

## RFP: Centralized Tech Management

### The Problem We're Solving:

We are a charter management organization (CMO) operating schools across multiple states. The CMO currently manages its technology on a school-by-school basis, creating inconsistencies in security, compliance, and IT support. As the organization grows, we need a centralized technology partner who can manage IT across all sites under one umbrella.

### Organizational Context:

To help vendors scope their proposals, below is a summary of the CMO's current and projected footprint:

#### Current footprint:

- CMO-based Employees
  - 3 full-time employees
- 1 Active Campus (in Vancouver, Washington)
  - 70 students, growing to 125 over the next few years
  - Roughly 20 staff members, growing to roughly 25 over the next few years
- 2 Planned Campuses (in Columbia, South Carolina, and Cleveland, Ohio)
  - Both schools are coming online in August 2027. They will need IT support for Founding Year, through Launch, and then ongoing.
  - Each of the two planned schools will add students at a projected rate of roughly:
    - School Year 2027-28: 260 students
    - School Year 2028-29: 520 students
    - School Year 2029-30: 780 students
    - School Year 2030-31: 910 students
  - Each of the two planned schools will add staff at a projected rate of roughly
    - School Year 2027-28: 32 staff members
    - School Year 2028-29: 58 staff members
    - School Year 2029-30: 80 staff members
    - School Year 2030-31: 97 staff members
- 1 Additional Campus
  - Currently, their Google Instance is connected to the CMO's; however, ultimately, they will have autonomy over this and run technology completely separately from the CMO.
- In addition to our current campuses, we hope to find an IT partner who will be prepared to scale with the CMO should we be prepared to open additional schools.

**Devices:** Mixed device environment (Chromebooks, Apple/iPads), managed through Google Admin and Jamf. Devices are 1:1 for students/staff.

**Platforms:** Google Workspace and Jamf

## The Scope of Work:

We are looking for a technology management partner who can serve as the CMO's centralized IT partner, responsible for designing and implementing systems and supporting a transition to primarily internal management with on-call support as needed. The right partner will have charter school experience, understand multi-state operations, and be able to manage a mixed-device environment running Google Workspace and Jamf. The attached [Capability Checklist](#) outlines the specific service areas vendors should address as part of their submission. Respondents do not need to provide all services in-house, but should indicate whether each capability is provided directly or through a referral partner.

The CMO is exploring the following engagement model and asks that vendors price accordingly:

The partner designs and implements centralized systems, provides limited ongoing technical support focused on complex issues and as-needed/on-call assistance, while the CMO and school-level staff (including the Director of Operations) manage day-to-day technology operations independently.

The CMO's goal is to build internal capacity to manage day-to-day IT operations. The selected partner will support initial system design and implementation, provide training and documentation, and offer ongoing support on an as-needed or on-call basis for complex issues.

## Timeline:

- **April 15, 2026** - RFP responses are due
- **April 20 - April 30, 2026** - Interviews with top 3 finalists
- **May 1, 2026** - Announcement of selected partner
- **May 15, 2026** - Target start date for partnership

## Submitted Proposals Should Include:

1. **Past Work:** Please provide at least 1 and up to 3 examples of previous work with charter schools or CMOs that have a similar scope to what is described above (ie, security breach and how you handled it, setting up a new school, etc). For each example, please include:
  - a. The beginning and end dates of the project
  - b. The initial goals of the project, the steps taken to achieve those goals, and the ultimate outcomes achieved
  - c. Whether the engagement was with an individual school or a multi-site organization
  - d. A reference, including email and phone number, to whom we can reach out for information about the project
2. **Team Qualifications:** Please provide a list of team members who will be working on this project and their qualifications.

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3. **Proposed Needs Assessment Process:** Please include a detailed explanation of how your team would conduct a Needs Assessment to better understand the CMO's current technology environment across all sites, and inform recommendations for how to proceed.
4. **Capability Checklist:** Please make a copy and complete the [attached Capability Checklist spreadsheet](#). For each capability area, answer the questions provided, indicate whether your organization provides the service directly (D), through a partner (P), or does not provide it (N), and use the narrative column to describe your approach. If a capability is provided through a partner, describe who the partner is and how coordination works.
5. **Data Ownership & Exit Terms:** Describe your standard terms for data ownership, credential handoff, and contract exit. Proposals should clearly state who owns student and staff data, what happens to that data if the partnership ends, and the process for transitioning credentials and configurations to a new provider.
6. **Pricing:** All proposals must include the following:
  - Hourly rate (**required**)
  - Please provide:
    - Estimated all-in annual cost for the current footprint, broken out by management fees, tools/licensing/subscriptions separately
    - Estimated all-in annual cost once all three schools are operational, with the same breakout
  - Pricing for both a 1-year and a 3-year contract term

### To Apply:

1. Please submit proposals to [brook@schoolops.com](mailto:brook@schoolops.com) no later than **April 15, 2026**.
  - a. Additionally, feel free to reach out to this email with any clarifying questions.
2. Please ensure that proposals are no longer than 10 pages.
3. Include the Capabilities Checklist in your submission, which is attached separately