



**REQUEST FOR PROPOSAL (RFP)**

**FOR**

**UNIFIED COMMUNICATIONS SYSTEM (UC)**

**MAYA ANGELOU SCHOOLS**

**NO LATER THAN 3:00 PM, July 22, 2025**

**[PROPOSALS MUST BE UPLOADED HERE](#)**

## **MAYA ANGELOU PUBLIC CHARTER SCHOOL REQUEST FOR PROPOSALS**

### **OVERVIEW OF FACILITY**

1. The Maya Angelou Schools, operated by the See Forever Foundation, serve opportunity youth in Washington, DC, offering education and support to students who have faced challenges in traditional settings. Founded in 1997, the network includes a high school, a young adult learning center, and academies in juvenile and adult correctional facilities.

The Maya Angelou Public Charter High School (Evans Campus) offers a personalized curriculum for grades 9–12, focusing on college, career readiness, and wraparound supports. The Young Adult Learning Center provides GED prep and job training for students ages 17 and older.

The network also includes the Maya Angelou Academies at New Beginnings, the Youth Services Center, and the DC Jail, which deliver education and life skills to incarcerated and court-involved youth and adults.

2. Our mission is to create learning communities in lower-income urban areas where all students, particularly those who have not succeeded in traditional schools, can succeed academically and socially.

### **INTENT AND DEFINITIONS**

1. This RFP issued by Maya Angelou Public Charter School (MAPCS) is to solicit proposals from qualified firms with a solution to transition its current outdated, fragmented communication systems to a streamlined, cloud-based Unified Communications System (UC) platform using Microsoft Teams Operator Connect. This modernization effort aims to improve organizational efficiency, increase staff mobility, and centralize voice, messaging, paging, and conferencing under a single managed solution. The implementation will support all six organizational locations and up to 232 users, aligning with current trends in enterprise communications while preparing the organization for scalable future growth.
2. This RFP describes the general framework and should be considered a minimum standard of service.
3. The term “MAPCS” means Maya Angelou Public Charter School.
4. The term “contractor,” “consultant,” or “bidder” means the responsible bidder.
5. The term “successful contractor” or “successful bidder” refers to the bidder awarded the contract.
6. The term Quality Assurance (QA)” means a robust program to ensure accountability for executing the contract as per the details of this RFP, executed contract, and appendices.
7. MAPCS contemplates awarding an RFP based on Federal and District procurement requirements and the D.C. Public Charter School Board regulations and guidelines, as applicable.

## SCOPE OF WORK

### Project Overview

To replace the current on-premise, fragmented PBX and communication systems with a scalable, cloud-based Microsoft Teams Operator Connect unified communications solution, enabling streamlined voice, fax, paging, and conferencing capabilities across all 4 locations and 232 users.

### Current Environment Overview

- **Users:** 232
- **Locations:** 4
- **Physical Phones:** 141 (approx. 60%)
- **Current Systems:**
  - On-premise PBX (Zultys)
  - SIP services via a single carrier
  - Google Voice
  - Separate fax and texting providers
  - Elevator line using POTs
  - Limited mobility and redundancy
  - Multiple support contracts and invoicing

### Project Objectives

- Deploy Microsoft Teams as the unified platform for communication and collaboration.
- Streamline telecom vendor management by consolidating providers for billing, support, and oversight.
- Implement managed IT communication services to reduce internal IT workload.
- Replace legacy copper POTs lines with LTE-enabled and IP-based solutions.
- Enhance mobility and disaster resilience through automatic call redirection and failover capabilities.
- Enable Teams-based call queues for improved call handling and compliance.
- Integrate SMS, faxing, paging, and conference phones into a single, centralized communication solution.

### Services

Core Services:	Optional Services:
<ul style="list-style-type: none"><li>• <b>Teams Phone Solution (Operator Connect)</b><ul style="list-style-type: none"><li>○ 128 Managed Licenses</li><li>○ 104 Shared Licenses</li><li>○ Setup for 232 users</li></ul></li></ul>	<ul style="list-style-type: none"><li>• <b>POTs Line Replacement</b> via Cloudline (pending line count confirmation)</li></ul>
<ul style="list-style-type: none"><li>• <b>Fax Services</b><ul style="list-style-type: none"><li>○ 6 Fax lines with 500 pages/month</li></ul></li></ul>	<ul style="list-style-type: none"><li>• <b>Conference Room Phone Upgrade Options</b></li></ul>
<ul style="list-style-type: none"><li>• <b>Overhead Paging Integration</b><ul style="list-style-type: none"><li>○ Bogen TAMB &amp; ATA equipment</li></ul></li></ul>	
<ul style="list-style-type: none"><li>• <b>Text Messaging (SMS) Integration</b></li></ul>	

## EVALUATION CRITERIA

Vendor proposals will be evaluated based on the following weighted criteria:

Unified Communications (UC) Buying Priorities/Evaluation Criteria			
Tier	Criteria	Description	Weight (%)
1	Modern User Interface	User-friendly interface for all end-users.	12.5%
1	Core UC Capabilities	Includes voice, video, messaging, conferencing, etc.	12.5%
1	Reporting Capabilities	Analytics and customizable reports for insights.	12.5%
1	Customer Support, Implementation & Technical Services	Onboarding, training, support, and SLAs.	12.5%
<b>User Interface, Core UC, Reporting, Support</b>			<b>50%</b>
2	Size Match & Scalability	Scales to meet current and future organizational needs.	10%
2	Product Architecture	Modern, secure architecture with redundancy and DR.	10%
2	Integrations with 3rd Party Systems	Integrates with productivity tools, CRM, etc.	10%
<b>Scalability, Architecture, Integration</b>			<b>30%</b>
3	Collaboration & Team Productivity Features	Tools like file sharing, chat, and task mgmt.	5%
3	Contact Center & Call Management Capabilities	Call queues, IVR, analytics, support features.	5%
3	Total Cost of Ownership	Full 5-year cost including licenses and support.	5%
3	Vendor Experience	Track record with similar organizations.	5%
<b>Talent Tools, Cost, Vendor Experience</b>			<b>20%</b>

## VENDOR QUALIFICATIONS AND REQUIREMENTS

- As general guidelines, the vendor will:
  - Ensure that contracted staff receive all local, state, and federally mandated training, especially related to Occupational Safety and Health Administration (OSHA) requirements;
  - Be solely responsible for the salaries, payroll, taxes, benefits, fees, insurance, and other charges of contracted personnel as required by any federal, state, or local law or regulation (e.g., unemployment taxes, Social Security contributions, worker's compensation premiums, etc.);
  - Provide a 24-hour, 7-day-a week, point of contact for communication of urgent services and issues (e.g., building status due to inclement weather) as identified by MAPCS' primary point of contact;
  - Implement and maintain robust quality assurance (QA) and communication program;
  - Verify that all contracted personnel are familiar with and comply with MAPCS' rules regarding the appropriate behavior of persons established to create a safe environment. As reasonably requested by the successful bidder, MAPCS will assist the contractor with compliance with any applicable policies;
  - Work proactively with MAPCS to devise an acceptable resolution if the conduct of a contracted employee violates MAPCS' policies and expectations. Resolution may include removal of the employee temporarily or permanently;
  - Immediately remove and not allow any contracted employee to work as part of this contract upon receiving written notification from MAPCS to remove a contracted employee by name due to deficiencies in performance or professionalism. (Note that email is considered a written notification.);

- Adhere to the DC School Safety Omnibus Amendment Act of 2018 (<https://osse.dc.gov/page/school-safety-omnibus-amendment-act-2018-ssoaa>) and vet all contracted personnel compliance dispatching to MAPCS;
- Provide a written quote before executing work beyond the scope of this contract (special project) at a predetermined hourly rate plus materials. Quotes for special projects will be inclusive of all materials and labor
- Ensure that all contracted staff that are dispatched meet the following criteria:
  - Are compliant with the Omnibus Act of 2018
  - Possess sufficient oral and written English language skills to execute duties
  - Remain free of alcohol and other drugs while on MAPCS' premises
  - Not subcontract any services unless MAPCS provides written pre-approval;
  - Ensure the safety of all individuals at MAPCS while performing services;
  - Be knowledgeable and abide by all provisions of local, state, and federal codes, statutes, and ordinances about safety and building code compliance;
- Report all health and safety issues within 24 hours to MAPCS's primary point of contact

## DELIVERY REQUIREMENTS

Proposers must provide their proposal in the following format:

Section 1	Transmittal Letter
	<p>A letter of transmittal shall accompany each proposal. Such letter must be signed by a person authorized to contractually obligate the vendor to the scope, terms, specifications, and pricing contained in the response. This letter should also clearly indicate the name, address, phone number and facsimile number of one contact person for the proposal. The letter of transmittal shall include the following:</p> <ul style="list-style-type: none"> <li>• <i>Certification that the proposer meets all the minimum service qualifications.</i></li> <li>• <i>A brief statement of the services to be provided.</i></li> <li>• <i>A statement of commitment to provide the services requested within the times and manner specified.</i></li> <li>• <i>A summary of the vendor's qualifications to perform this type of engagement.</i></li> <li>• <i>A statement confirming that this proposal shall remain valid for six (6) months after the closing date for receipt of proposals.</i></li> <li>• <i>Certification that the individual signing this proposal has the authority to bind the proposer to the terms and conditions set out in the proposal document.</i></li> </ul> <p><i>Name of Company</i> _____</p> <p><i>Signature</i> _____</p> <p><i>Position</i> _____</p> <p><i>Date</i> _____</p>
Section 2	Table of Contents
	The table of contents must include clear and complete identification of the materials submitted by section and page number.
Section 3	References
	Proposer must provide at least three (3) references with which similar services have been performed. Provide a list detailing the references name, title, contact information, services performed, number of customers served, and the length of time the Proposer has provided this service. References provided must be for services that have occurred within the last three (3) years.

Section 4	Required Documents
	<p><b>1. Proof of Compliance with DC School Safety Omnibus Act of 2018</b></p> <ul style="list-style-type: none"> <li><i>Background Checks: Contractor will provide, at their cost, a criminal background check (using fingerprints) for each employee who works in the facilities. Documentation of results must be verified by the institution prior to an employee being assigned to a facility. Background checks must be completed every (2) years for each employee. For any DC Charter school, vendors must adhere to the DC School Safety Omnibus Act of 2018 and vet all contracted personnel and ensure they comply prior to dispatching to MAPCS.</i></li> </ul> <p><b>2. Insurance</b></p> <ul style="list-style-type: none"> <li><i>Provide a statement that the firm, if awarded the contract, shall meet all the following insurance requirements:</i> <ul style="list-style-type: none"> <li><i>All bidders must provide evidence of insurance or insurability. The contractor shall maintain, at its own expense, throughout the life of this Agreement, the following insurance with insurers reasonably acceptable to MAPCS. The successful bidder must provide written notice to MAPCS at least thirty (30) days before the cancellation, non-renewal, or material modification of any policies as evidenced by return receipt of United States certified mail.</i></li> <li><i>Workers' Compensation Insurance in the more significant sum of (1) the insurance currently maintained by the Contractor, (2) any amounts and scope required by statute or other governing law, or (3) the following:</i> <ul style="list-style-type: none"> <li><i>bodily injury by accident - \$100,000 for each accident;</i></li> <li><i>bodily injury by disease - \$500,000 policy limit; or bodily injury by disease - \$100,000 for each employee.</i></li> </ul> </li> <li><i>Commercial General Liability Insurance on an occurrence basis in an amount equal to the greater of (1) the insurance currently maintained by the Contractor or (2) \$2,000,000 for each occurrence; and such insurance shall include the following coverage:</i> <ul style="list-style-type: none"> <li><i>completed operations coverage</i></li> <li><i>contractual liability coverage</i></li> <li><i>personal injury coverage,</i></li> <li><i>an endorsement naming MAPCS as an additional insured, and</i></li> <li><i>an endorsement providing that such insurance as is afforded under Contractor's policy is primary insurance in respect to the additional insureds. NOTE: The additional insured endorsement required herein shall be an ISO Form B (CG 2010 85) or equivalent.</i></li> </ul> </li> <li><i>Professional insurance (Errors and Omissions) in the same amount as the Commercial General Liability Insurance stated in (B)</i></li> <li><i>No endorsement limiting or excluding mandatory coverage is permitted. In addition to securing the above insurance policies, the Contractor shall also require all of its subcontractors to maintain the same types of insurance required of the Contractor under this Contract, and, in connection with the subcontractors' commercial general liability insurance policies, the Contractor shall also require its subcontractors to provide endorsements (i) naming MAPCS as an additional insured, and (ii) providing that such insurance as is afforded under the subcontractor's policy is primary insurance as it pertains to the additional insured.</i></li> </ul> </li> </ul> <p><b>3. Certifications/Licenses</b></p> <ul style="list-style-type: none"> <li><i>Current insurance shall be due upon award and prior to services rendered.</i></li> <li><i>Provide a copy of the most recent Basic Business License.</i></li> </ul>

	<p><b>4. W-9 Form</b></p> <ul style="list-style-type: none"> <li>Successful respondents are required to complete and submit a W-9 Form. The W-9 form can be accessed at: <a href="http://www.irs.gov/pub/irs-pdf/fw9.pdf?portlet=3">http://www.irs.gov/pub/irs-pdf/fw9.pdf?portlet=3</a>. It is the successful respondent's responsibility to act upon this instruction for submitting a W-9 form. MAPCS will not be able to process payments if this form is not completed and submitted to the Finance Department at <a href="mailto:finance@seeforever.org">finance@seeforever.org</a>.</li> </ul>
--	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

#### DOCUMENT INTERPRETATION

In the event of any conflict of interpretation of any part of this comprehensive document, the interpretation shall be governed by the laws of the District of Columbia.

#### EXCEPTIONS, ALTERNATIONS, ADDITIONS, OR MODIFICATIONS

Suppose the bidder submits any exceptions, additions, or modifications to any portion of this RFP. In that case, the bidder must indicate the exceptions, additions, and changes and include a full explanation as a separate attachment to the proposal. The failure to identify exceptions, alterations, or modifications will constitute acceptance by the bidder of the RFP as proposed by MAPCS. MAPCS reserves the right to reject a proposal containing exceptions, additions, or alterations.

#### PROPOSAL PREPARATION COSTS AND DOCUMENT RETENTION

- The bidder shall pay all costs related to the preparation and submission of this proposal. However, the issuance of this RFP does not commit MAPCS, in any way, to pay any costs in the preparation and submission of the proposal, nor does the issuance of the RFP obligate MAPCS to award a contract or purchase any goods and services stated in the RFP.
- All proposed materials and supporting documentation submitted in response to this proposal become the permanent property of MAPCS.

#### RESERVATION OF RIGHTS

MAPCS reserves the right, at its sole and absolute discretion (for this provision and all other provisions contained in this RFP), to:

- Accept or reject, in whole or in part, any or all proposals with or without cause;
- Waive any irregularity or informality in the RFP process or any proposal;
- Make corrections or amendments due to errors identified in proposals by MAPCS or the bidder;
- Modify and amend the final contract in negotiation with the contractor;
- Select one or more bidders to perform the services;
- Only renewals can be made via a written agreement between MAPCS and the vendor.

#### PROJECT TIMELINE

Milestone	Date Range
Release of RFP	July 15, 2025
RFP Responses Due	July 22, 2025
Proposals Reviews, Vendor Discovery & Demos	July 15, 2025 – July 26, 2025
Vendor Selection & Award	July 28, 2025
Implementation Start	August 4, 2025
Go-Live	September 2025

## **DUE DILIGENCE**

MAPCS shall have the right to inspect any facility or project site where the services performed under the resultant contract are carried out. MAPCS may monitor the performance of the selected service provider on a pre-agreed-upon frequency of its choosing to ensure compliance with all the requirements of the contract

## **WARRANTIES AND ASSOCIATIONS**

1. Bidder(s) shall furnish all data pertinent to warranties or guarantees that may apply to items in the proposal. Bidder(s) may not limit or exclude any implied warranties.
2. Bidder(s) may not use the MAPCS official logo(s), or any phrase associated with MAPCS, without written permission from MAPCS.

## **CONFLICT OF INTEREST**

The prospective bidder, its agents, employees, directors, and assigns shall disclose any financial, business, or other relationship with MAPCS that may impact the outcome of this contract or the potential future of the MAPCS projects resulting from this effort. In addition, the prospective bidder, its agents, employees, directors, or assigns shall also list current clients who may have a financial interest in the outcome of this contract or the following MAPCS projects. In particular, the prospective bidder, its agents, employees, directors, and assigns shall disclose any financial interest or relationship with any company that might submit a bid on the MAPCS projects.

## **HOLD HARMLESS AGREEMENT**

1. The successful bidder(s), its agents, employees (paid or volunteer), directors, and assigns shall indemnify, hold harmless, and defend MAPCS, its directors, officers, and employees (paid or volunteer) from and against any claims, demands, causes of action of whatever kind or nature arising out of error, omission, misrepresentation, negligent act, conduct or misconduct of the bidder and its agents, employees (paid or volunteer), directors and assigns in the indemnification shall also include reasonable attorneys' fees, court costs, and expenses.
2. The vendor will comply with all applicable federal, state, and local laws, rules, ordinances, policies, regulations, licensing, and permitting requirements and will indemnify, defend, and hold MAPCS harmless from any liability for failure to comply.

## **CONTACT INFORMATION**

Questions regarding this Request for Proposals shall be submitted no later than

***Dr. Nakita McNeil-West***  
***Procurement, Contracts, Grants***  
***See Forever Foundation/ Maya Angelou Public Charter School***  
***[nwest@seeforever.org](mailto:nwest@seeforever.org)***  
***p: (202) 797-8250 ext. 1012***



## **PROPOSAL SUBMISSION FORMAT REQUIREMENTS**

The submitted proposal must address all categories and performance expectations within this RFP.

## **EVALUATION AND AWARD**

1. This RFP in no manner obligates MAPCS to the eventual rental, lease, and purchase of any equipment or service described, implied, or which may be proposed until confirmed by a written contract. Progress toward this end is solely at the discretion of MAPCS and may be terminated at any time before the signing of the agreement. MAPCS may initiate discussions with supplier personnel authorized to obligate the supplier contractually. Discussions will develop into negotiating sessions with the successful bidder(s).
2. If MAPCS cannot agree to contract terms, MAPCS reserves the right to terminate contract negotiations with a bidder and initiate negotiations with another bidder. MAPCS reserves the right to select services and products from any number of bidders if, in its sole discretion, it is in the best interest of MAPCS to do so. Evaluation will consider the proposal(s) best meeting the needs and requirements of MAPCS, and such assessment and determination of best value shall be solely at the discretion of MAPCS.
3. The evaluation of the proposals will be based on the following criteria. The ability to meet the requirements for services is the prime consideration factor.
  - a. Cost
  - b. Compliance with the product specifications
  - c. Experience
  - d. Quality
  - e. References
  - f. Company's mission/ involvement with the DC community/CBE
4. MAPCS reserves the right to award the contract to one or more bidders at its sole discretion.
5. Non-performance by bidder/contractor
6. Before and during the contract term, performance will be a significant consideration of current contract awards, renewals, and future award considerations. Failure to perform in any sense relative to this contract may result in the probation and termination of this agreement by MAPCS based on non-performance.
7. Nonperformance shall be determined as follows:
  - Failure to meet and maintain all qualifications required in this RFP;
  - Failure to keep and maintain all the necessary insurance coverage;
  - Failure to meet required operating performance standards in the period necessary and consistent with a satisfactory and professional manner. Workmanlike manner means work that is "completed skillfully and is non-defective";
  - Failure to rectify deficiencies within thirty (30) days of written notification of such deficiency or such shorter period as outlined in the Contract Documents.

## **NON-DISCRIMINATION**

The selected bidder(s) shall comply and shall require its agents, employees, directors, or assigns to comply with all applicable federal, state, and local laws, ordinances, rules, and regulations regarding nondiscrimination in employment because of race, creed, color, ancestry, national origin, religion, sex, marital status, age, medical condition, pregnancy, disability, or any other prohibited basis.

## TRANSITION

If an executed contract with the bidder terminates for any reason, MAPCS reserves the right to have a transition period to a new provider. During this transition period, MAPCS will pay the provider for these goods and services at the negotiated rate(s). MAPCS further reserves the right to establish the length of the transition period and communicate this transition period to the provider; however, such transition period shall not exceed 120 days.

## CONTRACT TERMINATION

MAPCS reserves the right to terminate this contract at any time within 30 days of written notification to the Offeror.

## INSURANCE

The successful offeror must submit a current Certificate of Insurance (including endorsements and waiver).

## CERTIFICATION

Offerors must possess the necessary certifications and shall furnish their certificates with their proposal.

## LICENSING

Proposers must provide a valid Basic Business License before any award is given.

## CONTRACTUAL CONTACT

Contractual questions must be addressed to Dr. Nakita McNeil-West at [nwest@seeforever.org](mailto:nwest@seeforever.org). Allowances will not be given after the contractor's proposal is received due to oversight, omission, error, or mistake on the part of the contractor.

## W-9 FORM

Each proposer shall submit a completed W-9 form with their bid. In the event of a contract award, this information is required to issue purchase orders and payments to your firm. A copy of this form can be downloaded from <http://www.irs.gov/pub/irspdf/fw9.pdf>.

## BID PROPOSAL INFORMATION

All bid proposals will be accepted until **3:00 PM, July 22, 2025**. Interested vendors will respond to the advertised Notice of RFP. Complete RFP details can be found at <https://www.seeforever.org/rfp/>

1. Any proposal received after **3:01 PM on July 22, 2025**, is deemed non-responsive and will not be considered. Oral communications, telephone, electronic mail, telegraphic transmission, or fax will not accept proposals.
2. The contractor bears all costs attributable to preparing a proposal or any presentation required to supplement or clarify it.

3. MAPCS will rank the proposals according to their ability to meet the requirements of this RFP. During the evaluation period, the contractor may be asked for additional information.
4. All proposals will remain valid for at least 45 days after the RFP closing date.

#### **AWARD**

The successful contractor shall enter into a contract to perform the work proposed, and the contract shall incorporate all applicable provisions of this RFP.

#### **BID**

In accordance with the provisions outlined in the proposal, the undersigned hereby submits a proposal to serve the Maya Angelou Campus, located at 5600 East Capitol Street NE, Washington, DC 20019.

*Your signature attests:*

- a. That you are authorized to sign on behalf of your organization;*
- b. Your proposal to provide the goods and services is by the published provisions of this Request for Proposal unless modifications or alterations are noted in your proposal submission;*
- c. This submission of response shall be prima facie evidence that your organization has complete knowledge of the scope, nature, quantity, and quality of work to be performed, the detailed requirements of the project, and the conditions under which the work is to be performed;*
- d. Your organization is not listed on the US Excluded Parties List (<https://sam.gov/SAM/>);*
- e. Your company will comply with the Omnibus Act of 2018;*
- f. Your proposal has not violated the antitrust laws of this state, the Business & Commerce Code, or the federal antitrust laws, and has not communicated directly or indirectly the proposal made to any competitor or any other person engaged in such line of business. All proposals may be rejected if MAPCS believes collusion exists among the proposers. In addition, proposals in which the prices could be more balanced may be dismissed.*

**SIGNED:**

\_\_\_\_\_

**TITLE:**

\_\_\_\_\_

**FULL NAME: (Please Print)**

\_\_\_\_\_

**COMPANY NAME:**

\_\_\_\_\_

**COMPANY ADDRESS:**

\_\_\_\_\_

**PHONE NUMBER:**

\_\_\_\_\_

**ATTACHMENT A**  
**REFERENCE FORM**

Submit at least three references for your organization's rendering of a similar type of service within the past three years.

<b>REFERENCE #1</b>	
<b>Organization Name</b>	
<b>Contact Person's Name</b>	
<b>Contact's Telephone Number</b>	
<b>Contact's E-mail</b>	
<b>Brief Description of the type of services provided</b>	

<b>REFERENCE #2</b>	
<b>Organization Name</b>	
<b>Contact Person's Name</b>	
<b>Contact's Telephone Number</b>	
<b>Contact's E-mail</b>	
<b>Brief Description of the type of services provided</b>	

<b>REFERENCE #3</b>	
<b>Organization Name</b>	
<b>Contact Person's Name</b>	
<b>Contact's Telephone Number</b>	
<b>Contact's E-mail</b>	
<b>Brief Description of the type of services provided</b>	

**RETURN THIS FORM WITH THE PROPOSAL**