

SOUTHSIDE ELEMENTARY CHARTER SCHOOL

REQUEST FOR PROPOSALS**Managed Information Technology, Cybersecurity, Educational Systems, and State Testing Support Services**

135 Prairie Avenue
 Providence, Rhode Island 02905
 (401) 270-9007

Solicitation milestone	Date
RFP issued and legal notice published	Tuesday, September 8, 2026
Written questions due	Wednesday, September 16, 2026, 12:00 p.m. ET
Responses/addendum posted	Friday, September 18, 2026
Proposals due and opened	Monday, September 28, 2026, 12:00 p.m. ET
Evaluation and reference checks	September 29-October 2, 2026
Vendor interviews, if needed	October 5-6, 2026
Anticipated Board award	Monday, October 19, 2026
Anticipated contract start	Monday, November 2, 2026

RFP Coordinator: Dr. Julie Giangiulio, Head of School

Questions and proposals: jgiangiulio@southsideelementary.org

RFP webpage: www.southsideelementary.org

I. Introduction and Purpose

SouthSide Elementary Charter School (SouthSide or the School) invites proposals from qualified managed information technology service providers to deliver comprehensive technology support for a single-site public charter elementary school serving approximately 144 students in kindergarten through grade five. The selected provider will support instructional and administrative technology, cybersecurity, data privacy, educational application rostering, network and device management, and high-priority on-site support for statewide assessments.

This RFP is issued pursuant to R.I.G.L. §45-55-1 et seq., SouthSide's Procurement Policy, and other applicable federal and state requirements. The School intends to award a written contract to the responsible and responsive proposer offering the best overall value, considering qualifications, approach, service quality, implementation capacity, and cost.

II. School and Technology Environment

SouthSide operates one classroom per grade and employs teachers, learning partners, specialists, administrators, and contracted service providers. Technology is integral to core instruction, intervention, assessment, communication, business operations, student services, and state reporting. Proposers must be able to support a small-school environment in which rapid response, practical problem-solving, documentation, and continuity are essential.

Known or anticipated systems include Google Workspace for Education, Chromebooks, staff computers, printers/copiers, classroom display technology, wireless and wired networks, the student information system, and digital curriculum and assessment platforms. Current programs include Benchmark Advance, Eureka Math², Smithsonian/Carolina Science, Studies Weekly, i-Ready, DIBELS, and intervention resources. The selected provider must verify the complete environment during transition and shall not rely solely on this summary.

III. Contract Term and Service Model

The anticipated initial term is November 2, 2026 through June 30, 2027, with up to two one-year renewal options through June 30, 2029, subject to satisfactory performance, available funding, mutual written agreement, Board approval when required, and applicable procurement requirements. SouthSide makes no guarantee of renewal.

- Core service model: recurring monthly managed services with remote help desk, proactive administration and monitoring, and scheduled on-site service.
- Required annual/project services: transition, roster remediation and maintenance, and spring state-testing readiness and coverage.
- Optional services: additional on-site hours, after-hours emergency response, installations, cabling, E-Rate technical support, training, and special projects.

IV. Scope of Required Services

A. Transition and Initial Assessment

- Participate in a kickoff meeting within two business days after the contract starts.
- Obtain an orderly transition from existing staff or providers without disrupting school operations.
- Inventory hardware, software, licenses, accounts, warranties, network equipment, administrative access, and vendor relationships.
- Complete an initial technology, cybersecurity, and network assessment within 45 calendar days.

- Deliver a prioritized remediation plan, asset inventory, network diagram, credential ownership matrix, and three-year replacement outlook within 60 calendar days.
- Correct beginning-of-year roster, account, and integration problems and document the authoritative data source and process for each platform.

B. Help Desk and Technical Support

- Provide a documented ticketing system accessible to authorized SouthSide personnel by email, telephone, and web portal.
- Troubleshoot computers, Chromebooks, peripherals, printers, displays, software, email, accounts, Wi-Fi, and instructional applications.
- Provide secure remote support during school business hours, generally 7:30 a.m.- 4:15 p.m. ET on school days, with emergency escalation.
- Assign a primary technician/service manager and qualified backup personnel.
- Provide scheduled on-site service at least twice monthly and on-demand on-site service when remote resolution is not practical.

Priority	Example	Acknowledgment target	Restoration/resolution target
P1 Critical	Schoolwide internet/network outage; testing interruption; active cyber incident	15 minutes	Continuous effort; restore or workaround within 2 hours
P2 High	Multiple users/classes affected; core system unavailable	1 hour	Same business day
P3 Standard	Single-user or routine operational issue	4 business hours	2 business days
P4 Request	Planned change, setup, or nonurgent project	1 business day	Mutually scheduled

Proposers may recommend alternative service levels, but must identify every exception to the targets above.

C. Network and Infrastructure Management

- Monitor and administer internet connectivity, firewall, switches, wireless access points, network closets, and related configurations. (removing this from the RFP as it is not needed)
- Maintain current network diagrams, configuration backups, warranty information, and change records.
- Monitor uptime, bandwidth, coverage, capacity, firmware, and equipment health; proactively notify the School of risks. (removing this from the RFP as it is not needed)
- Maintain appropriate separation of staff, student, guest, administrative, and building-system traffic.
- Coordinate directly with internet, telephone, copier, security, curriculum, and equipment vendors as authorized.
- Assess wireless capacity and coverage in every testing and instructional area and recommend remediation before failure.

D. Device, Endpoint, and Asset Management

- Administer Chromebooks, staff computers, tablets, printers, displays, and peripherals.
- Enroll, configure, patch, update, reimagine, reset, deploy, recover, and securely retire devices.
- Maintain an asset record containing asset tag, serial number, model, assignment/location, age, warranty, condition, and disposition.
- Coordinate repairs and warranties and maintain procedures for loaner and replacement devices.
- Deploy and monitor endpoint protection and secure configurations appropriate to each device type.

E. Google Workspace, Identity, and Access Management

- Administer Google Workspace for Education, organizational units, groups, shared drives, age-based access settings, applications, extensions, and Chromebook management.

- Create, change, suspend, archive, transfer, and remove staff and student accounts through documented authorization workflows.
- Implement and maintain multi-factor authentication for staff and all privileged accounts.
- Perform quarterly reviews of administrative privileges, inactive accounts, shared accounts, and high-risk access.
- SouthSide shall retain ownership and at least two School-controlled super-administrator accounts. The vendor may not be the sole holder of any critical credential.

F. SIS, Rostering, Single Sign-On, and Educational Applications

- Support integrations among the student information system, Google Workspace, Clever/ClassLink or other SSO if used, and instructional/assessment applications.
- Manage beginning-of-year rollover, new enrollments, withdrawals, classroom transfers, grade promotions, staff changes, substitutes, and role assignments.
- Validate synchronization results and promptly resolve missing, duplicate, stale, or incorrectly assigned accounts and sections.
- Coordinate with curriculum and assessment publishers on SouthSide's behalf and document each platform's roster method, data owner, update cadence, and escalation path.
- Support Benchmark Advance, Eureka Math², Smithsonian/Carolina Science, Studies Weekly, i-Ready, DIBELS, intervention platforms, and other systems adopted during the term.
- Protect student information and limit data fields shared with each application to those necessary for the authorized educational purpose.

G. State Testing Technology Support

State-testing support is a required and material component of this engagement. The provider shall coordinate with the Head of School and School Test Coordinator and comply with current RIDE and assessment-vendor technical and security requirements.

- Complete a formal device, operating-system, secure-browser/application, peripheral, power, wireless, bandwidth, and room-readiness review no later than January 29, 2027.
- Complete required remediation and initial device certification no later than February 26, 2027.
- Conduct and document a full mock-testing session no later than March 12, 2027.
- Prepare charged and configured backup devices, peripherals, chargers, and a rapid device-swapping process.
- Provide on-site technical coverage for all primary RICAS ELA and mathematics dates and grade 5 NGSA dates designated by the School; provide optional pricing for makeup dates.
- Respond immediately to testing disruptions, preserve test security, and maintain a testing issue log.
- Adjust dates and activities if RIDE or assessment vendors change requirements or testing windows.

H. Cybersecurity, Privacy, and Incident Response

- Comply with FERPA, COPPA, applicable Rhode Island privacy and breach-notification laws, School policies, and contractual data-security requirements.
- Use least privilege, role-based access, multi-factor authentication, secure remote-access tools, encryption, patching, endpoint protection, phishing/spam controls, and logging appropriate to the environment.
- Perform an initial risk assessment and annual vulnerability assessment and maintain a written remediation register.
- Maintain a written incident-response plan addressing detection, reporting, containment, evidence preservation, investigation, recovery, notifications, and post-incident review.
- Notify SouthSide immediately, and no later than one hour after discovery, of a suspected incident affecting School systems or data; provide continuing written updates.
- Do not sell, monetize, advertise against, profile, or use School data for unrelated purposes. Disclose and obtain approval for subcontractors and any access outside the United States.

- Ensure personnel with on-site or privileged access complete appropriate screening, confidentiality commitments, and security training.
- At termination, return School information and certify secure destruction of remaining copies, except where retention is legally required.

I. Backup, Recovery, and Continuity

- Assess backup and retention requirements for Google Workspace, locally stored information, network configurations, and other critical systems.
- Implement or recommend recoverable, tested backups and document recovery procedures and responsibilities.
- Establish recovery priorities and practical continuity procedures for outages, cyber incidents, equipment failure, and facility disruption.
- Conduct at least one documented recovery exercise during the initial term.

J. Staff Lifecycle, Training, and Documentation

- Prepare authorized accounts and equipment before employee start dates and disable departing-user access within one hour of an authorized urgent request.
- Preserve and transfer School records and recover School equipment during offboarding.
- Provide brief orientations, cybersecurity/phishing awareness, and role-specific training for administrators responsible for Google, rostering, and testing.
- Maintain current inventories, procedures, configurations, licenses, warranties, vendor contacts, diagrams, and knowledge-base materials as SouthSide property.

K. Planning, Reporting, and Advisory Services

- Provide monthly ticket/service reports and quarterly leadership reviews covering performance, security, infrastructure, projects, recurring issues, risks, and recommendations.
- Provide annual budget and lifecycle recommendations, including products approaching end of support.
- Assist SouthSide with neutral technical requirements, quote comparison, licensing, warranties, and E-Rate technical information as requested.
- Disclose any reseller incentives, commissions, markups, or financial relationships associated with recommended products.

V. Optional Services

Proposers shall provide separately stated rates or fixed prices for the following optional services. SouthSide is not obligated to purchase them.

- Additional scheduled or emergency on-site hours, including after-hours support.
- Makeup state-testing days beyond included coverage.
- Cabling, major installations, moves, and infrastructure projects.
- E-Rate technical support or coordination with the School's E-Rate consultant.
- Large-scale device deployment, inventory reconciliation, or secure disposal.
- Special training, security exercises, penetration testing, or other projects.

VI. Deliverables and Performance Management

Deliverable	Due/frequency	Acceptance indicator
Kickoff and transition plan	Within 2 business days of start	Owners, dependencies, access, risks, and schedule documented
Initial inventory and assessment	Within 45 calendar days	Complete, accurate, exportable, and reviewed with leadership

Remediation/replacement plan and network diagram	Within 60 calendar days	Prioritized, cost-conscious, and owned by SouthSide
Monthly service report	By 10th business day monthly	Tickets, SLA results, risks, projects, and recommendations
Quarterly review	Quarterly	Decisions, action owners, and due dates documented
Testing readiness report	January 29, 2027	Devices, network, rooms, applications, and gaps verified
Mock-testing report	March 12, 2027	Issues, remediation, and backup process verified
Exit/transition package	Within 5 business days of request/termination	Credentials, exports, diagrams, records, and access transfer complete

VII. Vendor Minimum Qualifications

- At least three years of experience providing managed IT services; K-12 public-school experience is strongly preferred.
- Demonstrated experience with Google Workspace for Education, Chromebook administration, school networks, educational rostering/integrations, and state or large-scale online testing.
- Sufficient staffing to meet service levels and provide backup coverage.
- Documented cybersecurity and incident-response capabilities.
- Ability to comply with confidentiality, background-screening, insurance, and legal requirements.
- No suspension, debarment, exclusion, unresolved conflict of interest, or other condition making the vendor ineligible for the proposed work.

VIII. Proposal Submission Instructions

Submit one searchable PDF proposal by email to jgiangiulio@southsideelementary.org with the subject line 'SouthSide Managed IT Services RFP.' Proposals must be received no later than 12:00 p.m. ET on Monday, September 28, 2026. Late proposals will not be accepted. SouthSide may request an original signature page or supporting documents before award.

Proposal opening will occur after the deadline at SouthSide Elementary Charter School, 135 Prairie Avenue, Providence, Rhode Island. The opening will record timely submissions; evaluation discussions and materials will be handled consistent with applicable law.

Materials submitted may be subject to the Rhode Island Access to Public Records Act, R.I.G.L. §38-2. Proposers must clearly identify information they contend is exempt and state the legal basis. Marking the entire proposal confidential is not acceptable and does not determine its legal status.

IX. Required Proposal Contents

1. Cover letter signed by an individual authorized to bind the proposer, confirming proposal validity for 90 days.
2. Executive summary and explicit statement of understanding of SouthSide's needs and November 2 readiness.
3. Company profile: legal name, address, ownership, structure, years in business, staffing, office/service locations, and primary contact.
4. Relevant K-12 experience, including three comparable engagements and experience with charter schools, Google Workspace, Chromebooks, school networks, rostering, cybersecurity, and online testing.
5. Proposed team: names, roles, resumes/qualifications, primary and backup personnel, and any subcontractors.
6. Technical approach and implementation plan, including transition, assessment, support model, on-site schedule, tools, security, documentation, and first 60 days.

7. State-testing plan identification including preparation, on-site dates, backup staffing, and makeup-day pricing.
8. Service-level response: accept the RFP targets or provide a clearly labeled exceptions table.
9. Data privacy and security response, including incident notification, remote access, subcontractor controls, data location, retention/destruction, and evidence of security practices.
10. Completed pricing forms in Section X with all assumptions, exclusions, minimums, travel, after-hours, hardware/software markups, and annual increases disclosed.
11. Three client references for similar work, preferably Rhode Island or New England K-12 schools.
12. Disclosure of litigation, claims, data-security incidents, contract terminations for cause, regulatory findings, or professional discipline during the past five years, with explanations.
13. Proof or commitment to provide required insurance before award, conflict/non-collusion certification, debarment certification, and other required forms.

X. Pricing Forms

Complete all applicable fields. Do not substitute a general rate sheet. Prices must include all overhead, ordinary travel, tools, ticketing, remote access, and other costs unless expressly identified.

Required service	Price	Unit/assumptions
Initial term: Nov. 2, 2026-June 30, 2027	\$ _____	Fixed total
Monthly recurring managed-services fee	\$ _____ / month	Identify included remote/on-site hours
Transition and initial assessment	\$ _____	State included or separate fixed fee
Required primary state-testing date coverage	\$ _____	State number of on-site days included
Renewal year 1: July 1, 2027-June 30, 2028	\$ _____	Fixed annual or monthly total
Renewal year 2: July 1, 2028-June 30, 2029	\$ _____	Fixed annual or monthly total

Optional/additional service	Rate or fixed price	Conditions
Additional on-site support - business hours	\$ _____ / hour	Minimum/call-out: _____
After-hours/emergency support	\$ _____ / hour	Minimum/call-out: _____
Remote project work outside base scope	\$ _____ / hour	Prior written approval required
State-testing makeup day	\$ _____ / day	Hours included: _____
Training	\$ _____	Per hour/session; describe
Travel or mileage	\$ _____	State 'included' if no separate charge
Hardware/software markup	_____ %	Disclose rebates/commissions

XI. Evaluation and Selection

A review committee will evaluate responsive proposals. SouthSide may conduct interviews, demonstrations, reference checks, clarifications, and best-and-final-offer discussions. The award is subject to final approval by the SouthSide Board of Directors.

Criterion	Points
Understanding of SouthSide's needs and quality of technical approach	20
K-12 qualifications, relevant experience, and references	20
Service model, staffing, responsiveness, and on-site capacity	15

State-testing readiness and support plan	15
Cybersecurity, privacy, continuity, and documentation practices	15
Implementation timeline and November 2 readiness	5
Cost proposal and overall value	10
TOTAL	100

Price is an important consideration but is not the sole basis for award. SouthSide will select the responsible and responsive proposer whose proposal best meets the School's needs and offers the best value.

XII. Questions, Addenda, and Communications

Questions must be emailed to jgiangiulio@southsideelementary.org by 12:00 p.m. ET on Wednesday, September 16, 2026. Responses and any addenda will be posted at www.southsideelementary.org by Friday, September 18, 2026. Only written addenda issued by SouthSide may modify this RFP. Proposers are responsible for checking the webpage before submission.

To protect the integrity of the procurement, proposers may not contact Board members, employees, families, or other representatives concerning this solicitation except through the RFP Coordinator. Unauthorized contact may result in disqualification to the extent permitted by law.

XIII. General Conditions

- SouthSide may reject any or all proposals, waive minor informalities or technicalities, seek clarification, negotiate within the scope, cancel or reissue the RFP, or make no award, as permitted by law.
- SouthSide is not responsible for proposal preparation, travel, interview, legal, or other costs.
- The successful proposal, clarifications, addenda, and negotiated terms may be incorporated into the contract. If documents conflict, the executed contract and RFP will control in the order stated in the contract.
- No work may begin and no expense may be incurred until an authorized written contract is fully executed.
- Proposers must disclose all actual or apparent conflicts of interest. Proposals must be independently prepared without collusion.
- The developer of the specifications for this procurement is prohibited from submitting a proposal, consistent with SouthSide's Procurement Policy.
- The selected vendor shall comply with applicable nondiscrimination, equal-employment, wage, licensing, tax, ethics, MBE/WBE, and federal funding requirements.
- The selected vendor and applicable principals must not be suspended, debarred, excluded, or otherwise ineligible for state or federally funded work.
- SouthSide may require interviews, demonstrations, background checks, security documentation, insurance evidence, and verification of representations before award.

XIV. Contract and Data Protection Requirements

- SouthSide owns all School data, accounts, domains, tenant environments, licenses purchased by the School, configurations, diagrams, inventories, documentation, and work product created specifically for the School.
- Vendor access is limited to authorized purposes and must be promptly removed when no longer necessary.
- The vendor may not subcontract material obligations or provide offshore access without prior written disclosure and SouthSide approval.
- Billable work outside the fixed scope requires prior written authorization by a designated SouthSide official.
- The contract will include confidentiality, indemnification, incident-response, record-retention, audit/cooperation, termination, transition-assistance, and data-return/destruction provisions.

- Upon request or termination, the vendor must promptly transfer credentials, documentation, exports, configurations, and access; securely remove vendor tools and accounts; and cooperate with a successor provider.
- No automatic renewal, evergreen term, or unilateral price increase is permitted. Renewal requires written agreement and applicable approvals.

XV. Insurance Requirements

The selected vendor must provide certificates of insurance and required endorsements acceptable to SouthSide before contract execution and maintain coverage throughout the term. Final types, limits, additional-insured status, waiver of subrogation, notice, and other terms will be established in the contract after review by SouthSide's legal counsel and insurance adviser.

- Commercial general liability.
- Workers' compensation and employers' liability as required by law.
- Technology errors and omissions/professional liability.
- Cyber/privacy and network-security liability appropriate to the vendor's access to student, personnel, health, assessment, and other confidential information and to mission-critical systems/network architecture.
- Automobile liability when vehicles are used in performance.
- Crime/fidelity coverage if the vendor will control School funds, property, credentials, or financial processes.

Proposers shall identify current limits and any exceptions. SouthSide's attached RIDE insurance guidance should be reviewed with counsel because technology/cyber limits vary substantially according to access and risk.

XVI. Award, Contract Execution, and Public Notice

SouthSide anticipates recommending an award to its Board of Directors on October 19, 2026 and beginning services on November 2, 2026. These dates are estimates and do not bind the School. Award is not final until Board approval, completion of responsibility and reference checks, agreement on contract terms, receipt of insurance and other required documentation, and full execution by authorized representatives.

All unsuccessful proposers will be notified following the award. Procurement records will be retained consistent with SouthSide's Procurement Policy and applicable law.

APPENDIX A - Proposal Compliance Checklist

Required item	Included / page
Signed cover letter and 90-day validity	_____
Executive summary and November 2 readiness	_____
Company profile and qualifications	_____
Comparable K-12 experience and three references	_____
Proposed team, resumes, backup coverage, subcontractors	_____
Transition and first-60-days plan	_____
Help desk, on-site model, and SLA response/exceptions	_____
Rostering, Google, Chromebook, and network approach	_____
State-testing plan and included coverage	_____
Cybersecurity, privacy, incident response, and continuity	_____
Completed required and optional pricing forms	_____
Litigation, incident, discipline, and termination disclosures	_____
Insurance limits and exceptions	_____
Signed certifications in Appendix C	_____

APPENDIX B - Reference Form

Reference information	Response
Client/school name	_____
Contact name and title	_____
Telephone and email	_____
Contract dates	_____
Services provided	_____
Approximate annual value	_____

SouthSide may contact references and other known clients. Submission authorizes the release of relevant performance information to the extent permitted by law.

APPENDIX C - Certifications

The undersigned, being authorized to bind the proposer, certifies that:

14. The proposal is genuine, independently prepared, and not made in collusion with another person or entity.
15. No SouthSide official or employee has an undisclosed financial or other interest in the proposal or proposer.
16. The proposer has disclosed all actual or apparent conflicts of interest.
17. Neither the proposer nor its applicable principals is suspended, debarred, excluded, or otherwise ineligible for the proposed work.
18. All information submitted is accurate and complete to the best of the signer's knowledge.
19. The proposer will comply with applicable laws, privacy and security obligations, School policies, and the executed contract.
20. The proposer has disclosed all subcontractors, data locations, material security incidents, and exceptions requested by this RFP.

Legal company name: _____

Authorized representative: _____

Title: _____ Date: _____

Signature: _____

Email/telephone: _____