing/support and recommendations on appropriate coverage.

E. Backup, Business Continuity, and Disaster Recovery

- Server and data backup solutions, including offsite/cloud replication.
- Data restoration and recovery services and documented recovery time objectives.
- Disaster recovery planning appropriate for school operations.

F. Network and Infrastructure Management

- Management of routers, switches, firewalls, wireless networks, and UPS devices.
- 24/7/365 monitoring of servers and network infrastructure, with alerting during and outside of school hours.

G. Vendor, License, and Asset Management

- Software license inventory tracking, including expirations and renewals.
- Hardware inventory and lifecycle management.
- Coordination with third-party vendors (telecom providers, filtering providers, hardware/software vendors, phone system vendors, electricians, etc.) as needed.
- Domain name, DNS, and SSL certificate management, including renewals.

H. Strategic and Tactical IT Support

- An assigned client success manager or equivalent point of contact.
- Regular (e.g., quarterly) technology review meetings with School leadership.
- IT budgeting and forecasting support.
- Support with employee technology onboarding and offboarding.
- Support developing and monitoring technology-related goals aligned with the School's operational needs.

I. Procurement and Deployment

- Evaluation and recommendations for hardware, software, and cloud services purchases.
- Purchasing coordination, staging, and deployment of new equipment, including for new employees.
- Support with equipment returns/RMAs as needed.

J. Multi-Platform and Student Data Considerations

- Support for Windows, macOS, and ChromeOS devices used by staff and students.
- Familiarity with FERPA and applicable Utah student data privacy laws, and how the Vendor's practices support the School's compliance obligations for student data handled on School systems.

4. Service Level Expectations

Proposals should clearly state the Vendor's standard service levels, including at minimum:

- Target response and resolution times by issue severity/priority level.
- Guaranteed minimum onsite support hours per week, and how additional onsite time is billed if needed.
- After-hours and emergency/on-call support availability and associated costs, if any.
- Network/server uptime monitoring commitments and escalation procedures.
- Reporting cadence (e.g., monthly or quarterly reporting on tickets, uptime, and security posture).

5. Vendor Qualifications and Requirements

Vendors should demonstrate the following in their proposal:

- Experience providing managed IT services to Utah public charter schools or comparable K-12 organizations, including relevant client references (a minimum of three references is requested).

- Relevant staff certifications and qualifications of the personnel who would be assigned to support the School.
- Evidence of financial stability and business longevity.
- Proof of appropriate insurance coverage, including General Liability and Cyber/Technology Errors & Omissions insurance, with certificates available upon request.
- Data handling, privacy, and security practices applicable to K-12 school environments.

6. Contract Terms Requested

In addition to pricing, please address the Vendor's standard terms regarding:

- Proposed contract term length, renewal structure, and any automatic renewal provisions.
- Termination rights and required advance notice for either party.
- Pricing structure (flat monthly fee, per-device, per-user, or hybrid) and any annual escalation/increase provisions.
- Which software licenses or tools are included in the base fee versus billed as pass-through or additional costs.
- Data ownership, data return, and transition assistance obligations upon termination or expiration of the agreement.
- Any non-solicitation, exclusivity, or similar restrictive provisions that would apply to the School or its future hiring decisions.
- Liability, indemnification, and insurance provisions.

7. Proposal Submission Requirements

Proposals should be organized to include, at minimum:

- Company overview, including years in business and relevant K-12/charter school experience.
- A point-by-point response to the Scope of Services in Section 3.
- Proposed service level commitments as described in Section 4.
- A detailed pricing breakdown, including one-time onboarding/transition costs, recurring monthly fees, pass-through licensing costs, and any optional or out-of-scope services with associated pricing.
- Proposed staffing plan, including onsite coverage hours and escalation path for after-hours issues.
- At least three client references, preferably from Utah charter or public schools.
- Certificates of insurance or a summary of current coverage.
- A sample services agreement and/or service level agreement (SLA) for review.

Proposals should be submitted electronically to **Stephanie Colson, Operations Director** at **scolson@theranchesacademy.com** no later than the proposal due date listed in Section 9.

8. Evaluation Criteria

Proposals will be evaluated based on the following weighted criteria:

Evaluation Criterion	Weight	Notes
Total cost / value	30%	Monthly recurring fees, onboarding/transition costs, pass-through licensing, and any hidden or additional fees.
Scope and comprehensiveness of services	20%	Ability to fully meet or exceed the Scope of Services in Section 3.
K-12 / charter school experience	20%	Experience supporting Utah public charter schools or similarly sized K-12 organizations.
Service levels and support model	15%	Response/resolution times, onsite coverage, after-hours support.
References and reputation	10%	Client references, longevity, financial stability.
Proposal quality and responsiveness	5%	Completeness of proposal and timeliness of communication during the RFP process.

9. RFP Timeline

Milestone	Date
RFP issued	August 17, 2026
Deadline for vendor questions	August 20, 2026
School responses to questions issued	August 21, 2026
Proposals due	August 24, 2026, by 12:00 PM (noon) MT
Vendor interviews/presentations (if needed)	August 26 - 28, 2026
Vendor selection and award	On or before September 4, 2026
Anticipated service start date	Subject to notice requirements under the School's current IT services agreement - see Section 2

10. Questions and Point of Contact

All questions regarding this RFP should be directed in writing to **Stephanie Colson, Operations Director**, at **scolson@theranchesacademy.com**. The School reserves the right to reject any or all proposals, to waive minor irregularities in proposals received, and to negotiate final terms with the selected Vendor. Submission of a proposal does not obligate the School to award a contract.