

**JOHN HANCOCK CHARTER SCHOOL  
REQUEST FOR PROPOSAL**

**IT EQUIPMENT & SERVICES PROVIDER**

**SECTION I  
SELECTION SCHEDULE**

**Advertisement:** This Request for Proposal will be published on John Hancock Charter School's website (<https://johnhancocks.org/>) from January 26, 2023 through February 28, 2023, as well as the SciQuest system, during the same dates.

**Submission of Proposals:** Proposals will be accepted until 2:59 p.m. on February 28, 2023.

**Proposal Opening:** Proposals will be opened publicly at approximately 3:00 p.m., February 28, 2023, at John Hancock Charter School located at 125 North 100 East, Pleasant Grove, UT 84062.

**Review of Submitted Proposals:** Approximately March 1, 2023 to March 3, 2023.

**Tentative Award Date:** March 3, 2023 before 3:00 p.m.

**Offeror to Provide Equipment and Services by:** June 30, 2023.

**SECTION II  
INTRODUCTION**

- A. John Hancock Charter School (“JHCS” or the “school”) is a Utah nonprofit 501(c)(3) corporation and public charter school with two campuses, one in Pleasant Grove, Utah that has been in operation since 2002 and another that is currently being constructed in Eagle Mountain, Utah, with the construction expected to be completed in July 2023. JHCS’s campuses serve grades K-8. JHCS’s Pleasant Grove campus enrolls close to 190 students each year and its Eagle Mountain campus is expected to enroll 800+ students in its first year and 900+ students after a couple years of operation.
- B. JHCS is currently requesting proposals for IT equipment and services at its campus in Eagle Mountain, UT, as described below.
- C. **AWARD OF CONTRACT.** The contract will be awarded to the offeror whose proposal is determined to be the most advantageous to the school, 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 school may reject any and all proposals, and it may waive any informality or technicality in any proposal received if it determines it would serve the best interests of the school. The school 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.

- D. **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 (Utah Code § 63G-2-309(1)). 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 equipment and 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. Proposals will be opened publicly at approximately **3:00 pm on February 28, 2023**, at John Hancock Charter School located at 125 North 100 East, Pleasant Grove, UT 84062. Proposals will be opened so as to avoid disclosure of contents to competing offerors during the process of negotiation. However, a register of proposals will be prepared and shall be open for public inspection after the contract is awarded. The school will cooperate with all potential offerors, to the extent reasonably possible, in their attempt to obtain information. Discussions may be conducted with offerors who submit proposals for the purpose of assuring full understanding of, and responsiveness to, the solicitation requirements.
- E. Selection of the successful offeror will form a contract pursuant to which the successful offeror must honor for the school the prices for the equipment and services along with the other terms and conditions outlined in the successful proposal. All pricing and other terms must be honored for at least twenty-four (24) months following award of the contract. Therefore, if selected, the successful offeror must be prepared to execute an agreement with the school 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 school.
- F. **The school reserves the right to accept or reject any or all proposals based on non-response, or lack of sufficient response, to items listed in this RFP. The responses by the offeror in this RFP must be sufficient explained for the school to qualify for E-Rate programs and discounts. No agreement exists on the part of JHCS until a contract is approved and executed by the school’s Board of Directors.**

- G. Proposals received by any unapproved form are not acceptable and will not be considered.
- H. All inquiries, questions or requests for clarification must be submitted via email to Craig Frank at [craigfrank@johnhancocks.org](mailto:craigfrank@johnhancocks.org) and received prior to **5:00 p.m. on February 10, 2023**. Answers will be made available to inquiries, questions or clarifications, for the viewing of all potential offers, **by 5:00 p.m., February 14, 2023**, and will be made available on the school's website at [www.johnhancocks.org](http://www.johnhancocks.org), SciQuest, and E-rate required platforms.
- I. This RFP does not obligate the school to pay for any costs of any kind whatsoever 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 school. Further, the school 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.
- J. Acceptance of an offer by the school does not obligate the school 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 school until an agreement is properly approved by the school's Board of Directors.

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

Potential offerors are hereby invited to submit a proposal for IT equipment and services.

**It is mandatory that each proposal contain a cover letter which includes the following:**

- A statement of the offeror's intent to provide the services outlined in the proposal;
- The complete company name and address;
- Company contact person's name, phone number, and email address;
- Company's website, if applicable;
- The signature of the company's authorized representative, including position/title; and
- The date of submission.

Proposals must be submitted by email to Craig Frank at [craigfrank@johnhancocks.org](mailto:craigfrank@johnhancocks.org) in PDF format. **ALL COST INFORMATION PROVIDED BY THE OFFEROR MUST BE SUBMITTED IN THE SAME PDF DOCUMENT AS ALL OTHER RFP INFORMATION AND CLEARLY IDENTIFIED AS COST INFORMATION.**

The email message submitting the proposal must have a subject line reading "PROPOSAL FOR IT EQUIPMENT & SERVICES" and be submitted on or before **February 28, 2023 by 2:59 p.m.**

Proposals received after this date and time will not be considered.

Proposals must be signed by the offeror. Electronic signature is acceptable.

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

- A) The IT Equipment & Services Provider will be expected to act as an independent contractor in the delivery of the described equipment and services to the school.
- B) JHCS is seeking to enter into a Equipment & Service Agreement with the IT Equipment & Services Provider for comprehensive IT equipment and services, maintenance and periodic updating of the school's network architecture, and procurement of necessary equipment, as requested by the school. 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 equipment/services offered, including number of years in business, number of years the offeror has provided services to Utah charter schools, number of people currently employed.
    - b) Provide a narrative demonstrating experience and a track record for providing IT equipment and services to Utah charter schools or otherwise provide evidence demonstrating your ability to provide equipment and services to the school. Preference may be given to offerors who demonstrate a successful operating history, especially a history that includes providing services to Utah charter schools that are current clients.
    - c) Provide an outline of equipment and services offered and/or supported.
    - d) Provide information on current clients, including total number of clients and a list of current clients that are Utah charter schools.
    - e) Include a list of references that the school 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 JHCS must have the following credentials:
      - (i) Current licenses or certificates demonstrating their competency to perform the required duties.
      - (ii) Abilities and aptitudes to troubleshoot the network, computer, telecommunications, software, and hardware systems as needed, and to provide school personnel with appropriate counsel as often as required.
  - 2) *Scope of Work, Specifications, and Requirements*

- a) Describe your experience with configuring all components contained in this RFP. Describe the proper industry standards for equipment and services contained in you proposal. Please provide your definition of “proper industry standards” for this application in sufficient detail to allow comparison with the approach of other offerors.
- b) Left blank.
- c) Left blank.
- d) Left blank.
- e) Left blank.

- g) End User Equipment Services.
- (i) Describe your expertise and proposed approach to deploy, inventory, and maintain all user hardware in a timely and cost-effective manner.
  - (ii) Give an example of a standardized configuration to accommodate all computer platforms, user settings and controls. Provide details/methods for future customized imaging and software deployment.
  - (iii) Explain your experience with the implementation of appropriate settings and controls of devices depending on their use (i.e., student versus faculty).
- h) Training and Professional Development. Identify *all* staff training you will provide as part of your proposal regarding the use of system resources you will provide, end-user hardware, and interactive technology. In addition, describe your proposed approach to accommodating specific requests for staff training.
- i) Comprehensive Equipment Procurement. Please indicate whether you have access to, and the ability to purchase from, a variety of equipment vendors and whether, and to what extent, you pass on the direct cost of the equipment to the school or markup the price of the equipment purchased through these vendors. Indicate whether you offer participation in a volume-buying program to reduce costs for the school and whether, and to what extent, you pass on the direct cost of the equipment to the school or markup the cost equipment purchased through this program.
- j) Describe your experience and ability to assist and advise the school in defining equipment specifications and analyzing technical requirements.
- k) Indicate whether you support the school's position that warranty rights associated with all purchased equipment should reside with the school.
- l) Left blank.
- m) Left blank.

- n) Describe your proposed approach to address the management and inventory of all school technology equipment and licenses.
- o) Describe your proposed approach to protecting against security breaches of the installed school's system, including your proposed approach for who would be responsible in the event of a security breach.
- p) Describe your proposed procedures for responding to support requests from administration and staff, including any help desk system that you have in place for submission of service requests. If multiple steps are involved, please indicate who is responsible at each step and applicable timelines for responses, actions, and identify established follow up procedures if any.
- q) Please identify any additional value-added services your company provides that would reduce expenses that the school would otherwise incur.
- r) Indicate your hours of operation. Note: due to the nature of the services contemplated within this RFP, the school expects the successful offeror to provide service and support in a timely manner, both during regular business hours of approximately 8 am to 5 pm, Monday through Friday, as well as other times in order to address emergencies and other unforeseen problems that the school might encounter.
- s) Indicate your willingness to enter into a service agreement. 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 PROVIDED BY THE OFFEROR MUST BE SUBMITTED IN THE SAME PDF DOCUMENT AS ALL OTHER RFP INFORMATION AND CLEARLY IDENTIFIED AS COST INFORMATION.**
- b) In order to provide a uniform basis on which the school may evaluate the cost of each proposal, evaluation of the cost element will be based on the CATEGORY 2 - EQUIPMENT & SERVICES LIST, a copy of which is has been included

as **Attachment 1** of this RFP.

- c) All offerors must complete the cost breakdown table in the CATEGORY 2 - EQUIPMENT & SERVICES LIST and provide bids for equipment meeting the specifications provided. Please provide specifications for the equipment being bid.
  - d) All offerors must also provide a cost breakdown for providing the school with all necessary ongoing support and maintenance services required by E-rate. Offerors should specify what services are included in ongoing maintenance and support. Offerors are invited to provide both an hourly fee cost proposal and/or a fixed fee cost proposal for ongoing maintenance and support services.
  - e) *The* Category 2 - Equipment & Services List is consistent with the E-rate Category 2 equipment and services list. If the offeror finds discrepancies related to allowable E-rate equipment and services, they should contact the individual found in Section III.H. of this RFP.
- 4) Selection of the IT Equipment & 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 (25 points):** This criterion is based on the overall depth and quality of the offeror's experience providing the required equipment and services to Utah charter schools as demonstrated in the proposal. An offeror's experience working with current clients who are Utah charter schools will be weighted more heavily.

**Personnel Qualifications (5 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 equipment and services from the references provided. Information obtained from references that are Utah 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 equipment and services to Utah charter schools. This criterion includes the offeror's willingness to enter into an equipment and 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 the school and its ability to otherwise provide required equipment and services in a timely manner, such as through remote access capabilities.

**Cost (30 Points):** This criterion is based on the offeror's budget and estimated pricing for providing the ongoing maintenance and support services as well as the equipment set forth in the Category 2 - Equipment & Services List. This includes the offeror's ability to provide a budget that is thorough, specific, and supports the Category 2 - Equipment & Services List.

Total points available based on Evaluation Criteria: 100 points