

**REQUEST FOR PROPOSALS
FOR TECHNOLOGY SERVICES FOR 2020-2021 SCHOOL YEAR
IMPACT PUBLIC SCHOOLS**

Please submit all proposals electronically to:

ipsoperations@impactps.org

with the subject line "RFP- Technology Services"

Due: October 22, 2020 at 3:00 PM, PST

Impact Public School does not discriminate against any employee or applicant for employment because of on sex, race, creed, religion, color, national origin, age, marital status, honorably discharged veteran or military status, sexual orientation, gender expression, gender identity, disability, the use of a trained dog guide or service animal by a person with a disability, or any other protected classification.

Notice Requesting Proposal

Notice is hereby given that Impact Public Schools (hereinafter referred to as IPS) is requesting proposals from qualified entities (hereinafter referred to as Proposer[s]) to provide technology services during the 2020-21 school year. IPS may select one or more entities to provide these services.

The Request for Proposal (RFP) documents may be downloaded from IPS's website at <http://impactps.org/about/procurement> IPS will record and provide answers to any questions or requests for clarifying information about the RFP during the question and answer period. All answers will be posted on IPS's website at <http://impactps.org/about/procurement>

Proposers may submit their proposal by e-mail to ipsoperations@impactps.org and labeled: ImpactPS_2020-2021_Technology Services. IPS will accept all proposals received on or before **October 22, 2020 at 3:00 PM, PST**. IPS will not accept proposals that are received after the deadline.

IPS reserves the right to reject any or all proposals and to waive any errors or corrections in a proposal or in the proposal process. IPS will award the Contract based on a review and analysis of the proposals by an Operations Committee to determine which proposal best meets the needs of IPS.

The process will include a review and evaluation of Proposer's methodology and the procedures that they will employ to provide the services identified in this RFP. To the extent that a Proposer has past experience providing similar services to this or other educational entities, this information should be indicated in the proposal.

I. Administrative and General Information

School Information: Impact Public Schools (IPS) is a nonprofit organization based in Tukwila, Washington that has been authorized by the Washington State Charter School Commission to open and operate three public K-5 schools:

- Impact | Puget Sound Elementary (I|PSE) in Tukwila. PSE will serve grades K-2 during the 2020-2021 school year and will grow by a grade year until the school serves grades K-5.
- Impact | Salish Sea Elementary (I|SSE) in Seattle. SSE will serve grades K-1 during the 2020-2021 school year and will

grow by a grade year until the school serves grades K-5.

- Impact | Commencement Bay Elementary (I|CBE) in Tacoma. CBE will open in the 2021-2022 school year and serve grades K-1 and will grow by a grade year until the school serves grades K-5.

II. Purpose:

IPS seeks proposals from qualified respondents (the “Proposers”) interested in providing technology services as described in this proposal.

IPS will require the Proposer to provide comprehensive services, management, superior workforce, and service supervision. The Proposer will supply and pay for all labor and materials necessary to deliver the proposed service.

The Proposer is responsible for all day-to-day technology services operations (refer to Scope of Services). IPS expects Proposer to have the staffing, resources, materials, and expertise necessary to complete the service required as well as a plan to deliver high-quality, dependable technology service. Proposers are to have a management structure that will ensure high-quality customer service, as well as a plan to maintain responsiveness and effective communication with the IPS operations team and parents. Proposers are expected to offer the requested service at a competitive price, and all of the necessary factors that contribute to the price must be included in the proposed price. Proposer is to have a demonstrated track record of success in the industry, is to provide positive references, and is to have sound business practices that show fiscal responsibility.

Contract Period: This proposal addresses the contract period October 8, 2020 through July 31, 2021. The contract may be renewed and extended upon mutual written agreement by both parties.

III. Scope of Services

The technology contractor shall provide all materials, labor and equipment required to complete all technology maintenance work as specified in the contract. The technology contractor shall be familiar with the project premises and how the existing conditions will affect his/her work.

The scope of services shall include technology services as outlined below:

Project	Site	Task	Due Date
E-Rate	Impact Puget Sound Elementary (open now)	Secure/manage/implement E-Rate	E-Rate Deadline
E-Rate	Impact Salish Sea Elementary (open now)	Secure/manage/implement E-Rate	E-Rate Deadline
E-Rate	Impact Commencement Bay (opens Fall 2021)	Secure/manage/implement E-Rate	E-Rate Deadline
E-Rate	Impact Renton (opens Fall 2022)	Secure/manage/implement E-Rate (if pre-work/pre-planning required)	E-Rate Deadline
Building Setup for Mid-Year Move	Impact Salish Sea Elementary modulars	Projector setup and ready in every classroom	January 1, 2021
Building Setup for Mid-Year Move	Impact Salish Sea Elementary modulars	Doc cam setup and ready in every classroom	January 1, 2021
Building Setup for Mid-Year	Impact Salish Sea Elementary	Intercoms set up and ready in every	January 1, 2021

Move	modulars	classroom	
Building Setup for Mid-Year Move	Impact Salish Sea Elementary modulars	Chromebooks setup and ready for every student	January 1, 2021
Building Setup for Mid-Year Move	Impact Salish Sea Elementary modulars	Phone line set up for the school	January 1, 2021
Building Setup for Mid-Year Move	Impact Salish Sea Elementary modulars	Internet set up for the school	January 1, 2021
Building Setup for Fall 2021 School Year	Impact Puget Sound Elementary	Projector setup and ready in every classroom (18 classrooms total; some returning)	August 1, 2021
Building Setup for Fall 2021 School Year	Impact Puget Sound Elementary	Doc cam setup and ready in every classroom (18 classrooms total; some returning)	August 1, 2021
Building Setup for Fall 2021 School Year	Impact Puget Sound Elementary	Intercoms set up and ready in every classroom (18 classrooms total; some returning)	August 1, 2021
Building Setup for Fall 2021 School Year	Impact Puget Sound Elementary	Chromebooks setup and ready for every student (510 students total; some returning)	August 1, 2021
Building Setup for Fall 2021 School Year	Impact Puget Sound Elementary	Laptops setup and ready for every employee (44 employees total; some returning)	August 1, 2021
Building Setup for Fall 2021 School Year	Impact Puget Sound Elementary	Hotspots ready for 1% of student population	August 1, 2021
Building Setup for Fall 2021 School Year	Impact Puget Sound Elementary	Phone line set up for the school (returning)	August 1, 2021
Building Setup for Fall 2021 School Year	Impact Puget Sound Elementary	Internet set up for the school	August 1, 2021
Building Setup for Fall 2021 School Year	Impact Salish Sea Elementary at Othello	Projector setup and ready in every classroom (9 classrooms)	August 1, 2021
Building Setup for Fall 2021 School Year	Impact Salish Sea Elementary at Othello	Doc cam setup and ready in every classroom (9 classrooms)	August 1, 2021
Building Setup for Fall 2021 School Year	Impact Salish Sea Elementary at Othello	Intercoms set up and ready in every classroom (9 classrooms)	August 1, 2021
Building Setup for Fall 2021 School Year	Impact Salish Sea Elementary at Othello	Chromebooks setup and ready for every student (252 students, some returning)	August 1, 2021
Building Setup for Fall 2021 School Year	Impact Salish Sea Elementary at Othello	Phone line set up for the school	August 1, 2021

Building Setup for Fall 2021 School Year	Impact Salish Sea Elementary at Othello	Laptops setup and ready for every employee (25 employees total; some returning)	August 1, 2021
Building Setup for Fall 2021 School Year	Impact Salish Sea Elementary at Othello	Hotspots ready for 1% of student population	August 1, 2021
Building Setup for Fall 2021 School Year	Impact Salish Sea Elementary at Othello	Internet set up for the school	August 1, 2021
Building Setup for Fall 2021 School Year	Impact Commencement Bay	Projector setup and ready in every classroom (9 classrooms)	August 1, 2021
Building Setup for Fall 2021 School Year	Impact Commencement Bay	Doc cam setup and ready in every classroom (9 classrooms)	August 1, 2021
Building Setup for Fall 2021 School Year	Impact Commencement Bay	Intercoms set up and ready in every classroom (9 classrooms)	August 1, 2021
Building Setup for Fall 2021 School Year	Impact Commencement Bay	Chromebooks setup and ready for every student (252 students)	August 1, 2021
Building Setup for Fall 2021 School Year	Impact Commencement Bay	Phone line set up for the school	August 1, 2021
Building Setup for Fall 2021 School Year	Impact Commencement Bay	Internet set up for the school	August 1, 2021
Building Planning for Fall 2022 Launch	Impact Renton	Consult on tech planning for Impact Renton by engaging with WCSD, architects, etc.	August 1, 2021
Troubleshooting	Impact Puget Sound Elementary	Provide troubleshooting / repairs / maintenance for laptops, Chromebooks, internet, and other hardware throughout the year	Ongoing
Troubleshooting	Impact Salish Sea Elementary	Provide troubleshooting / repairs / maintenance for laptops, Chromebooks, internet, and other hardware throughout the year	Ongoing
Troubleshooting	Impact Public Schools	Provide troubleshooting / repairs / maintenance for laptops, internet, and other hardware throughout the year	Ongoing
Procurement	Impact Puget Sound Elementary	Support team in identifying and sourcing products	Ongoing
Procurement	Impact Salish Sea Elementary	Support team in identifying and sourcing products	Ongoing

Procurement	Impact Commencement Bay	Support team in identifying and sourcing products	Ongoing
Procurement	Impact Public Schools	Support team in identifying and sourcing products	Ongoing

Specifications:

- The technology contractor shall be familiar with the project premises and how the existing conditions will affect his/her work.

Standards

- Work is expected to be completed on time or early, be appropriate for educational use/purposes, and be in alignment with security standards appropriate for K-5 use.

Approvals

- Any work performed in addition to that outlined in the contract shall only be done upon written approval by the owner or the owner's representative.

Workmanship

- During technology installations, all areas shall be kept neat and clean. Precautions shall be taken to avoid damage to existing structures and plant material. All work shall be performed in a manner that ensures the safety of operators, occupants, and any pedestrians.
- Any damage to the technology, the structure, and/or electrical systems caused by the technology contractor shall be repaired by the technology contractor without charge to the owner.

Proposer Responsibilities:

1. The Proposer agrees not to discriminate against any employee or applicant for employment because of on sex, race, creed, religion, color, national origin, age, marital status, honorably discharged veteran or military status, sexual orientation, gender expression, gender identity, disability, the use of a trained dog guide or service animal by a person with a disability, or any other protected classification.
2. Proposer shall comply with all requirements mandated by the Individuals with Disabilities Education Act ("IDEA"), Family Education Rights & Privacy Act ("FERPA"), applicable court decrees, IPS policies, as well as any other applicable state and federal laws related to the performance of both initial and re-evaluation of suspected student disability.
3. Proposer shall be responsible for ensuring that all personnel providing services to students have undergone a criminal background check in accordance with any applicable state, federal, or local laws, prior to their commencement of services to IPS.
4. Proposer shall ensure that their staff maintains thorough records and provide required documentation in accordance with IPS policies, the Proposer's documentation requirements, as well as local and federal mandates.
5. The Proposer will not make any assignments or subcontract for the work without prior written permission from IPS.
6. The Proposer must promptly notify IPS concerning any litigation or claims filed with any federal or Washington State agency involving the Proposer or its parent or subsidiary companies.
7. Proposer must indemnify and provide insurance coverage that will minimize and IPS's exposure:

- a. Workers' Compensation/Employers' Liability insurance to cover bodily accidents in the amount of not less than \$1,000,000 per accident.
- b. Comprehensive General Liability insurance in the form of comprehensive, contractual insurance, personal injury, broad-form property damage, premises operations, and completed operations in an amount of not less than \$1,000,000 per occurrence and \$3,000,000 aggregate.
- c. Automobile Liability and Physical Damage insurance for an amount of not less than \$1,000,000 for each bodily injury and property damage combined, single limits, and extensions of comprehensive coverage for all leased, owned and hired vehicles.
- d. Proposer must name IPS as an "additional insured" on all such policies, with the cost of this to be borne by Proposer. Copies of Certificates of Insurance listing IPS as "additional insured" must be provided to IPS prior to commencement of services and kept up-to-date.

IPS Responsibilities

1. Designated point of contact at each school to help facilitate and coordinate service delivery.
2. Designated point of contact at each school to purchase equipment when required.

Proposal Authorities, Restrictions, and Clauses

IPS Authorities and Options

- IPS reserves the right to reject any and all proposals for any reason.
- IPS reserves the right to negotiate any and all proposals for any reason.
- IPS has 30 days from the submission deadline to accept a submitted proposal; the Proposer cannot withdraw a proposal within that 30-day period without mutual consent from IPS.
- Final prices will be negotiated between the Proposer and IPS.

IV. Proposal Requirements

To be eligible for evaluation, a proposal must adhere strictly to the format set forth below; failure to do so may result in disqualification. Proposers must address each of the required sections indicated below. Please label and separate each section, and number all pages to allow for ease of review. The content and sequence of the proposal will be as follows:

Sections

1. Executive Summary

IPS may reject the proposal if the Proposer fails to include the following required information:

- a. Name of responding company
- b. Organizational structure of the responding company (e.g., corporation, partnership, etc.)
- c. A statement detailing the Proposer's qualifications and expertise to provide the services requested, including availability of staff and other required resources to meet all deliverables as described in this RFP (2 page Maximum)
- d. The following certification:
By signing this cover letter, I (we) certify that the information contained in this proposal is accurate and that all attachments required to be submitted as part of the proposal are certified to be true and binding upon our company.

2. Company Overview/Fiscal Responsibility Summary

- a. Experience in the education industry in Tukwila, Seattle, and the surrounding areas

- b. Organization chart
 - c. Copies of Licenses and Certifications (including, but not limited to, license to conduct business in the state of Washington)
 - d. Proposer's Federal Employee Identification Number and complete W-9
 - e. Liability Insurance Certificate
3. **General Organization Policies and Procedures**
- a. Employee sourcing, screening, and hiring procedures
 - b. Staff training/professional development program
4. **Performance History & Preparedness for IPS**
- a. Proposer's references (3 minimum from other schools or districts where possible)
 - i. Provide organization name, client representative name, address, email address, and telephone number.
5. **Customer Service Proposal**
- a. Management/supervision structure
 - b. How Proposer plans to monitor, measure, and communicate service quality
 - c. Contingency/coverage plan for expected and unexpected absences or staff turnover
 - d. Other methods for ensuring high-quality service
6. **Implementation Plan for IPS**
- a. Employee recruiting and/or existing staff transition plan
 - b. Training/on-boarding plan
 - c. Proposed implementation timeline
7. **Cost/Pricing Proposal – Complete Attachment A**
8. **Signed Contact Information—Complete Attachment B**
- Only the individual(s) authorized to bind the Proposer contractually may sign the contact information, which shall be a part of the proposal package.

V. Evaluation Criteria

Evaluation: A variety of weighted criteria, given below, will be considered in evaluating the proposals. This evaluation will be made based on information provided within the Proposal, by the Proposer during the RFP process or negotiations, or obtained through outside sources including news articles, press releases, client references, industry references, vendors, and any other source.

- **Service Capability Plan (25%):** Proposer has the staffing and resources to provide technology services.
- **Performance History and Reputation (25%):** A proven track record in providing technology services as evidenced by references.
- **Personnel and Management (20%):** Qualifications, background, and experience of provider/providers personnel, including experience in dealing effectively with students in middle and high schools.
- **Customer Service and Management Methodology (20%):** Proposer's management and supervision structure will ensure high quality customer service.
- **Price (10%):** Proposer offers the requested services at a competitive price.

Attachment A (page 1 of 2)
Cost/Pricing Proposal Pricing

All costs associated with this service must be enumerated in the submitted proposal. Any additional costs will not be honored. Attachment A must be filled out IN FULL. Any level of service that the Proposer does not wish to provide must be indicated with N/A. For any service that the Proposer includes in a price on another line, please indicate such with INC (for “Included in the price”) and reference the applicable line

Proposers must use the below chart to indicate their proposed unit prices. Proposed rates are to include ALL operating costs, including but not limited to overhead, facilities, maintenance, staffing, training, equipment, insurance, software, and any other costs necessary to provide technology services. If pricing structure is different than below chart, please attach an additional pricing menu to proposal):

Proposers shall submit annual pricing.

Costs Per Contract

Total Cost	
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Attachment B

CONTACT INFORMATION

Primary Contact Name Primary Contact Phone Number Primary Contact Email Address	
Company Legal Name Company Address Company Phone Number	
Company Website	
Year Company Founded	
Years Operating in Washington State	
Number of Clients	
Number of Employees	
Authorized Representative Name	
Authorized Representative Signature	

Attachment C

Checklist of Required Elements

ITEM	PAGE	INCLUDED (y/n)	INITIALS
Executive summary			
Company Overview/Fiscal Responsibility Summary			
Insurance Certificates			
Copy of Licenses and Certifications			
W-9			
General Organization Policies and Procedures			
Performance History & Preparedness for IPSS			
Customer Service Proposal			
Implementation Plan			
Cost/Pricing Proposals – Attachment A			
Signed Contact Information/Bid Authorization – Attachment B			
Checklist (This Document) – Attachment C			
Electronic Copy	NA		