



The Volcano School of Arts & Sciences, PCS

A Hawai'i-Focused Public Charter School

PO Box 845, Volcano, Hawai'i 96785 (808) 985-9800 www.volcanoschool.net

REQUEST FOR QUALIFICATIONS & PROPOSAL FOR INFORMATION TECHNOLOGY (IT) MANAGEMENT SERVICES

I. INTRODUCTION

The Volcano School of Arts & Sciences (VSAS) is seeking a qualified IT contractor or firm to provide ongoing technology support for our school.

VSAS is a public charter school serving approximately 360 students in Pre-K through 12th grade and approximately 80 full-time and part-time employees across three sites including two of our two main campuses in Volcano Village and a satellite site in Mountain View. Our programs include both in-person and blended learning.

We are looking for an IT partner who can provide reliable, responsive, and practical technology support for our students and staff.

II. SERVICES NEEDED

The selected contractor will support VSAS with:

- Daily IT support and troubleshooting.
- Internet, network, Wi-Fi, and firewall support.
- Management of Apple, Chromebook, and Windows devices.
- Device setup, updates, repairs, and inventory.
- Classroom and office technology support.
- Printer, projector, display, and document camera support.
- Apple School Manager, Mosyle, and Google Workspace administration.
- Minor Chromebook and hardware repairs.
- Staff technology support, training, and coaching.
- Coordination with internet providers, vendors, and outside technicians.
- Maintaining accurate technology and equipment records.
- Identifying technology needs and recommending solutions.

III. EXPECTED OUTCOMES

The contractor will help VSAS maintain:

- Reliable internet and network systems.
- Functioning computers and school technology.
- Accurate device and equipment inventory.
- Timely response to technology issues.
- Staff who are supported in using school technology effectively.

IV. QUALIFICATIONS

Applicants should demonstrate:

- At least 5 years of relevant IT experience, or equivalent experience.
- Experience supporting networks, Wi-Fi, internet systems, and firewalls.
- Experience with Apple, Chromebook, and Windows devices.

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Kūlia. 'Ohana. Aloha.



- Experience with Google Workspace for Education and/or similar systems.
- Ability to troubleshoot hardware and software issues.
- Strong communication and customer service skills.
- Ability to work independently and prioritize tasks.
- Strong organizational and documentation skills.
- Experience working with schools is preferred.
- Relevant IT certifications are preferred but not required.

V. SCHEDULE & WORK LOCATION

The contractor should:

- Provide regular onsite support during school business hours.
- Be available to respond to urgent technology issues as needed.
- Coordinate schedules and priorities with school administration.
- Attend meetings when requested.
- Track hours worked.
- Not exceed an agreed-upon number of hours without prior approval.
- Provide their own computer and necessary tools for routine IT work.
- Maintain appropriate security practices to protect school information and data.
- Use a VSAS-provided email address and check/respond to school email at least once each business day.

VI. PHYSICAL REQUIREMENTS

The contractor should be able to:

- Lift and move technology equipment and charging carts weighing up to 75 pounds.
- Work under desks and in classrooms and network/server areas.
- Move computers and other equipment between school sites as needed.

VII. PROPOSAL REQUIREMENTS

Please keep your proposal concise. Applicants should provide:

1. Contractor Information

- Business or individual name
- Contact information
- Location
- Years of experience
- Brief description of services

2. Experience

- Brief description of relevant IT experience.
- Experience working with schools, nonprofits, or similar organizations, if applicable.
- Relevant certifications or training.

3. Approach

Briefly describe:

- How you would support VSAS.
- How you would prioritize IT requests.
- Your expected onsite schedule.
- How you would communicate with school staff.



- How you would maintain documentation and inventory.

4. Key Personnel

- Name(s) of the person(s) who will provide services.
- Resume or brief professional background.
- Relevant certifications, if applicable.

5. References

Provide three professional references for similar IT services, including:

- Name
- Organization
- Phone
- Email
- Brief description of your work with them

6. Fee Proposal

Please provide:

- Hourly rate(s)
- Estimated monthly or weekly hours, if applicable
- Any additional fees or reimbursable expenses
- Any proposed minimum hours or service requirements

VIII. SELECTION PROCESS

VSAS may:

- Select a contractor based on submitted proposals.
- Request additional information or clarification.
- Conduct interviews if needed.
- Negotiate the scope of services and fees.
- Select an individual contractor or firm.

This is **not a competitive bid**. VSAS will consider qualifications, experience, approach, availability, service level, and cost when selecting a contractor.

IX. PROPOSAL DEADLINE

Proposal Submission Deadline: October 18, 2026
Notice to Selected Contractor: November 16, 2026
Anticipated Start Date: December 1, 2026

X. SUBMISSION

Please submit proposals electronically to: **Kalima Kinney, Principal**
director@volcanoschool.net

XI. PROPOSER CERTIFICATION

I certify that the information provided in this proposal is accurate and that, if selected, I/our firm will provide the proposed services in accordance with the agreed-upon scope and terms.

Proposer Name: _____



The Volcano School of Arts & Sciences

A Hawai'i-Focused Public Charter School

Business Name: _____

Address: _____

Phone: _____

Email: _____

Signature: _____

Date: _____