

Notice of Request for Proposals

Information Technology Services

RFP No. 1132

Notice is hereby given that Pathways in Education - Illinois (hereinafter referred to as “**PIE-Illinois**”) is requesting proposals for a provider of Educational Services (hereinafter referred to as “**Proposer[s]**”) to assist with PIE-Illinois’s operation of its charter/contract school programs.

Proposers should not construe from this notice that PIE-Illinois intends to enter into a contract with the Proposer unless, in the opinion of PIE-Illinois, it is in the best interest of PIE-Illinois to do so. PIE-Illinois reserves the right to negotiate final contractual terms with the successful Proposer.

The Request for Proposal (RFP) documents are available at
PIE-Illinois - website at <https://il.pathwaysineducation.org/>.

To request the RFP documents by email, please contact:

Matthew Wienclawski, Principal
3124 W. 47th St.
Chicago, IL 60632
matthewwienclawski@pathwaysedu.org
773-579-1220

PIE-Illinois will record and provide answers to any questions or requests for clarifying information about the RFP during the question and answer period. All questions or requests for clarifying information about the RFP are due by **Wednesday, July 22, 2026**, via email to Matthew Wienclawski, Principal at:
matthewwienclawski@pathwaysedu.org.

Proposers must submit proposals via email to Matthew Wienclawski at
matthewwienclawski@pathwaysedu.org

labeled:

“Proposal – Information Technology Services RFP No. 1132”

PIE-Illinois will accept all proposals received on or before **August 5, 2026 by 5:00 PM CST**. PIE-Illinois will not accept proposals that are received after the deadline.

PIE-Illinois reserves the right to reject any or all proposals and to waive any errors or corrections in a proposal or in the proposal process. PIE-Illinois will award the contract based on a review and analysis of the proposals that determine which proposal best meets the needs of PIE-Illinois. Following the review and analysis of all responsive proposals, PIE-Illinois staff will make a recommendation to the PIE-Illinois Board of Directors at a duly noticed board meeting.

**REQUEST FOR PROPOSAL
for
Information Technology Services**

RFP No. 1132

by

PIE-Illinois

EMAIL ALL PROPOSALS TO:

Matthew Wienclawski

PIE-Illinois

matthewwienclawski@pathwaysedu.org

Request for Proposal

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Introduction/Purpose of Solicitation

The purpose of this Request for Proposal (RFP) is to enter into a contract with a provider of Information Technology Services (collectively referred to herein as “Service Provider”) that will provide PIE-Illinois (hereinafter referred to as “PIE-Illinois”) with assistance in the operation of its public charter/contract schools. The Service Provider will provide services to PIE-Illinois as described in RFP Exhibit 1, Scope of Work.

Through this RFP, PIE-Illinois seeks to promote maximum open and free competition consistent with applicable federal and state laws and standards. Outlined below are examples of basic competitive bidding standards PIE-Illinois will use in the issuance of this RFP:

- PIE-Illinois is soliciting competitive proposals in order to secure public objectives in the most effective manner and avoid the possibilities of fraud, collusion, etc.
- PIE-Illinois released this RFP to benefit PIE-Illinois and not the Proposers.
- Fulfillment of RFP specifications is based on full and fair competition and acceptance by PIE-Illinois of the Proposer who meets PIE-Illinois’s requirements, as determined by PIE-Illinois when evaluating proposals based on the criteria contained in the RFP.
- The RFP provides a basis for full and fair competition among Proposers to a common standard, free of restrictions that tend to stifle competition.

The above four points are for illustrative purposes only.

To respond to this RFP, interested Service Providers must present evidence of experience and ability necessary to meet the requirements stated in this RFP. PIE-Illinois will measure this evidence by scoring the proposals, using a point system that will rank each proposal from highest to lowest, to determine which proposals they will consider for the award of a contract.

To be competitive in this solicitation, the Proposer must:

- Carefully read the entire RFP, attachments, exhibit, and PIE-Illinois responses to questions before submitting a proposal.
- Ask appropriate questions or request clarification before the deadline in the RFP.
- Submit all required responses by the required deadlines.
- Follow all instructions and requirements of the RFP thoroughly and appropriately.

If a Proposer discovers any ambiguity, conflict, discrepancy, omission, or other errors in this RFP, the Proposer shall immediately notify PIE-Illinois of the error in writing and request clarification or a modification of the RFP. If the Proposer fails to notify PIE-Illinois of the error prior to the date for submission of proposals, and is awarded the contract, the Proposer shall not be entitled to additional compensation or time by reason of the error or its later correction.

**Schedule of Events
for
RFP No. 1132**

- | | |
|---|---------------------------|
| ● Release of RFP | Wednesday, July 15, 2026 |
| ● Proposer Question Submission Deadline | Wednesday, July 22, 2026 |
| ● Anticipated date that PIE-Illinois Provides Answers | Wednesday, July 29, 2026 |
| ● Deadline for Submission of Proposal | Wednesday, August 5, 2026 |
| ● Proposals Evaluated | M-F, August 17-21, 2026 |
| ● Anticipated Board Meeting | October 2026 |
| ● Anticipated Contract Award Date | October 2026 |

PIE-Illinois will make every effort to adhere to the schedule. However, PIE-Illinois reserves the right to amend the schedule, as necessary, and will post a notice of said amendment at: <https://il.pathwaysineducation.org/>

General Instructions for Proposers

1. Prepare proposals simply and economically. Provide a straightforward concise description of the Proposer's capability to satisfy PIE-Illinois requirements. Emphasis should be placed on completeness and clarity of content.
2. Submit proposals for the performance of all the services described within this RFP.
3. PIE-Illinois may reject a proposal if the proposal is conditional or incomplete, deemed non responsive, or if it contains any alterations of form or other irregularities of any kind. PIE-Illinois may reject any or all proposals or waive any immaterial deviation in a proposal. PIE-Illinois waiver of an immaterial deviation shall in no way modify the RFP document or excuse the Proposer from full compliance with all other requirements if awarded the contract.
4. Proposers are responsible for the costs of developing proposals, and shall not charge PIE-Illinois for any preparation costs.
5. Proposers may modify their proposal after submission by withdrawing the original proposal and resubmitting a new proposal prior to the submission deadline.
6. Proposers may withdraw their proposal by submitting a written withdrawal request to PIE-Illinois, signed by the Proposer or their authorized agent, through the contact person named in the "Contact Information" provided on page 2 of this RFP. Thereafter, a Proposer may submit a new proposal prior to the proposal submission deadline. Proposers may not withdraw their proposal without cause after the proposal submission deadline.
7. PIE-Illinois may modify the RFP prior to the date given for submission of proposals by posting an addendum at: <https://il.pathwaysineducation.org/>. Proposers are responsible for obtaining any addenda from the PIE-Illinois website.
8. PIE-Illinois reserves the right to reject all proposals for any reason and at PIE-Illinois's discretion. PIE-Illinois is not required to award a contract.
9. Any proposals and resulting contract(s) will be public documents reviewed by the PIE-Illinois Board of Directors at a public meeting. Proposers understand that such documents will not be kept confidential.
10. PIE-Illinois will not consider more than one proposal from an individual, firm, partnership, corporation, or association under the same or different names. Reasonable grounds for believing that any Proposer has submitted more than one proposal for work contemplated herein will cause PIE-Illinois to reject all proposals submitted by the Proposer. If there is reason to believe that collusion exists among the Proposers, PIE-Illinois will not consider any of the participants of such collusion in this or future solicitations.
11. PIE-Illinois will not consider a joint proposal submitted by two or more entities.
12. Additional charges for regular or express delivery, parcel post, packing, cartage, insurance, license fees, permits, or for any other purpose shall be included (and separately identified) in the proposal.

13. All proposals shall include the forms provided as attachments to this RFP. Proposers may copy these forms. A proposal is considered responsive if it follows the required format, includes all attachments, and meets all deadlines and other requirements outlined in this RFP.
14. PIE-Illinois shall not accept proposals after the submission deadline specified in the RFP and shall return the unopened late proposals to the respective Proposers.
15. Proposers are responsible for examining the entire RFP package, seeking clarification for any item or requirement that may not be clear to them, and checking all responses in their proposal for accuracy before submitting it.
16. Proposers may submit their questions regarding the information presented in this RFP to Matthew Wienclawski in writing by email at matthewwienclawski@pathwaysedu.org, no later than Wednesday, July 22, 2026. PIE-Illinois will answer all questions received by the deadline in writing without exposing the query source. This will be the sole process for asking and answering questions regarding this RFP. **Proposers may not contact PIE-Illinois employees directly to ask questions.**
17. PIE-Illinois representatives reserve the right to inspect a Proposer's operations prior to any award of a contract.
18. PIE-Illinois reserves the right to negotiate the final terms and conditions of the contract, which may differ from those contained in the proposal, provided PIE-Illinois considers such negotiation to be in its best interest.

Proposal Requirements

To be eligible for evaluation, a proposal must adhere strictly to the format set forth below; failure to do so may result in disqualification. Proposers must complete, label, and separate each section, and number all pages. The content and sequence of the proposal will be as follows:

Section	Title
1.	Cover Letter
2.	Table of Contents
3.	Attachments Checklist
4.	Minimum Qualifications
5.	Proposal Questionnaire
6.	Proposer References
7.	Authorization Agreement.
8.	Fee Proposal

1. Cover Letter

Only the individual(s) authorized to bind the Proposer contractually may sign the cover letter, which shall be a part of the proposal package. PIE-Illinois may reject the proposal if the Proposer fails to include the following required information:

- Name and address of responding company
- Organizational structure of the responding company (*e.g.*, corporation, partnership, etc.)
- Proposer's Federal Employee Identification Number and Corporate Identification Number, if applicable
- Name, title phone number, fax number, and e-mail address of the representative who will be designated as the primary liaison to PIE-Illinois
- Name, signature, title, phone number, and e-mail address of the representative(s) authorized to bind the Proposer in a contract if different from the primary liaison
- A statement expressing the Proposer's willingness to perform the services described in this RFP
- A statement expressing the Proposer's ability to perform the services required in the Scope of Work, including the availability of staff and other required resources to meet all deliverables as described in this RFP
- A statement regarding the Proposer's proprietary information; if applicable, the Proposer must clearly mark in the upper right-hand corner those pages to be considered proprietary (**Note:** the Proposer cannot consider the entire proposal to be proprietary; marking the proposal as proprietary does not mean that PIE-Illinois can keep it confidential, as PIE-Illinois must comply with the California Public Records Act)
- The following certification:

By signing this cover letter, I (we) certify that the information contained in this proposal is accurate and that all attachments required to be submitted as part of the proposal are certified to be true and binding upon our company.

2. Table of Contents

Immediately following the cover letter, include a comprehensive Table of Contents that lists all submitted proposal sections, subsections, attachments, and materials.

3. Attachments Checklist

The Proposer shall include all documents identified in the Attachments Checklist (Attachment A). PIE-Illinois may reject proposals that do not include the proper required attachments.

4. Minimum Qualifications

PIE-Illinois will only consider Proposers that **meet all minimum qualifications** (as listed in Attachment B).

5. Proposal Questionnaire

The Proposal Questionnaire (Attachment C) is intended to provide PIE-Illinois with specific information concerning the Proposer's capability to provide services as described in this RFP. Proposers should limit their responses to the number of pages noted in the questionnaire and answer each question in the same order.

6. Proposer References

Proposers must provide two references on the Proposer References form (Attachment D). PIE-Illinois reserves the right to contact any of the references listed and retains the right to conduct reference checks with individuals and entities beyond those listed.

7. Authorization Agreement

The Proposer or their authorized representative must sign the Authorization Agreement (Attachment E) and return it with the proposal package.

8. Fee Proposal

The Proposer must complete the Fee Proposal (Attachment F) and return it with the proposal package.

Evaluation of Proposals

Proposals will be opened on or after the date specified in the Schedule of Events. During the evaluation process, PIE-Illinois may ask Proposers to clarify information in the proposals, but Proposers may not change their proposals.

An error in the proposal may cause PIE-Illinois to reject that proposal; however, PIE-Illinois may, at its sole discretion, retain the proposal and make certain corrections. When determining if a correction will be made, PIE-Illinois will consider the conformance of the proposal to the format and content required by the RFP and that the Proposer's intent is clearly established based on the review of the whole proposal.

PIE-Illinois will open proposals to determine if they contain all the required information in accordance with this RFP. PIE-Illinois will evaluate qualifying proposals using the following criteria:

CRITERIA	MAXIMUM POINTS
Administrative Requirements: did the Proposer include all required information in accordance with the General Instructions and Proposal Requirements?	5
Did the Proposer demonstrate experience with and an understanding of the charter/contract management needs as described?	10
Based on the Proposal Questionnaire responses and the Cover Letter, did the Proposer demonstrate a complete understanding of PIE-Illinois's service requirements, as described in the RFP and the Scope of Work?	10
Does the Proposer have the requisite capability and experience, as measured by performance record, years in the industry, relevant charter/contract school experience, number of other schools served, client retention and satisfaction, and references?	15
Cost	10
TOTAL POINTS	50

PIE-Illinois will score and rank selected proposals by assigning a score between zero and the maximum score to each proposal criterion. PIE-Illinois will recommend awarding the contract to the Proposer with the highest total proposal score.

Attachment A

Attachments Checklist

Proposer Company Name

Please complete this checklist to confirm that the items listed below have been included in your proposal. Place a checkmark or “x” next to each item submitted to PIE-Illinois. For your proposal to be considered, all required attachments must be returned, including this checklist. Submit one copy of your proposal in a sealed package.

Section	Title
_____ 1	Cover Letter
_____ 2	Table of Contents
_____ 3	Attachments Checklist
_____ 4	Minimum Qualifications
_____ 5	Proposal Questionnaire
_____ 6	Proposer References
_____ 7	Authorization Agreement
_____ 8	Fee Proposal

Attachment B

Minimum Qualifications

A Proposer must meet all of the following minimum qualifications to PIE-Illinois's satisfaction to be given further consideration. Failure to satisfy any of the minimum qualifications may result in the immediate rejection of the proposal.

Both the Proposer's company and its key personnel currently meet all of the following minimum qualifications:

1. The Proposer has at least three years of experience in providing Educational Services.

Yes _____

No _____

2. The Proposer has knowledge and experience working with charter/contract schools.

Yes _____

No _____

3. The Proposer has professional references that demonstrate and evidence the ability to perform the required services.

Yes _____

No _____

Proposal Questionnaire

This proposal questionnaire is intended to provide PIE-Illinois with specific information concerning the Proposer's capability to provide services as described in the RFP. Please be as concise as possible and limit your responses **to no more than two pages per question, unless instructed otherwise. Type each question in the same order as listed in the questionnaire.**

1. Provide a general description of your company's qualifications and experience relevant to the minimum qualifications in Attachment B, along with any necessary substantiating information. Limit your responses to information about your company's capabilities.
2. Provide a statement indicating the year your company was founded; what the primary business(es) of the company is(are); the length of time the company has been providing Educational Services as described in this RFP. In addition, provide the duration and extent of experience the company has with providing any similar services.
3. Provide a general description of your company's experience with charter/contract schools.
4. Provide a general description of how your company will be able to provide the experience and ability necessary to meet the requirements set forth in this RFP.
5. Provide a complete list of organizations or schools that have discontinued or terminated your company's services in the last five years and the reason(s) why.
6. Provide an organization chart for your company, a description of the lines of communication, and the responsibilities at each corporate level.
7. Provide a recommended transition plan that describes the steps the Proposer will take to begin providing the services described in this RFP.

Attachment D

Proposer References

List at least two references to which the Proposer has provided Educational Services within the past five year(s). Failure to complete and return this Attachment will cause your proposal to be rejected.

Reference 1		
Name of Reference		
Street Address		
City	State	Zip Code
Contact Person	Contact Title	Contact Phone Number
Brief Description of Services Provided		
Dates of Service		
Reference 2		
Name of Reference		
Street Address		
City	State	Zip Code
Contact Person	Contact Title	Contact Phone Number
Brief Description of Services Provided		
Dates of Service		
Reference 3 (optional)		
Name of Reference		
Street Address		
City	State	Zip Code
Contact Person	Contact Title	Contact Phone Number
Brief Description of Services Provided		
Dates of Service		

Attachment E

Authorization Agreement

Request for Proposal for Information Technology Services
RFP No.1132

We, [Enter Company Name], by our signature on this document certify the following:

1. That we will operate in accordance with all applicable state and federal laws, regulations, and statutes.
2. That the terms, conditions, warranties, and representations made within this RFP and our proposal shall be binding upon us and shall be considered a part of the contract as if incorporated therein.
3. That the proposal submitted is a firm and irrevocable offer good for one year.
4. That we have made examinations and verifications, and are fully conversant with all conditions under which services are to be performed for PIE-Illinois.
5. That negligence in the preparation or presentation of, errors in, or omissions from proposals shall not relieve us from fulfillment of any and all obligations and requirements in the resulting contract.

Company Name: _____

Address: _____

City: _____ State: _____ Zip: _____

E-mail Address: _____

Web Site Address: _____

Name of Authorized Representative: _____

Title of Authorized Representative: _____

Signature of Authorized Representative

Date Signed: _____

Attachment F

Fee Proposal

COST BREAKDOWN

Proposer Instructions

☐ Provide a breakdown of all costs included in the fixed price, including personnel costs.

☐ Clearly identify all costs

Item #	Description of Services	Annual Cost
1.		\$
2.		\$
3.		\$
4.		\$
5.		\$
6.		\$
7.		\$
8.		\$
GRAND TOTAL		

Exhibit A
SCOPE OF SERVICES

- All end user support for staff and students, remote and helpdesk
- Full ticket lifecycle: intake, troubleshooting, documentation, and resolution
- Google Workspace administration: accounts, permissions, email, Drive, and standard access support
- Okta administration: user provisioning, app assignments, MFA resets, and app access troubleshooting
- User onboarding/offboarding: account setup, basic access, group assignment, and standard license assignment
- Windows Image maintenance: updating and maintaining Windows Golden image with latest major releases and updates, common application package deployments like TeamViewer, Chrome browser, Microsoft Office, etc
- Windows device provisioning: unboxing, inspection, imaging, setup, tagging, enrollment, WiFi pre-configuration and baseline configuration
- Chromebook provisioning: unboxing, inspection ChromeOS update, enrollment into Google Admin Console, asset tagging, and WiFi pre-configuration
- Server Support and Maintenance: keeping servers running smoothly, updated, and secured
- MDR - NinjaOne SentinelOne for all endpoints
- Ongoing device support for Chromebooks, Windows devices, and Mac devices
- Software support for Office, browsers, SIS platforms such as StudentTrac, and standard business applications
- Password resets, account lockouts, access issues, and basic user guidance
- Printer setup and troubleshooting
- Basic network troubleshooting: WiFi, connectivity, outage identification, and root cause identification
- Vendor coordination for standard support issues, including ISP and SaaS support cases
- Documentation and ticket tracking for work performed remediation
- Minor configuration changes that do not require new infrastructure
- Vendor management and coordination for standard support issues
- Standard license management and reporting

