



# REQUEST FOR PROPOSAL

## Information Technology Services

Contract Term: July 1, 2026 - June 30, 2031  
(3-Year or 5-Year Term)

## HOPE Community Academy

720 Payne Avenue Saint Paul, MN 55130  
[www.hopeacademymn.org](http://www.hopeacademymn.org)

---

RFP Release Date:	March 13 <sup>th</sup> , 2026
Proposal Deadline:	June 12 <sup>th</sup> , 2026, by 3:00pm CST
Award Notification:	June 25 <sup>rd</sup> , 2026 (Board Approval)
Service Start Date:	July 1 <sup>st</sup> , 2026

### Proposal Submission

**Via email with Subject Line “SY 2027 IT Services Proposal” with all cc’d):**

Kevin Xiong, Executive Director - [kevinxiong@hope-school.org](mailto:kevinxiong@hope-school.org)

Mai Ka Yang, Operations Development Consultant - [maikayang@hope-school.org](mailto:maikayang@hope-school.org)

**Via Mail (Drop Off in Sealed Envelope or Priority):**

HOPE Community Academy

ATTN: Kevin Xiong, Executive Director - IT Services Proposal

720 Payne Avenue

Saint Paul, MN 55130

## TABLE OF CONTENTS

- Part 1: Letter - Invitation for Proposal, p. 2
- Part 2: Proposal Request - About HOPE, p. 3
- Part 3: Request for Proposal Purpose, p. 3-
- Part 4: Background & Current State, p. 4
- Part 5: Scope of Services, p. 5-10
- Part 6: Anticipated Projects During Contract Term, p. 10-11
- Part 7: Service Level Agreement, p. 11
- Part 8: Key Performance Indicators, p. 11-12
- Part 9: Compliance & Data Privacy Requirements, p. 12
- Part 10: Pricing Requirements, p. 12-13
- Part 11: Proposal Submission Requirements, p. 13-14
- Part 12: Contract Term and Renewal, p. 14
- Part 13: Evaluation Criteria, p. 14-15
- Part 14: RFP Timeline, p. 15
- Part 15: Submission Instructions & Questions, p. 15-16
- Part 16: General Terms & Conditions, p. 16-17



## PART I: LETTER - INVITATION FOR PROPOSAL

May 13th, 2026

### To Whom It May Concern:

HOPE Community Academy (HOPE) is a PreK-12 public charter school located at 720 Payne Avenue in Saint Paul, MN 55130. We are currently seeking proposals from qualified and experienced Managed Service Providers (MSPs) to deliver comprehensive Information Technology (IT) Services for HOPE beginning July 1, 2026.

HOPE currently serves approximately 780 students, with a projected enrollment of up to 890 students for SY 2026-2027 and approximately 136 staff. We anticipate continued enrollment growth in the following years and are seeking an IT services partner capable of growing with us. The selected vendor will partner with HOPE to maintain a secure, reliable, scalable, and well-managed technology environment that supports academic, administrative, and operational needs.

We are open to proposals for either a three (3) year or five (5) year contract term, with a preference for a five (5) year term. Vendors must propose to serve the full scope of IT services listed below; HOPE is not seeking to award separate components to multiple vendors. Services required include the following:

1. Full-time, dedicated on-site IT support technician,
2. Help desk, device management, and IT repair,
3. Network, server, and infrastructure management,
4. Cybersecurity, backup, and disaster recovery,
5. E-Rate Form 470/471 filing and Category 1/2 support,
6. Inventory, warranty, and lifecycle management with full transparency,
7. Google Workspace administration, Infinite Campus coordination/support, and staff training for future internal staff and intern, and
8. Taking on the responsibility of all infrastructure and software repair, rebooting, and restructuring at no cost to HOPE.

HOPE is an active participant in the federal E-Rate program (Category 1 and Category 2). Vendors must be familiar with USAC compliance requirements, including competitive bidding, document retention, and PIA review processes.

Written questions and requests for clarification must be received no later than 4:00pm CST on Wednesday, May 27th, 2026 via email to [maikayang@hope-school.org](mailto:maikayang@hope-school.org). Proposals must be submitted no later than 3:00pm CST on Saturday, June 12th, 2026. Proposals may be submitted by email ([kevinxiong@hope-school.org](mailto:kevinxiong@hope-school.org) and [maikayang@hope-school.org](mailto:maikayang@hope-school.org) with subject line "SY 2027 IT Services Proposal") or sealed to the address above with ATTN: Kevin Xiong, Executive Director - IT Services Proposal.

We appreciate your interest in partnering with HOPE Community Academy to serve our students, families, and staff.

Sincerely,

Kevin Xiong  
Executive Director, HOPE Community Academy



## PART 2: PROPOSAL REQUEST - ABOUT HOPE

### Learning ABOUT HOPE Community Academy

HOPE Community Academy (HOPE) is a PreK-12 public charter school authorized by the University of Saint Thomas (UST) and approved by the Minnesota Department of Education (MDE). HOPE is committed to providing a rigorous, student-centered education to the diverse families of Saint Paul's East Side community and within the metro cities.

Currently, HOPE serves approximately 780 students and is projected to serve approximately 890 students in the 2026-2027 school year, with a continuous goal of enrollment growth. HOPE is looking to partner with a vendor to maintain a secure, reliable, scalable, and well-managed technology environment that supports academic, administrative, and operational needs.

Charter School Detail	Information
Charter School Name	HOPE Community Academy
School District	HOPE Community Academy
Address	720 Payne Avenue Saint Paul, MN 55130
Grades Served	PreK-12
Current Enrollment	~780 Students
Projected Enrollment (2026 - 2027)	~890 Students
Contract Term Options	3 Year or 5 Year
Maximum Renewal Period	Up to 5 Years

## PART 3: REQUEST FOR PROPOSAL PURPOSE

### HOPE's Purpose

The purpose of this RFP is to enter into a multi-year contract with a qualified Managed Service Provider (MSP) to deliver fully managed IT services for HOPE Community Academy. HOPE is seeking a long-term partner who will:

1. Provide proactive, transparent, and accountable IT services across all building systems and end users.
2. Establish and maintain a complete, accurate, and accessible inventory of all HOPE technology assets, including warranty and lifecycle tracking.
3. Deliver fully transparent billing with no hidden fees, with all services itemized in a clearly defined Scope of Work.
4. Provide full-time, on-site technical support during regular school operations and as needed for events and school initiatives.
5. Support HOPE's E-Rate Category 1 and Category 2 eligibility, including Form 470/471 filing support and PIA response coordination.

Operate as an extension of HOPE leadership, providing both day to day operational support and long-term strategic guidance.



## PART 4: BACKGROUND & CURRENT STATE

HOPE has partnered with its current IT vendor since 2017. The Board has directed school leadership to conduct a formal competitive bid process to ensure best value, evolving service alignment, and continued fit with HOPE’s growth and operational priorities. The current vendor has been notified this RFP process and is invited to submit a proposal.

### Section 4.1 Anticipated Enrollment and Staffing for the 2026-2027 School Year

Population	Anticipated Count
Students (PreK-12)	Up to 890 (currently 780; growth anticipated)
Staff (Faculty and Administration)	Approximately 136

### Section 4.2 Current Technology Environment (Approximate)

Asset Category	Estimated Count
Staff Laptops / Desktops	Approximately 140 (136 staff devices)
Microsoft Surface Devices (Admin Leadership)	3 (Would like 5-6 for the Admin Leadership)
Student Chromebooks	Approximately 760 (1:1 deployment; lease ending in SY 2026-2027; need additional Chromebooks this summer for SY 2026-2027)
Smartboards / Interactive Displays	To be confirmed during transition
Servers, Switches, Wireless Access Points, Firewalls	Detailed inventory to be provided to selected vendor
Productivity Platform	Google Workspace for Education, Egnyte for Backup Information
Student Information System	Infinite Campus

HOPE will provide the selected vendor with a full hardware and network inventory upon award. Proposers may request a high-level summary of the current environment in writing during the questions period.

## PART 5: SCOPE OF SERVICES

The selected MSP will deliver the comprehensive scope of services described below. Proposers must be able to provide all services listed; HOPE is not seeking to award separate components to multiple vendors.

### Section 5.1 Onsite IT Staffing

HOPE requires a dedicated, full-time, on-site IT Support Technician assigned to HOPE Community Academy. This requirement is non-negotiable.

#### Coverage Expectations:

1. **Hours:** Full-time, Monday through Friday during school operating hours, with availability to extend hours as needed for events, board meetings, and school initiatives.



2. **Dedicated Assignment:** The on-site technician must be assigned exclusively to HOPE during scheduled hours and not shared with other client sites.
3. **Coverage During Absences:** The vendor must provide a clearly documented backup coverage plan for technician absences (illness, vacation, or turnover) with the same business day.

#### **Onsite Technician Responsibilities:**

1. End-user support for staff and students (in-person and ticket-based).
2. Device repair, imaging, and provisioning.
3. Classroom technology troubleshooting (Smartboards, projectors, sound systems).
4. Helpdesk ticket management, escalation, and documentation.
5. Support during state and standardized testing windows (MCA, ACCESS, NWEA, etc.).
6. Setup and technical support for board meetings, school events, parent nights, and graduation.
7. School-wide technology rollout and deployment activities.
8. Direct collaboration with HOPE internal staff (including operations team members responsible for technology coordination).
9. Staff training and one-on-one support on commonly used tools and platforms.
10. Provide staff training for future internal staff and interns.

#### **Section 5.2 Help Desk and End-User Support**

Includes the following:

1. 24/7 ticketing system accessible to HOPE staff with web, email, and phone intake.
2. Tiered support model with clearly defined escalation paths.
3. Account provisioning and de-provisioning for new hires, departures, and student onboarding/offboarding.
4. Password resets, enrollment support, and access management.
5. Documentation of all tickets, resolutions, and recurring issues.
6. Monthly reporting on ticket volume, resolution times, and trends.

#### **Section 5.3 Device Management and IT Repair**

Includes the following:

1. Imaging, configuration, deployment, and decommissioning of all staff and student devices.
2. OS patching and software updates for all managed devices.
3. Endpoint security agent management on all devices.
4. Hardware repair and warranty claim coordination for staff devices, Chromebooks, and shared classroom devices.
5. Device management for staff and student devices, including Good Admin Console for Chromebooks and equivalent management for staff laptops/surface devices.
6. Coordination of annual Chromebook (and/or Staff laptop) collection, repair, imaging, and redistribution.

#### **Section: 5.4 Network Management**

Includes the following:

1. Monitoring and management of firewalls, switches, routers, and wireless access points.

2. Firmware updates, configuration management, and network optimization.
3. VLAN management and network segmentation (staff, student, guest, IoT, security).
4. Internet uptime monitoring and ISP coordination.
5. Wireless coverage validation and remediation.
6. Network documentation, including topology diagrams, configuration backups, and credential management.

### Section: 5.5 Server and Infrastructure Management

Includes the following:

1. Monitoring, patching, and maintenance of all on-premises and cloud servers.
2. Active Directory and identify management.
3. Security hardening and vulnerability remediation.
4. Coordination of server installations, upgrades, and decommissioning, including E-Rate approved server replacements.

### Section: 5.6 Google Workspace for Education Administration

HOPE operates on Google Workspace for Education. The selected vendor will be the primary administrator of this environment.

Includes the following:

1. Google Admin Console administration, including user lifecycle, organizational units, and security policies.
2. Google Workspace license management and reconciliation.
3. Email security, spam filtering, and phishing protection.
4. Shared driver architecture, permissions, and ongoing governance.
5. Chromebook policy management through Google Admin Console.
6. Integration with Infinite Campus and other third-party platforms.
7. Staff training and support on Google Workspace tools and best practices.

### Section: 5.7 Backup and Disaster Recovery

Includes the following:

1. Daily backup of all critical data, including server data, Google Workspace, and key administrative systems like Egnyte.
2. Encrypted backups with off-site or cloud-based storage.
3. Documented Disaster Recovery (DR) plan with annual testing and reporting.
4. Defined Recovery Time Objectives (RTO) and Recovery point Objectives (RPO) for critical systems.
5. Ransomware-resilient backup architecture.

### Section: 5.8 Phone System and Cabling

Includes the following:



1. Administration and support of HOPE's phone system, including configuration, voicemail, call routing, and user provisioning.
2. Cabling installation, repair, and labeling for new classrooms, offices, and infrastructure projects.
3. Coordination with telephony and ISP providers for service issues.

#### **Section: 5.9 Audio/Visual Support**

Includes the following:

1. Setup, maintenance, and troubleshooting of Smartboards, interactive displays, projectors, and sound systems.
2. Onsite A/V support for board meetings, school assemblies, parent nights, graduation, and other major events.
3. Recommendation and procurement support for new A/V equipment, as needed.

#### **Section: 5.10 Printer and Copier Support**

Includes the following:

1. First-line troubleshooting for all printers and copiers.
2. Coordinator with the print/copy vendor for service calls, supplies, and contract management.
3. Network printer queue management and driver deployment.

#### **Section: 5.11 Security Camera Systems**

Includes the following:

1. Administration, maintenance, and troubleshooting of HOPE's security camera infrastructure.
2. User access management and recorded footage retrieval support for authorized HOPE administrators.
3. Camera replacement, repositioning, and expansion coordination as requested.

#### **Section: 5.12 Door Access Control Systems**

Includes the following:

1. Administration of HOPE's electronic door access control system, including badge issuance, deactivation, and access group management.
2. Coordination with facilities and security vendors for hardware issues.
3. Support for visitor and substitute access protocols.

#### **Section: 5.13 Student Information System (Infinite Campus) Coordination**

Includes the following:

1. Technical liaison with Infinite Campus for system issues, integrations, and data feeds.
2. Coordination with HOPE's MARSS Coordinator for SIS-dependent reporting and data integrity.
3. Support for Infinite Campus user account management and permissions.
4. Integration support between Infinite Campus and Google Workspace, assessment platforms, and food service systems.

#### **Section: 5.14 Cybersecurity**



The selected vendor must follow best practices for PreK-12 cybersecurity, including:

1. Multi-Factor Authentication (MFA) enforced for all staff accounts.
2. Endpoint Detection and Response (EDR) deployed across all managed devices.
3. Email security, phishing protection, and user awareness training resources.
4. Vulnerability scanning and remediation tracking.
5. Patch management with measurable compliance targets.
6. Security incident monitoring, response procedures, and 24/7 escalation contact.
7. Content filtering compliant with the Children's Internet Protection Act (CIPA).
8. Secure backup encryption and disaster recovery testing.
9. Annual security risk assessment with documented findings and recommendations.

#### **Section: 5.15 E-Rate Support (Category 1 and Category 2)**

HOPE is an active E-Rate participant and the selected vendor must provide full lifecycle E-Rate support, including:

1. Coordination and technical input for Form 470 (RFP/competitive bidding) and Form 471 (funding requests) filings.
2. Response support for USAC Program Integrity Assurance (PIA) reviews and post-commitment review requests.
3. Maintenance of all required E-Rate documentation, including invoices, contracts, asset inventories, and service certifications.
4. Invoicing coordination in partnership with the Business Office, as applicable.
5. Confirmation of SPIN registration if the vendor is providing E-Rate eligible services directly.
6. Compliance with all E-Rate competitive bidding, gift, and document retention rules.

#### **Section: 5.16 Inventory and Asset Management**

HOPE specifically requires a robust, transparent, and continuously maintained inventory and asset management program. This is a top priority of this RFP.

##### **Inventory Requirements:**

1. Complete inventory of all HOPE technology assets, including but not limited to: staff laptops/desktops, Microsoft Surfaces, Chromebooks, Smartboards, projectors, servers, switches, wireless access points, firewalls, printers, phones, security cameras, and door access hardware.
2. Each asset record must include: serial number, model, location/assigned user, purchase date, purchase price, funding source (E-Rate, general fund, grant), warranty start and end dates, and current status (in service, in repair, retired, lost).
3. The inventory must be accessible to HOPE leadership at any time without additional fees and provided in a format HOPE can export and retain.
4. The vendor must perform an initial full physical and electronic inventory reconciliation within the first 90 days of contract start.
5. The vendor must provide HOPE with quarterly inventory reports and annual lifecycle/replacement recommendations.

#### **Section: 5.17 Warranty and Lifecycle Management**

Includes the following:

1. Maintenance of electronic warranty records of all HOPE-owned equipment.
2. Proactive notification to HOPE leadership within 6 months prior to warranty expiration on critical assets.
3. Coordination of warranty repair claims with manufacturers.
4. Annual technology refresh recommendations aligned with the schools E-Rate cycle and budget process.
5. Documented end-of-life policies and secure data wiping/disposal procedures (with certificates of destruction where appropriate).

#### **Section: 5.18 Staff Training and Technology Adoption**

Includes the following:

1. Annual staff onboarding training on HOPE's technology system and security expectations.
2. On-demand individual support and one-on-one training as requested by staff.
3. Training resources for new platforms or major upgrades.
4. Cybersecurity awareness training (phishing, password resets, data privacy) at least annually.

#### **Section: 5.19 Vendor and Project Coordination**

Includes the following:

1. Ongoing coordination with HOPE's third-party technology vendors, including Infinite Campus, food service systems, copier-printer vendor, telephone provider, ISP, security camera vendor, and door access vendor.
2. Active participation in HOPE's annual technology planning and budgeting process.
3. Strategic IT consultation at least quarterly, including a written executive summary delivered to the Executive Director and COO.

## **PART 6: ANTICIPATED PROJECTS DURING CONTRACT TERM**

HOPE has the following major technology initiatives planned during the initial contract term. Proposals should describe the vendor's approach to supporting these initiatives, including any project-based pricing where applicable.

#### **Section: 6.1 E-Rate Network Infrastructure Refresh**

HOPE has submitted E-Rate Category 2 funding request for new wireless access points and server replacements. Installation, configuration, and migration support will be required during Year 1 of the contract.

#### **Section: 6.2 Staff Laptop Refresh - August/September 2026**

HOPE's existing staff laptops are reaching end of life as of August 31, 2026. The selected vendor will be expected to support specification, procurement, imaging, and deployment of approximately 136 new



staff laptops (with 5-6 Microsoft Surfaces for admin leadership only) at the start of the 2026-2027 school year.

**Section: 6.3 Chromebook Lease Renewal - School Year 2027-2028**

HOPE’s current Chromebook lease ends at the end of the 2026-2027 school year. The selected vendor will be expected to provide procurement and lease structuring guidance for the renewal of approximately 890+ student Chromebooks, with capacity for additional units to support continued enrolment growth.

**Section: 6.4 Cybersecurity Posture Improvement**

During Year 1, HOPE expects the vendor to conduct a baseline cybersecurity assessment and present a multi-year roadmap for posture improvement, aligned with charter school frameworks appropriate for PreK-12 environments.

## PART 7: Service Level Agreement (SLA)

Vendors must commit to the following minimum response times. Proposers may offer faster response commitments, which will be considered favorably during evaluation.

Priority Level	Maximum Response Time	Description
Critical	15 minutes	School-wide outages, network down, security incidents, ransomware events, testing window outages.
High	1 hour	Classroom-level outages, single-system failures impacting multiple users, urgent administrative system issues.
Medium	4 business hours	Individual user issues with workarounds available, non-urgent device issues.
Low	1 business day	General requests, software installations, account changes, training requests.

## PART 8: Key Performance Indicators (KPIs)

The selected vendor will be evaluated against the following (KPIs), reported monthly to the COO and quarterly to the Executive Director:

### Helpdesk Performance

- First response time
- Time to resolution
- Open ticket backlog
- End-user satisfaction scores

### Infrastructure Reliability

- Network uptime target: 99.9%



- Server uptime target: 99.9%
- Wireless coverage and performance

#### **Security**

- Patch compliance: minimum 95% within defined windows
- Incident response tracking and time-to-containment
- Vulnerability remediation timelines

#### **Inventory and Asset Management**

- Inventory accuracy rate (audited annually)
- Warranty notification timeliness
- Asset disposition documentation completeness

## **PART 9: Compliance and Data Privacy Requirements**

The selected vendor must comply with all applicable federal, state, and local laws and regulations, including but not limited to:

- Family Educational Rights and Privacy Act (FERPA)
- Children’s Internet Protection Act (CIPA)
- Children’s Online Privacy Protection Act (COPPA)
- Minnesota Government Data Practices Act (Minn. Stat. Chapter 13)
- Minnesota Student Data Privacy provisions
- E-Rate (USAC) program rules and document retention requirements

The vendor will be required to execute a Data Sharing Agreement and/or Data Privacy Agreement with HOPE prior to contract execution. Background checks are required for any vendor staff working on-site at HOPE.

The vendor must carry, at a minimum:

1. Commercial General Liability Insurance: \$1,000,000 per occurrence / \$2,000,000 aggregate.
2. Cyber Liability Insurance: \$2,000,000 minimum coverage.
3. Worker’s Compensation insurance as required by Minnesota Law.
4. Professional Liability / Errors & Omissions Insurance: \$1,000,000

## **PART 10: Pricing Requirements**

Price transparency is a top of this RFP.



Hope has experienced challenges with non-itemized billing and unclear scopes in prior IT engagements. Proposals must be structured to make all costs visible and predictable. Hidden fees, unexplained charges, or services billed outside the documented scope of work will not be accepted.

**Section: 10.1 Required Pricing Components**

Proposers must provide pricing in the following categories. All pricing must be all-inclusive of standard scope items unless otherwise specified.

Pricing Component	Description
Monthly Managed Services Fee	All-inclusive monthly fee covering the standard scope of services described in Section 5. Must clearly identify what is included.
On-Site Technician Cost	Annualized cost of full-time, dedicated on-site technician, including backup coverage.
Per-Endpoint Cost (if applicable)	If per-endpoint pricing is used, identify rate per device category (staff laptop, Chromebook, server, etc.).
Network Management Cost	If billed separately, include rate and scope.
Cybersecurity / EDR /MDR Costs	Identify monthly or per-endpoint security tooling and monitoring costs.
Backup and Disaster Recovery Costs	Identify monthly costs and storage-based or capacity-based variables.
Out-of-Scope Hourly Rate	Hourly rate for any work that falls outside the documented scope, with examples of what would qualify as out-of-scope.
Project Implementation Rates	Hourly or project-based rates for major initiatives such as device refreshes, network upgrades, and migrations.
Annual Price Escalator	Identify any contractually agreed price increases by year.

**Section: 10.2 Multi-Year Pricing Schedule**

Proposers must provide pricing for each contract year using the schedule below.

Contract Year	Monthly Price	Annual Price
Year 1: July 1, 2026 - June 30, 2027	\$	\$
Year 2: July 1, 2027 - June 30, 2028	\$	\$
Year 3: July 1, 2028 - June 30, 2029	\$	\$
Year 1: July 1, 2029 - June 30, 2030 (if applicable, if submitting a 5-year contract proposal)	\$	\$
Year 1: July 1, 2030 - June 30, 2031 (if applicable, if submitting a 5-year contract proposal)	\$	\$

## PART 11: Proposal Submission Requirements

Each proposal must contain the following sections, in the order listed, to be considered complete.

- Cover letter:** Signed by an authorized representative of the proposing firm.
- Company Overview:** To include history, ownership, office locations, number of employees, and primary point of contact.



3. **PreK-12 Experience:** Minimum of 3 years of demonstrated experience providing managed IT services to PreK-12 schools, with emphasis on Minnesota charter schools.
4. **Detailed Staffing Plan:** To include the proposed on-site technician's qualifications, certifications, and tenure with the firm; back-up coverage model; and account management structure.
5. **Managed Services Methodology:** To include ticketing platform, escalation paths, monitoring tools, and reporting cadence.
6. **Technology Architecture Overview:** To include identity and access management strategy, endpoint management platform, backup and disaster recovery architecture, network monitoring tools, security monitoring tools, and cloud vs on-premise infrastructure recommendation.
7. **Inventory and Asset Management Approach:** To include the platform/tool used, sample reports, and reconciliation methodology.
8. **E-Rate Experience:** To include SPIN registration (if applicable), recent Form 470/471 filings supported, and PIA review experience.
9. **Cybersecurity Capabilities:** To include documentation of security tooling, certifications, and incident response procedures.
10. **Pricing Proposal:** To be completed in accordance with Section 10.
11. **Samples:** To include a Service Level Agreement and sample monthly client report.
12. **Three (3) professional references:** from PreK-12 clients, including name, title, organization, phone, email, and length of relationship.
13. **Proof of Insurance:** To meet the requirements in Section 9.
14. **Conflict of Interest Disclosure:** To include any current or prior relationships with HOPE board members, staff, or vendors.
15. **Signed Acknowledgement:** Acknowledgement of all terms and conditions in this RFP.

## PART 12: Contract Term and Renewal

HOPE anticipates awarding a 5-year contract. The initial term will run from July 1, 2026 through June 30, 2031.

HOPE may, in its sole discretion, opt to negotiate one (1) additional renewal term up to two (2) years upon mutual agreement of both parties.

Alternatively, HOPE may consider a three (3) year initial term with two (2) on-year renewal options if the proposer provides a clearly justified rationale for that structure.

HOPE retains the right to terminate services for any reason upon sixty (60) days advance written notice. HOPE retains the right to terminate services for cause upon thirty (30) days advance written notice and a documented opportunity to cure.

## PART 13: Evaluation Criteria



Proposals will be evaluated by a committee composed of HOPE leadership, board representation, and operational staff. Each proposal will be scored using the weighted criteria below.

Evaluation Criteria	Weight	Notes
Cost and Overall Value	25%	Total cost of ownership, pricing transparency, multi-year value.
On-Site Staffing Plan	15%	Quality, qualifications, and stability of dedicated technician; backup model.
Pre-K / Charter School Experience	15%	Demonstrated experience with Minnesota charter schools and similar sized Pre-K environments.
Inventory, Asset, and Warranty Management	10%	Methodology, platform, accuracy commitments, transparency.
Cybersecurity Capabilities	10%	Tooling, certifications, monitoring, incident response.
E-Rate Experience and Capability	10%	Demonstrated track record with Form 470/471 and PIA support.
References and Past Performance	10%	Quality and relevance of references; verified past performance.
Technical Architecture and Methodology	5%	Quality of proposed architecture and operational approach.
<b>Total</b>	<b>100%</b>	

HOPE reserves the right to invite top-scoring finalists to participate in interviews or presentations prior to final award. HOPE also reserves the right to conduct independent reference checks beyond those provided in the proposal.

## PART 14: RFP Timeline

See timeline below:

Activity	Date
RFP Issued	May 13, 2026
Deadline for Written Questions	May 27, 2026 by 4:00pm CST
HOPE Distributes Q&A Responses to All Proposers	June 1, 2026
Proposals Due	June 12, 2026 by 3:00pm CST
Proposal Evaluation and Finalist Interview (if applicable)	June 15 thru June 23, 2026
Board Approval and Award Decision	June 25, 2026
Vendor Notification	June 25, 2026
Contract Execution and Transition Period Begins	June 26, June 30, 2026
New Contract Service Start Date	July 1, 2026

HOPE reserves the right to modify this timeline as needed. Any modifications will be communicated to all parties who have indicated an intent to submit a proposal.



## PART 15: Submission Instructions and Questions

Please see questions and proposal submission information below.

### Section: 15.1 Questions and Clarifications

All questions and requests for clarification must be submitted in writing via email to the contact below, with the subject line: “HOPE IT Services RFP - Request for Clarification.”

Questions must be received no later than 4:00pm CST on May 27, 2026. HOPE will compile and distribute responses to all questions to all parties intending to submit a proposal by June 1, 2026.

HOPE will not provide individual or verbal responses to questions. All clarifications will be issued in writing to all proposers to ensure equal access to information.

### Section: 15.2 Proposal Submission

Proposals must be submitted electronically (PDF format) or via mail in a sealed envelope no later than 3:00pm CST on June 12, 2026 to:

**Via email with Subject Line “SY 2027 IT Services Proposal” with all cc’d):**  
Kevin Xiong, Executive Director - [kevinxiong@hope-school.org](mailto:kevinxiong@hope-school.org)  
Mai Ka Yang, Operations Development Consultant - [maikayang@hope-school.org](mailto:maikayang@hope-school.org)

**Via Mail (Drop Off in Sealed Envelope or Priority):**  
HOPE Community Academy  
ATTN: Kevin Xiong, Executive Director - IT Services Proposal  
720 Payne Avenue  
Saint Paul, MN 55130

Proposals received after the deadline will not be considered.

## PART 16: General Terms and Conditions

1. HOPE reserves the right to accept or reject any and all proposals, in whole or in part, and to waive any informalities in the proposal process.
2. HOPE reserves the right to negotiate with any proposer and to award the contract to the proposer determined to be most advantageous to HOPE, considering price and other evaluation factors.
3. This RFP does not commit HOPE to award a contract, pay any costs incurred in the preparation of a proposal, or procure or contract for any services.
4. All proposals submitted become the property of HOPE Community Academy and are subject to the Minnesota Government Data Practices Act (Minn. Stat. Chapter 13). Proposers should clearly mark any portions of their proposal claimed as trade secret or otherwise protected.
5. The selected vendor will be required to enter into a written contract incorporating the terms of this RFP and the accepted proposal, with such modifications as the parties may agree upon.



6. The vendor must comply with all applicable federal, state, and local laws, including non-discrimination, equal employment opportunity, and work classification requirements.
7. Background checks are required for any vendor employee or subcontractor working on-site at HOPE.
8. The vendor will not subcontract any portion of the scope of services without prior written approval from HOPE.
9. The vendor must comply with all E-Rate program rules, including gift restrictions, document retention, and competitive bidding integrity.
10. Any conflict of interest, real or perceived, between the proposer and any HOPE board member, employee, or vendor must be disclosed in the proposal.