

	<b>SC Public Charter School District</b>  <b>Request for Proposals</b>	Solicitation #	<b>2021-01</b>
		Date Issued	<b>October 7, 2020</b>
		Director of Financial Services	<b>Nick Michael</b>
		Phone	<b>(803) 806-9002</b>
		E-Mail Address	<b>nmichael@sccharter.org</b>

DESCRIPTION	IT Services Provider
-------------	----------------------

SUBMIT OFFER BY	October 21, 2020 5:00 pm
QUESTIONS MUST BE RECEIVED BY	October 14, 2020 5:00 pm
NUMBER OF COPIES TO BE SUBMITTED	<b>1 original and 5 copies</b>

*The Term "Offer" Means Your "Bid" or "Proposal"*

**Offers must be submitted in a sealed package. Solicitation number & Opening Date must appear on package exterior.**

SUBMIT YOUR SEALED OFFER TO:

**SC Public Charter School District**  
**Attn: Nick Michael**  
**3710 Landmark Drive, Suite 201**  
**Columbia, SC 29204**

<b>CONFERENCE TYPE:</b> Pre-bid Conference <b>DATE &amp; TIME:</b> (EST) As appropriate, see "Conferences - Pre-Bid/Proposal" & "Site Visit" provisions	<b>LOCATION:</b> Not Applicable
---	---------------------------------

<b>AWARD &amp; AMENDMENTS</b>	The award, this solicitation, and any amendments will be posted at the following web address: <a href="https://sites.google.com/sccharter.org/financeresources/procurement">https://sites.google.com/sccharter.org/financeresources/procurement</a>
-------------------------------	--

**You must submit a signed copy of this form with Your Offer. By submitting a bid or proposal, You agree to be bound by the terms of the Solicitation. You agree to hold Your Offer open for a minimum of sixty (60) calendar days after the Opening Date.**

NAME OF OFFEROR (Full legal name of business submitting the offer)		<b>OFFEROR'S TYPE OF ENTITY:</b> (Check one) <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Partnership <input type="checkbox"/> Corporation (tax-exempt) <input type="checkbox"/> Corporate entity (not tax-exempt) <input type="checkbox"/> Government entity (federal, state, or local) <input type="checkbox"/> Other _____ (See "Signing Your Offer" provision.)
AUTHORIZED SIGNATURE  (Person signing <b>must</b> be authorized to submit binding offer to enter contract on behalf of Offeror named above.)		
TITLE (Business title of person signing above)		
PRINTED NAME (Printed name of person signing above)	DATE SIGNED	

Instructions regarding Offeror's name: Any award issued will be issued to, and the contract will be formed with, the entity identified as the Offeror above. The entity named as the Offeror **must** be a single and distinct legal entity. Do not use the name of a branch office or a division of a larger entity if the branch or division is not a separate legal entity, *i.e.*, a separate corporation, partnership, sole proprietorship, etc.

STATE OF INCORPORATION  (If Offeror is a corporation, identify the state of Incorporation.)	TAXPAYER IDENTIFICATION NO.
---	-----------------------------

**COVER PAGE**

PAGE TWO  
(Return Page Two with Your Offer)

<b>HOME OFFICE ADDRESS</b> (Address for Offeror's home office / principal place of business)	<b>NOTICE ADDRESS</b> (Address to which all procurement and contract related notices should be sent.)								
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Area Code:</td> <td style="width: 25%;">Number:</td> <td style="width: 25%;">Extension:</td> <td style="width: 25%;">Facsimile:</td> </tr> <tr> <td style="height: 20px;"></td> <td></td> <td></td> <td></td> </tr> </table>	Area Code:	Number:	Extension:	Facsimile:				
Area Code:	Number:	Extension:	Facsimile:						
	E-Mail Address:								
<b>PAYMENT ADDRESS</b> (Address to which payments will be sent.)	<b>ORDER ADDRESS</b> (Address to which purchase orders will be sent)								
<input type="checkbox"/> Payment Address same as Home Office Address <input type="checkbox"/> Payment Address same as Notice Address (check only one)	Order E-Mail Address:								
	<input type="checkbox"/> Order Address same as Home Office Address <input type="checkbox"/> Order Address same as Notice Address (check only one)								

**ACKNOWLEDGMENT OF AMENDMENTS:** Offerors acknowledges receipt of amendments by indicating amendment number and its date of issue.

Amendment No.	Amendment Issue Date	Amendment No.	Amendment Issue Date	Amendment No.	Amendment Issue Date	Amendment No.	Amendment Issue Date

DISCOUNT FOR PROMPT PAYMENT	10 Calendar Days (%)	20 Calendar Days(%)	30 Calendar Days (%)	_____Calendar Days (%)
	_____	_____	_____	

**MINORITY PARTICIPATION**

Please answer the following question:

1. Are you certified as a MOB/WOB (minority-owned business/woman-owned business) by the State of South Carolina?  Yes  No  
 If yes, provide certification number: \_\_\_\_\_.

**SECTION I**  
**SELECTION SCHEDULE**

**Advertisement:** This Request for Proposal will be published on South Carolina Public Charter School District’s website (<https://sccharter.org/>) from October 7, 2020 to October 21, 2020.

**Submission of Proposals:** Proposals will be accepted until 5:00 pm EST. October 21, 2020

**Review of Submitted Proposals:** Approximately October 25, 2020 to October 28, 2020.

**Tentative Award Date:** Approximately October 30, 2020.

**Offeror to Provide Services:** November 2020.

**SECTION II**  
**INTRODUCTION**

South Carolina Public Charter School District (“SCPCSD”) The South Carolina Public Charter School District’s mission is to improve learning and increase learning opportunities in South Carolina through the creation of innovative, high quality charter schools. Ultimately, we strive to assist South Carolina in achieving academic excellence. The SCPCSD serves students in grades PreK-12 with a total enrollment of approximately 16,000 students at 33 schools in the State of South Carolina and is rapidly growing.

- A. **AWARD OF CONTRACT.** The contract will be awarded to the offeror or offerors whose proposal is determined to be the most advantageous to the SCPCSD, 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 SCPCSD 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 SCPCSD. The SCPCSD 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.
  
- B. **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. 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 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. Selection of the successful offeror will form a contract pursuant to which the successful offeror must honor for the SCPCSD the prices for the services along with the other terms and conditions outlined in the successful proposal. All pricing and other terms must be honored for at least twelve (12) months following award of the contract. Therefore, if selected, the successful offeror must be prepared to execute an agreement with the SCPCSD 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 SCPCSD in substantially the form set forth in Schedule 1 of this RFP.
- E. **It is understood that the SCPCSD 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 SCPCSD. No agreement exists on the part of SCPCSD until a contract is approved and executed by SCPCSD. SCPCSD reserves the right to select multiple vendors.**
- F. Proposals received by any unapproved form are not acceptable and will not be considered.
- G. All inquiries, questions or requests for clarification must be submitted via email only to SCPCSD's Director of Financial Services Nick Michael, [nmichael@sccharter.org](mailto:nmichael@sccharter.org) and received prior to 5:00 pm on October 14, 2020.
- H. This RFP does not obligate the SCPCSD to pay for any costs 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 SCPCSD. Further, the SCPCSD 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.
- I. Acceptance of an offer by the SCPCSD does not obligate the SCPCSD 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 SCPCSD until an agreement is properly approved by SCPCSD.

**SECTION IV**  
**PROPOSAL REQUIREMENTS**

Potential offerors are hereby invited to submit a proposal for PowerSchool and IT Support and Associated Services.

**It is mandatory that each proposal contain the first two pages of this document, specifications in Section V, along with one (1) original and five (5) copies. All submissions must be mailed to the address below by the deadline on the RFP cover sheet. Proposals received after this deadline will not be considered. Proposals must be signed by the offeror.**

SC Public Charter School District  
Attn: Nick Michael  
3710 Landmark Drive, Suite 201  
Columbia, SC 29204

**SECTION V**  
**PROPOSAL SPECIFICATIONS**

- A) The IT Services Provider(s) will be an independent contractor in the delivery of the described services to the SCPCSD.
- B) SCPCSD is seeking to enter into a Service Agreement with an IT Service Provider(s) for technology systems and support services. 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 charter schools, number of people currently employed.
    - b) Provide a narrative demonstrating experience and a track record for providing PowerSchool and IT services to charter schools or otherwise provide evidence demonstrating your ability to provide services to the SCPCSD. Preference may be given to offerors who demonstrate a successful operating history, especially a history that includes providing services to charter schools.
    - c) Provide an outline of approach and methodology used by your organization in the performance and delivery of PowerSchool and IT services.
    - d) Provide information on current clients, including total number of clients and a list of current clients that are charter schools.
    - e) Include a list of references that the SCPCSD 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 SCPCSD must have the following credentials:

(i) Resumes for key individuals with roles in the performance of the work to be completed

(ii) Current licenses or certificates demonstrating their competency to perform the required duties (may be included on resume as necessary).

2) Scope of Work, Specifications, and Requirements

a) Please describe your expertise, ability, and proposed plan to work with the SCPCSD to complete the PowerSchool and IT services to meet SCPCSD's needs in a cost-effective manner. In addition, please provide a specific response to the following:

**PowerSchool and Enrich Management and Support:**

PowerSchool technical support for all schools (33) in SCPCSD portfolio  
PowerSchool work ticket management and resolution of all issues  
PowerSchool training (general) on a bi-monthly basis (yearlong calendar)  
PowerSchool training at each school site on a 6-week support cycle  
Manage PowerSchool system and structure, implement key updates in a timely fashion  
Manage related 3<sup>rd</sup> party vendors

**IT Systems and Server Management**

Manage equipment and hardware and software (service, warranty, etc.)  
Manage district office cyber security  
Manage related 3<sup>rd</sup> party vendors  
Hosted backup  
Enrich managed services

**IT equipment and device management**

Manage all district level assets  
Keep inventory of all district level assets  
Implement audio visual capabilities within office structure  
Manage related 3<sup>rd</sup> party vendors  
Storage and capacity management  
3<sup>rd</sup> party vendor management

**Security Management:**

Data Security  
Network security  
Mobile device security  
Physical security  
Cloud infrastructure security  
Application security

**IT Operations Management:**

Change management

Issues management – Detection, reporting, tracking and resolution

Network

Applications

Devices

Telephony

Vendor/Service providers

Stakeholder Management

- b) When engaged in planning and decision making with the administration, describe your proposed approach to providing a range of alternatives, including analysis of relative merits and demerits of each alternative.
  - c) Describe your proposed approach to providing management and administration of data and records, including your ability to protecting confidential data that may be accessible in the course of performing the IT and consistent with all applicable student data privacy and security requirements under which the SCPCSD must operate.
  - d) Describe your approach to reporting high-risk and/or high impact risks or exposures discovered during the performance of your IT work.
  - e) Please identify any additional value-added services your company provides that would reduce expenses or result in optimal operations for the SCPCSD.
  - f) Indicate your willingness to enter into a service agreement in substantially the form attached to this RFP as Schedule 1. Specify any provisions that you would not be willing to enter into as well as any proposed additional or alternative contractual provisions.
- 3) Budget and Estimated Pricing.
- a) **ALL COST INFORMATION MUST BE SUBMITTED IN A SEPARATE DOCUMENT THAT IS CLEARLY LABELED. NO COST INFORMATION MAY BE INCLUDED WITH NON-COST PROPOSAL INFORMATION.**
  - b) All offerors must complete the cost breakdown table in the sample technology plan and provide bids for services meeting the specifications provided.
  - c) All offerors must provide a cost breakdown for providing the SCPCSD with all necessary services for the duration of the IT. Offerors are invited to provide a fixed fee cost proposal for IT services.
- 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 SCPCSD as demonstrated in the proposal. An offeror's experience working with current clients who are South Carolina charter schools will be weighted more heavily.

**Personnel Qualifications (15 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 South Carolina 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 South Carolina 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 SCPCSD and its ability to otherwise provide required services in a timely manner, such as through remote access capabilities.

*NOTE: The evaluation committee will not know or have access to any information relating to the cost of a proposal until after it finalizes and submits its final scores on all of the criteria listed above.*

**Cost (25 Points):** This criterion is based on the offeror's budget and estimated pricing for providing the IT services in time, at the appropriate quality and on budget. This includes the offeror's ability to provide a budget that is thorough, specific, and supports the requirements of SCPCSD.

Total points available based on Evaluation Criteria: 100 points