

IVY PREPARATORY ACADEMY FOR GIRLS
Technology Services Request for Proposals

TECHNOLOGY SERVICES REQUEST FOR PROPOSALS (“RFP”)

Interested parties (“Vendors”) shall respond to this RFP by submitting proposals as soon as possible to: Ivy Preparatory Academy for Girls at Kirkwood (IPA). IPA reserves the right to reject any and all qualification statements, to cancel this solicitation, and to waive any informalities or irregularities in procedure.

Timeline

May 13, 2022: **Release RFP**

May 20, 2021: ***Optional Virtual Tour*** 10-10:40am via Zoom

<https://us02web.zoom.us/j/81152632423?pwd=skfuH-m0uu7B44yQ9QA9V6R96Z9sW0.1>

Meeting ID: 811 5263 2423

Passcode: IvyTech23!

One tap mobile: +16465588656,,81152632423#,,,,*1469848629#

May 20, 2022: ***Optional In-person Tour*** at 1807 Memorial Drive, Atlanta, GA 30317

2-2:30pm, limited to five vendors

3-3:30pm, limited to five vendors

4-4:30pm, limited to five vendors

Go to <https://calendly.com/drtonyburks/ivytechrfp22-23> to schedule an in-person tour. Please **DO NOT** show up at the school without a confirmed appointment.

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Introduction

IPA is soliciting proposals from Companies having specific interest and qualifications in the areas identified in this solicitation. Qualification statements and proposals for consideration must contain evidence of the Vendor's experience and abilities in the specified area and other disciplines directly related to the proposed work. Other information required by IPA includes the submission of profiles and resumes of the staff to be assigned to the projects, references, illustrative examples of similar work performed, and any other requested information which will clearly demonstrate the Vendor's expertise in the area of this solicitation. A selection committee will review and evaluate all qualification statements and may request Vendors to make oral presentations. The selection committee will rely on the qualification statements in selection of finalists and, therefore, Vendors should emphasize specific information considered pertinent to this solicitation and submit all information requested.

Background

IPA, located in DeKalb County, Georgia, is a single-gender public charter school for girls serving families eligible for DeKalb County Schools and Atlanta Public Schools. IPA is a Title I school that serves 490 scholars in grades kindergarten through 8. IPA occupies a property located at 1807 Memorial Drive Southeast, Atlanta, GA 30317. The one-story, 55,838 square-foot, brick and mortar building was constructed in 1955 and renovated in 1988 and 2014.

Project Description

The Vendor would be responsible for managing and maintaining IPA's information technology infrastructure in the 2022-2023 school year. The Vendor selected will be the first point of contact for all technology issues and is expected to provide best effort support for any technology used within IPA. IPA is requesting an annual cost for services. IPA will divide this cost by 12 to determine the monthly cost. The work includes—but is not necessarily limited to—these areas:

Technology Infrastructure

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- Oversee the overall operation of the wide area network and technology needs of IPA.
- Provide maintenance on all servers and support on technology infrastructure systems such as servers, MDM systems, and backup systems.
- Network systems administration including design, configuration, management, monitoring, repair and support pertaining to firewall, switching and wireless systems.
- Support and remediation of any issues for IPA owned devices and applications, peripherals and network connectivity issues.
- Initial application support and troubleshooting.
- Oversee backup and recovery processes based on IPA's disaster recovery plan.
- Print management in regards to client and server connectivity as well as basic troubleshooting of printers.
- Provide on-site support for classroom display technology including interactive panelboards, projectors, televisions, streaming devices.
- Database integration services with third party systems as necessary.
- Provide on-site emergency support for high visibility/impact issues 24/7.
- Work in conjunction with outside vendors as necessary.
- Coordinate the removal of retired equipment.
- Work with IPA's special education administrators/teachers and students with assistive technology.
- Maintain Tablets, Interactive Panel Boards, LCD projectors, LCD flat panels, printers, scanners, document cameras, IP video system, food service terminals, video conferencing equipment, surface hubs, charging stations, audio equipment and other peripherals.
- Regularly scheduled patch management for all supported systems administration and maintenance of all network user accounts.
- Monitoring, maintaining and updating service and software contracts
- Conduct parent and student training of new devices.

VOIP System

- Proactively monitor and maintain VOIP telephony systems.
- Repair/replace of phone handsets and cabling.
- Install and configure new and existing phones.
- Monitor and manage RingCentral and other cloud-based communications and collaboration solutions.
- Work in conjunction with outside vendors as necessary.

PA System/Bell Schedule/Clocks

- Proactively monitor and maintain the PA/Bell/Clock system.
- Work in conjunction with outside vendors as necessary.

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Security Cameras

- Proactively inspect and maintain the security camera system.
- Repair and replace cameras and cabling.
- Install and configure new cameras.
- Work in conjunction with outside vendors as necessary.

Door Access

- Repair/replace door access components.
- Set up new door access controls as they are added.
- Install and configure door access controls.
- Work in conjunction with outside vendors as necessary.

Data Cabling

- Run data cabling as needed in conjunction with IPA personnel.
- Work in conjunction with outside vendors as necessary.

Desktop Support

- Installation and configuration of desktop computers.
- Provide on-site support and maintenance.
- Computer lab regularly scheduled checks and maintenance.
- Basic repair done in-house.

Laptop Support

- Installation and configuration of laptop computers.
- Manage laptops via the school MDM solutions.
- Provide on-site support and maintenance.
- Basic repair done in-house.
- Computer laptop carts regularly scheduled checks and maintenance.
- Replacement of components - keyboard, hard drive, etc. with extensive repairs sent to outside vendors as necessary.

Tablet Support

- Manage tablets via the school MDM solution.
- Provide on-site support and maintenance
- Assist with student device handout and collection at the beginning and end of the school year.
- Basic repair done in-house which includes screen and battery replacement with more extensive repairs sent to outside vendors as necessary.

End-User Support

- Telephone and walk-in help desk coverage for the entire work day on days that scholars and/or staff are present.
- Issue staff devices.

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School Technology Support

- Document and asset tag new hardware purchases.
- Maintain inventory of IPA hardware.
- Provide notice as hardware is nearing the end of manufacturer warranty/support.
- Maintain inventory of IPA software.
- Monitor software licensing and provide notice for renewals.
- Assist with hardware and software acquisition and specification.
- Technology related pricing, ordering, and vendor relations as necessary in conjunction with IPA personnel.
- Assist with ensuring the IT infrastructure requirements are in line with the IPA's curriculum objectives.
- Board Meeting audio and video set up, recording and live streaming.
- Assist with technology related RFP development when necessary.
- Provide regular reporting regarding technology support and metrics.
- Conduct annual inventory of all equipment including appropriately affixing asset tags to all equipment.

Ongoing Network Audit And Review Services

- Inventory hardware and software.
- Detailed list of all maintenance contracts and warranties.
- Detailed network diagrams.
- Schedule of all supporting documentation.
- Plans for increased security, accessibility and data recovery.
- Recommendations for infrastructure performance enhancement.
- Reviews of security protocols and practices.
- Review of data storage and recovery practices.

All materials and activities listed above will be subject to approval by the IPA Director of Operations and the Chief Financial Officer.

Current State of Technology

This is a snapshot of the current state of technology and systems at IPA:

<p>User Devices Laptop carts: 25 Operable Scholar Devices: 600 Office Desktops: 9 Teacher/Staff Laptops: 75</p>	<p>Servers Dell Multiplex 7080 Tower BTX</p>
<p>Telephones RingCentral, Service Provider 23 lines</p>	<p>Classroom Displays Boxlight Panel Boards: 34 Promethean Panel Boards: 1</p>

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<p>800 number Fax 60 Extensions</p> <p>Seperate network for the phone system provided by Comcast.</p>	<p>Projectors: 42</p>
<p>Network Switches: 5 TP-Link T1600 Cisco SG300 Cisco SG300 IP Cam Power</p> <p>Routers: 2 N247 - UP Cisco ME3600</p> <p>Firewalls: 1 WatchGuard Firebox 570 WGM57351</p> <p>Internal network is composed of three subnets and two VLANs 1</p> <p>Ubiquiti AC Pro Wireless Access Points are managed by a Ubiquiti Controller.</p>	<p>Print Management 4 printers provided by Edge Business Systems 7990, 5595 9 personal office printers HPs, Dells 1 unmanaged</p>
<p>User Accounts Google Apps, Service Provider 80 staff accounts 479 scholar accounts</p>	<p>Internet Provider -Board of Regents University Systems of GA Peach Net Network Services - AT&T School Network Phone System</p>
<p>Bell/Intercom System Valcom Analog Clocks System Wide Paging in every room except the Gym/Cafe</p>	<p>Access Control LTK-9600 Surface Strike AIPHONE: 2 (Front Desk, Reception Desk) Cameras 21</p>
<p>Website (ivyprepacademy.org) Public facing DNS is currently managed by Wix and Media Temple. The</p>	<p>IP Address 1 public facing static: IP range is assigned to the WAN port on the firewall.</p>

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password is controlled by the Ivy Prep web developer, Media Temple.	
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Only single level subcontracting is allowed, and all subcontractors must be equally qualified and completely understand the scope and terms of the contract. All subcontractors must be approved by IPA prior to starting work under this contract. All special circumstances requiring additional/revised hours must be pre-approved by the IPA Director of Operations and the Chief Financial Officer. **All work performed by the Vendor and its personnel will, at all times, be subject to review and acceptance by IPA who reserves the right to modify these specifications at any time during the terms of the agreement and negotiate cost changes, if any.**

Service Levels, Rankings, and Priority

Severity Level	Target Response
Outage	Immediate
Critical	Within 15 minutes
High risk	Within 20 minutes
Urgent	Within 30 minutes
Important	Within 4 hours
Monitor	Within 24 hours
Informational	Within 48 hours

Length of Contract

This contract shall be for one year, beginning on July 1, 2022, and ending on June 30, 2023. Pricing should be quoted for Year One (2022-2023) and may be renewed for up to four (4) additional terms of one year each upon mutual agreement between Vendor and IPA.

Insurance Requirements

The Vendor shall, at its expense, procure and keep in force during the entire term of the Agreement, General Liability and Automobile Liability Insurance to protect the Vendor, its personnel. The Vendor shall provide General Liability limits of not less than \$1,000,000 each occurrence and aggregate bodily injury and property damage and \$1,000,000 Personal Injury each occurrence and aggregate; automobile liability limits of not less than \$1,000,000.00 combined single limit for bodily injury and damage to

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property for all owned, hired and non-owned autos, and umbrella coverage of not less than \$2,000,000.00 in addition to the limits listed above. The Vendor agrees to provide IPA a certificate of insurance evidencing such coverage.

Personnel Matters

The Vendor shall employ a sufficient number of technology professionals and support personnel to assure IPA of continuous and reliable service.

Services shall be performed under the immediate supervision of the IPA Director of Operations. Vendors will be required to be available to speak with IPA 24/7 should IPA have any questions or concerns about technology and student information.

The Vendor is solely responsible for all matters concerning the recruitment, performance, and retention of their employees. The Vendor must fully comply with all federal, state and local laws and regulations regarding employment and immigration, including nondiscrimination, compensation, taxation, benefits, etc.

Vendors must complete and submit with their proposal the applicable documentation related to Georgia House Bill 87 (commonly known as the “Illegal Immigration Reform and Enforcement Act of 2011”). Failure to provide the required Georgia House Bill 87 documentation may result in the Vendor’s response to the solicitation being deemed non-responsive and ineligible for evaluation.

The Vendor shall only assign duties under this contract to persons who have received the proper screening and training prior to deployment to IPA.

The Vendor shall designate a primary company contact within 24 hours of notice of award. This representative should be someone other than the job supervisor. They shall be available to attend in person or virtual meetings as designated by the IPA Director of Operations. These meetings will be attended without any extra costs to IPA.

Staff Interaction

The Vendor’s employees are expected to exhibit professional, courteous conduct and an appropriate appearance at all times. Any conduct or appearance deemed inappropriate by the IPA Head of Schools and the Chief Financial Officer will be grounds for removal. Vendor employees are to be respectful to faculty, scholars, and visitors and are prohibited from fraternizing with these groups. Flirtatious behavior, soliciting monies, names, addresses and other such inquiries will be cause for the Vendor’s employee to be removed from the premises.

Uniforms, Equipment, and Resources

The Vendor shall furnish all necessary vehicles, services, management, personnel, training, materials, equipment, uniforms, licenses, forms, printing, phone charges, cell

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phones, reimbursable expenses, overhead, and administrative costs, and all things necessary, in accordance with this RFP.

All personnel shall be dressed in a manner authorized by the Vendor, unless otherwise indicated by IPA in writing. A uniform that identifies the person as an employee of the Vendor and identification badge shall be worn at all times while working with IPA. The uniform should identify the Vendor's name. Vendors, at their cost, shall provide uniforms to its employees. The Vendor shall provide employee's equipment as outlined herein and in compliance with all law and code. IPA shall not provide any uniforms or standard equipment.

Work Hours

The Vendor shall provide technology during hours as specified or as requested by IPA. The Vendor shall have some mechanism in place to verify the attendance and punctuality of personnel when reporting to IPA.

The Vendor shall provide technology services in accordance with the schedules issued by IPA. The exception will be for days declared as official IPA holidays. In the event IPA is not opened, or in the event IPA is closed early, due to inclement weather or emergency conditions, the IPA Director of Operations will notify the Vendor of any needed adjustments. It is expected that the Vendor shall resume their regular schedule on the next available workday.

The Vendor must notify IPA if they are not able to complete any duties due to circumstances beyond their control. The Vendor may not work weekend or extended evening hours without written consent from the IPA Director of Operations or Chief Financial Officer. The Vendor's employees shall not perform any services not specified in this proposal for the faculty and scholars, which are outside the scope of this contract.

Staff Termination

The Vendor should, within 24 hours after termination of an employee, inform the IPA Director of Operations in writing that the employee has been terminated. When the Vendor hires a new employee, the Vendor or responsible representative of the company shall meet the new employee at IPA. The new employee is to be instructed as to what the Contract provisions are and is to be given a list of these provisions.

Inspection and Evaluation Documentation

The Vendors must have a written inspection and corrective action program included with all proposals submitted. The Vendors must state the inspections frequency and time table to ensure corrective actions are complete.

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IPA will take the following steps for corrective action when conducting (scheduled and unscheduled) Vendor Performance Reviews. The frequency of the Vendor performance reviews will be determined by IPA:

- Performance Review 1- below IPA standard of information technology, written warning and request for plan of action from the Vendor to comply with IPA standards.
- Performance Review 2 –below IPA standard of information technology, written warning and request for plan of action from the Vendor to comply with IPA standards.
- Performance Review 3- below IPA standard of information technology, contract termination with the Vendor.

Vendor Performance Indicators

The Vendor will be evaluated based on the periodic vendor performance reviews conducted by IPA in adherence to the IPA schedule and information technology standards. An average grade of B must be obtained during these random vendor performance reviews for the Vendor to be in compliance with the contract. These Vendor performance reviews will evaluate how well a company performs in key areas such as communication with IPA, quality control and following procedures according to the contract. How well a Vendor performs in these key areas are to be tracked and rated on a quarterly basis using A to F grades for scoring (Grade A being superior quality; Grade F being inferior quality).

The Vendor's supervisor shall meet, at a minimum, once a month with the IPA Director of Operations to discuss service level being provided. In addition to monthly meetings, authorized IPA personnel shall make a written "negative performance report" each time the Vendor's work performance falls below acceptable standards, as determined by IPA. The negative performance report shall detail each area in which the Vendor's performance is deficient. After each negative performance report is issued, the Vendor will have an allotted time to demonstrate marked improvement.

It shall be noted as a warning when performance is showing deterioration from the standard. Where the latter is noted, the Vendor is required to take corrective action. It is the Vendor's responsibility to correct the noted deficiencies within the allotted time frame. After the issuance of a negative performance report for substandard performance, IPA has the option to:

- Wait for a reasonable amount of time for Vendor's cure; or
- Terminate the Vendor's contract with IPA.

The Vendor must provide IPA with written documentation regarding all inspections on a time table to be determined by IPA. IPA reserves the right to adjust the time table regarding written inspections and corrective actions to be taken as required.

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Safety / Security / Criminal History Background Checks

IPA policy requires that all contractors, consultants, or vendors providing services on IPA premises or those having direct supervised or unsupervised contact with scholars be fingerprinted and submit to a criminal record check. The payment of this fee is the sole responsibility of the contractor, consultant, vendor or the employing company. Any contract awarded pursuant to this solicitation is contingent upon compliance with this requirement and a satisfactory background check as determined by IPA.

The Vendor shall comply with the following:

- The Vendor shall not employ for the services of IPA, any person who does not pass the criminal history background check. No person, who has been convicted of a crime of moral turpitude, may be assigned duties under this contract.
- The Vendor is responsible for ensuring that all workers have the correct immigration status.

The Vendor shall provide to the IPA Human Resources Department, the names of all personnel assigned to perform services for IPA, prior to the start of work.

Badges

All Vendor employees deemed eligible to perform services for IPA shall wear photo ID badges and clothing identifying the name of the company. Contract employees shall not report to any IPA school or facility at any time or perform services without an ID badge and identifiable clothing. If so, the employee will not be allowed to enter the building to perform services. Badges and identifiable clothing shall be worn at all times when on property and while working with Scholars. The Vendor must enforce the badge policy throughout the term of the awarded contract.

Alcohol and Drugs

Possession and/or use of alcohol, tobacco or illegal drugs are prohibited on IPA property and when working with IPA Scholars. Being under the influence of illegal drugs and alcohol, while on IPA property or grounds, is prohibited. Violation of this provision shall be cause for the immediate removal of the employee from IPA property and from any further work under this contract.

Use or possession of legally prescribed or over-the-counter medication is not prohibited. However, the Vendor is cautioned to closely monitor and supervise employees taking medication, such that they will not endanger themselves or others by being unable to work effectively and safely, while under the medication. IPA maintains a smoke-free environment. Smoking is not permitted on IPA property or in the presence of IPA Scholars at any time.

Visitations

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The Vendor's employees shall not be assisted, accompanied, or visited by family, friends, or associates, during their work shift, unless specific, written authorization has been granted by the IPA Director of Operations.

Payment

The Vendor will submit to IPA a statement of its services rendered during the prior month. IPA will be invoiced with net 30 terms.

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Indemnification

The Vendor agrees to indemnify, hold harmless and defend IPA, its governing board, officers, employees and agents from and against every claim or demand which may be made by any person, firm, or corporation, or any other entity arising from or caused by any act of neglect, default or omission of the Vendor, except to the extent that such claim or demand arises from or is caused by the negligence or willful misconduct of the Vendor, its agents, or employees.

IPA agrees to indemnify, hold harmless and defend the Vendor, directors, officers, employees and agents from and against every claim or demand which may be made by any person, firm, or corporation, or any other entity arising from or caused by any act of neglect, default or omission of IPA, except to the extent that such claim or demand arises from or is caused by the negligence or willful misconduct of the Vendor, its agents or employees.

RFP Clerical Errors

IPA reserves the right to modify this RFP if clerical errors are found after the release of this RFP.

Qualification Statement Requirements

The Vendor shall provide the following information organized as follows in their qualification statement:

1. A brief discussion of the firm, its organization, and services offered;
2. Information which demonstrates experience and history of providing said service as identified in this solicitation;
3. Description of staff training programs; and
4. Proposed team and qualifications and experience of team members

Proposal Requirements

Vendors shall submit the following in addition to qualifications:

1. Proposed scope of services.
2. Proposed fee and fee structure.
3. Example certificate of insurance

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Vendor Request for Proposals Response

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1. **Firm Overview:** A **1000 word or less** statement of the firm, its organization, and services offered;
2. **Firm Experience and Qualifications:** A **1000 word or less** statement in which the Vendor demonstrates experience and history of providing said service as identified in this solicitation;
3. **Team Experience and Qualifications:** Proposed team and qualifications and experience of team members;
4. **Staff Training and Development:** A **1000 word or less** statement describing the Vendor's staff training programs;
5. **Proposed Scope of Services and Annual Cost** A breakdown of the Cost month-by-month
6. **Business license or state certificate of incorporation.**

7. **One to four client references.**

Submission Requirements

The Vendor must email one electronic version of the proposal using the **REQUIRED** proposal submission template and vendor selected attachments/supporting documents to RFP@ivyprepacademy.org.

Proposal Review, Evaluation, and Recommendation

It is the intent of IPA to accept the proposal that will best promote the public interest and is most advantageous to IPA, its scholars, and the school environment.

A review team will examine and evaluate each proposal using comparative criteria:

- **20 Points | Firm Overview; Firm Experience and Qualifications** (i.e, Knowledge and experience in the industry; Record and Qualifications)
- **20 Points | Team Experience and Qualification; Staff Training and Development** (i.e, Employees - Management and Staff; staff training programs)
- **30 Points | Proposed Scope of Services** (i.e., Technical Plan and Response to RFP)
- **15 Points | Annual Costs for 15 Points** (with 10 points for references) | **Industry Reputation** (i.e, Business License or State Certificate of incorporation; Client References)

=====
100 Points

IPA will accept no claims of ignorance regarding any item in this RFP or the Agreement as a basis for any claim by the Vendor for extra charges or fees.