NATIONAL HERITAGE ACADEMIES™

Elevating education. Building character.™

REQUEST FOR PROPOSAL

Internet Access Services

Released in conjunction with Funding Year 2027 FCC ("E-Rate") Form 470 Application #270002819

1. INTRODUCTION

National Heritage Academies (NHA) is a charter school management company currently operating 100+ schools in 9 states serving more than 65,000 students in grades K - 12. Our vision is "Leading through Student Achievement and Moral Character". To support this vision, we strive for operational excellence.

NHA can obtain E-Rate discounts/reimbursements and will apply for such reimbursements under the contract(s) awarded based on this proposal (See Form 470 application number above). NHA is seeking E-Rate funding for these schools with approval set for the 2027/2028 school year.

NHA currently has a Service Center at 3850 Broadmoor Ave SE, Grand Rapids, Michigan 49512 (this Service Center site is not eligible for the E-Rate discount) in addition to the 100+ schools. More school locations may be added in future years. It is expected that the number of new schools will be less than 15 over the next 3 years. Some schools within this RFP are either new and were not previously eligible for E-Rate discounts, have contracts that will be reaching their end date, or have more bandwidth needs than their current circuit/contract provides.

2. PURPOSE OF THE REQUEST FOR PROPOSAL (RFP)

NHA has requirements for the following services:

- High Speed Internet for 58 schools

Bidders are encouraged to respond even if they have coverage for only some of the schools. NHA is anticipating that one company will not be able to meet all their needs in every market.

3. SPECIFICATIONS

Internet Requirements

NHA is looking for a solution that provides high quality and availability at a competitive price. The mean time to recover service in the event of an outage is also important.

All internet circuits will need at least one user-assignable static IP address available for NHA hardware.

Copper ethernet/electrical hand-off required for all internet circuits. We cannot support direct fiber handoff to our network hardware.

Bids for internet circuits should include pricing for:

Single internet circuit at 200 Mbps download and 200 Mbps upload
Single internet circuit at 500 Mbps download and 500 Mbps upload
Single internet circuit at 1 Gbps download and 1 Gbps upload

Service uptime for all internet circuits must be 99.99%.

Latency must not exceed 80ms one-way.

NHA prefers that the ISP hardware is on the school's Uninterruptable Power Supply (UPS) in the case of a power outage and that the ISP hardware is plugged into the UPS when the installation is completed by the vendor. All UPS hardware is located in the school's MDF/main server room. NHA recognizes that some ISPs only deliver to the Minimum Point of Entry (MPoE), which may not be the same as the MDF. If *that is the case for the installation services you offer, NHA is requesting that cost information for an extension to the MDF is included in your bid.* NHA understands a site survey may need to be conducted to provide this pricing. To arrange for a site survey at any location(s), please contact either Matthew Hammerstein (mhammerstein@nhaschools.com; 734-560-5870) or Eric Velting (evelting@nhaschools.com; 616-929-1038).

All information and pricing in your response must remain valid for a period of at least 90 days following the proposal due date.

The minimum bandwidth requirement at each school in the following table is a single internet circuit at 200Mbps download and 200Mbps upload. NHA is also interested in single internet circuits at 500 Mbps download and 500 Mbps upload as well as single internet circuits at 1 Gbps download and 1Gbps upload as some locations have higher bandwidth needs.

It is acknowledged that these speeds are not always available at every location so bidders may respond with the speeds they do have available, if desired.

Bidders must provide a quote for 12-month, 24-month and 36-month contracts. **The beginning and end of the services, billing and contracts must correlate with the E-Rate calendar year (July 1, 2027-June 30, 20xx)**. Please note if there are monthly hardware lease charges (modem, router, etc). A wireless gateway is not desired as these locations have an enterprise wireless system installed. NHA has enterprise-level firewall and filtering solutions in place and does not need firewalling or filtering at the ISP device level.

School locations needing internet services are as follows:

School	Address	City, State Zip	Main Phone
Achieve	3250 Denton Rd	Canton MI 48188	734-397-0960
Apex	16005 Terrace Rd East	Cleveland, OH 44112-2001	216-451-1725
Arbor Prep	6800 Hitchingham Rd	Ypsilanti, MI 48197	734-961-9700
Atlanta Heights	3712 Martin Luther King Jr Dr SW	Atlanta, GA 30331-3674	404-472-3003
Brooklyn Dreams	259 Parkville Ave	Brooklyn, NY 11230	718-859-8400
Brooklyn Excelsior	856 Quincy St	Brooklyn, NY 11221	718-246-5681
Brooklyn Scholars	2635 Linden Blvd	Brooklyn, NY 11208	718-348-9360
Burton Glen	4171 E Atherton Rd	Burton, MI 48519	810-744-2300

Canton	49100 Ford Rd	Canton, MI 48187	734-453-9517
Canton Prep	46610 Cherry Hill Rd	Canton, MI 48187	734-404-6776
Center Line Preparatory Academy	8155 Ritter St	Center Line, MI 48015	586-574-5500
Chandler Woods	6895 Samrick Ave NE	Belmont, MI 49306	616-866-6000
Cross Creek	7701 Kalamazoo Ave Se	Byron Center, MI 49315	616-656-4000
Detroit Enterprise	11224 Kercheval St	Detroit MI 48214	313-823-5799
Detroit Merit	1091 Alter Rd	Detroit, MI 48215	313-331-3328
Detroit Premier	7781 Asbury Park	Detroit MI 48228	313-945-1472
Eagle Crest	11950 Riley St	Holland, MI 49424	616-786-2400
East Arbor	6885 Merritt Rd	Ypsilanti MI 48197	734-484-5506
Excel	4201 Breton Rd Se	Grand Rapids MI 49512	616-281-9339
Flagship	13661 Wisconsin St	Detroit, MI 48238	313-933-7933
Fortis	3875 Golfside Dr	Ypsilanti, MI 48197-3726	734-572-3623
Foundations	340 S 45th Ave	Brighton CO 80601	303-659-9519
Grand River	28111 Eight Mile Road	Livonia, MI 48152	248-893-6100
Great Oaks	4257 Bart St	Warren MI 48091	586-427-4540
Hamtramck	11420 Conant St	Hamtramck MI 48212	313-368-7312
Keystone	47925 Bemis Rd	Belleville, MI 48111-9760	734-697-9470
Knapp	1759 Leffingwell Ave Ne	Grand Rapids, MI 49525	616-364-1100
Landmark	10566 Memphis St	Commerce City, CO 80022	303-287-2901
Laurus	24590 Lahser Rd	Southfield, MI 48034	248-799-8401
Legacy	4900 E Hildale St	Detroit MI 48234	313-368-2215
Linden	3244 N Linden Rd	Flint, MI 48504	810-720-0515
Matthews	2332 Mount Harmony Ch Rd	Matthews, NC 28104	980-339-5449
Metro	34800 Ecorse Rd	Romulus, MI 48174	734-641-3200
North Saginaw	2332 Trautner Dr	Saginaw, MI 48604	989-249-5400
Oakside	355 Summit Dr	Waterford, MI 48328	248-706-2000
Paragon	3750 Mccain Rd	Jackson MI 49201	517-750-9500
Peak	1601 Orchard Villas Ave	Apex NC 27502	919-377-1552
Pembroke	19940 Mansfield Street	Detroit, MI 48235	313-243-0092
Plymouth	48484 N Territorial Road	Plymouth Twp., MI 48170	734-459-6149
Prevail	353 Cass Ave	Mount Clemens, MI 48043	586-783-0173
Quest	24745 Van Born Rd	Taylor, MI 48180	313-299-0534
Reach	25275 Chippendale St.	Roseville, MI 48066	586-498-9171
Regent Park	15865 E 7 Mile Rd	Detroit MI 48205	313-371-1300
River City	944 Evergreen Street SE	Grand Rapids, MI 49507-2051	616-248-3390
Riverton Street	11834 Riverton St	Saint Albans, NY 11412	718-481-8200
South Arbor	8200 Carpenter Rd	Ypsilanti, MI 48197	734-528-2821
South Canton	3085 S. Canton Center Rd	Canton MI 48188	734-398-5658
South Pointe	10550 Geddes Rd	Ypsilanti MI 48198	734-484-0118
Summerfield Prep** **New Build opening Fall 2027	5300 US 220 N	Summerfield, NC 27358	

Taylor Exemplar	26727 Goddard Rd.	Taylor, MI 48180	734-941-7742
Taylor Prep	9540 Telegraph Road	Taylor MI 48180	313-668-2100
Vanderbilt	301 West 16th St	Holland, MI 49423	616-820-5050
Vanguard	1620 52nd St SW	Wyoming, MI 49519	616-538-3630
Vista	711 32nd St SE	Wyoming, MI 49548	616-246-6920
Walton	744 East Walton Blvd	Pontiac, MI 48340	248-371-9300
Warrendale	19400 Sawyer Rd	Detroit, MI 48228-3330	313-240-4200
Westfield Prep	23750 Elmira Ave	Redford, MI 48239	313-778-7990
Windemere Park	3100 W Saginaw St	Lansing, MI 48917	517-327-0700

Response Formats

Spreadsheet Response

NHA has provided a spreadsheet for all vendors to present NRC and MRC cost information as well as note requested/required items. **Please input your information into the spreadsheet and include it with your written/detailed bid response, otherwise your bid may not be considered.**

- Please include hardware, installation, start-up and recurring monthly costs for:
  - Single internet circuits with 200Mbps download and 200Mbps upload
  - Single internet circuits with 500Mbps download and 500Mbps upload
  - Single internet circuits with 1Gbps download and 1Gbps upload
- Please provide a realistic estimate of any one-time construction/installation/set-up costs, if applicable.
- Pricing for 12, 24 & 36 month terms—please use the provided tabs on the spreadsheet to differentiate between the contract terms
- We understand that service providers often work together to bring internet services to a location. With this in mind, there are two scenarios that typically apply for a single circuit:
  1. The circuit relies solely on infrastructure owned/operated by your organization in order to complete the connection into the school building.
  2. The circuit relies on one or more third parties to provide infrastructure such as fiber and/or Customer Premise Equipment (CPE) to complete the connection into the school building.

  If your bid includes any circuits described by scenario #2, please provide the name(s) of the third party carrier(s) and specify where their infrastructure is used. You are welcome to bid circuits for one or both scenarios.
- Please provide any cost information for the hardware to be extended/installed to the school's main server room/MDF. If your services would typically be installed to only the Minimum Point of Entry (MPoE), NHA is requesting that cost information for an extension to the MDF is included in your bid. NHA understands a site survey may need to be conducted to provide this pricing. To arrange for a site survey at any location(s), please contact either Matthew Hammerstein (mhammerstein@nhaschools.com; 734-560-5870) or Eric Velting (evelting@nhaschools.com; 616-929-1038).
- Please detail your organization's IPv6 peering, routing and addressing policy.

Written Response

The written response must include the following:

- A company history (less than one page)
- Company financial information (for private companies, provide as much information as you can)
- A description of the technology proposed
- A description of the customer management capabilities offered by the system
- A description of any traffic prioritization mechanisms supported by the network
- A description of the techniques for adding capacity to each school site
- A description of the metrics and reports for manageability
- A description of the scalability of the solution
- A description of costs including taxes, one-time charges, hardware rental, etc. *Please note which costs are E-Rate eligible and which costs are not E-Rate eligible.*
- Description of your organizations IPv6 peering, routing and addressing policy
- **A description of the procedure for increasing bandwidth in the future, including any required vendor hardware changes, downtime, or customer required on-site interaction.** NHA expects that a future speed increase would be done as an upgrade with contract dates co-termed with the original contract.
- Implementation timeline – You are encouraged to do a site survey to ensure accurate costs are bid and the required turnup date of July 1, 2027 are met. To arrange for a site survey at any location(s), please contact either Matthew Hammerstein (mhammerstein@nhaschools.com; 734-560-5870) or Eric Velting (evelting@nhaschools.com; 616-929-1038).
- Copy of service agreement and contract documentation
- Service levels for availability
    - Service approach
    - Response time objectives when an outage occurs
- If available, a description of remote network management services for 24/7 coverage
    - Services provided
    - Service levels available
- References
    - Name and phone number of two customers with similar service(s)
    - Customers must be established customers with a minimum of two years of service with vendor to be used as a reference.
- The company's E-Rate SPIN, or proof of filing for one with USAC *

    * = *Note: For guidance with obtaining a SPIN, call USAC at 888-203-8100 or visit http://www.usac.org/sl/service-providers/step01/default.aspx*

Include all service agreements, terms and conditions, and other documents that are included in your contract.

The items requested within this RFP may or may not be USF eligible. All non-eligible products and services must be itemized. Please use the 2026 USF Eligible Services List located on the USAC website (http://www.usac.org/sl/) for guidance. (Note: It is the vendor's responsibility to check for updates and corrections prior to submitting bids/quotations.)

NHA reserves the right to only read the responses to the information requested.

Proposal Evaluation

Each proposal to the requested information in the RFP will be evaluated on the following set of criteria, in order of weighted importance:

Price/Charges—including any required hardware, installation, start-up, monthly service, etc. Cost is the most heavily weighted factor, but this does not mean lowest bid will be awarded the contract

Product/Service Quality—including manageability, scalability, technology, performance service levels, etc.

Understanding of needs—including implementation schedule, time to recover when an outage occurs, contract, etc.

Personnel qualifications

References and/or prior experience

3. RFP TIMELINE AND COMMUNICATION

The timeline for this proposal is as follows:

- October 29, 2026 — Release of Request for Proposal
- November 5, 2026 — All questions are due from vendors by 5:00 PM EST
- November 12, 2026 — Answers to all questions will be e-mailed to vendors
- December 10, 2026 — Completed responses due to NHA by 4:00 PM EST
- December 29-30, 2026 — NHA Selected Vendor Presentations
- January 8, 2027 — Selection of winning proposal
- January 29, 2027 — Signed and dated contracts
- July 1, 2027 — Contract start date

All questions concerning this request for proposal should be referred to Meghan Redder (mredder@nhaschools.com) by 5:00 PM EST on November 5, 2026.

Responses are due to Jim Hines at National Heritage Academies no later than December 10, 2026 at 4:00 PM EST. Please submit one hard copy and one electronic copy.

Jim Hines
National Heritage Academies
3850 Broadmoor Ave. SE
Grand Rapids, Michigan 49512

Email: jhines1@nhaschools.com (please cc mredder@nhaschools.com on all email submissions)

Phone: 616.954.6366

NHA asks that all hard copies are sent to the NHA Service Center by mail or shipping carrier and not physically dropped off at the front desk. When possible, please send electronic copies by email. However, we understand a thumb drive or other media may be necessary for larger files.

NHA reserves the right to accept any proposals that it feels best meets its needs according to the specifications. NHA reserves the right to accept a portion of the proposal(s) to best fit the needs of each school. NHA reserves the right to reject any or all of the proposals. This notification may occur at any time after the issuance of the RFP. NHA reserves the right to negotiate the final terms and conditions, including price, of any contract awarded for this service. NHA reserves the right to delay installation and/or nullify the agreement if E-Rate funding is not approved in a timely manner by the SLD. Your

response will become legally binding and will become an addendum to the contract. All responses will be kept confidential to the extent that is allowed by the E-Rate program. The winning bid(s) may be sent to USAC if required. The RFP bid documents become the property of NHA. Late bids may not be considered.

Accepted bids and contracts from this proposal shall replace any existing contracts and services for the specified locations and services.