



## **REQUEST FOR PROPOSALS (RFP)**

**For:**

***Technology Services***

**This RFP is Being Issued by:**

**Odyssey Online Learning**

510 Lexington Ave, Suite 102

Chapin, SC 29036

**DATE OF RFP ISSUE:**

September 16, 2026

**Closing Date for Submission and Receipt:**

October 14, 2026 at 4:00 p.m. EST

Proposals are to be submitted **via email in PDF format** to Odyssey Online Learning's Chief Operating Officer. Please list **"RFP Technology Services – [Name of Organization]"** in the subject line of the email.

**Odyssey Online Learning**

Contact Name: Andrea Amburn

Title: Chief Operating Officer

Address: 510 Lexington Ave, Suite 102, Chapin, SC 29036

Telephone: (803) 316-1288

Email: Andrea.Amburn@OdysseyOnline.com

Website: [www.odysseyonline.com](http://www.odysseyonline.com)

**Note:** Please use the name and contact information above on all RFP correspondence.

### **1. GENERAL**

**Purpose**



The purpose of this Request for Proposals is to enter into a contract with a qualified technology services provider to provide technology, data backup, cybersecurity, remote access, and occasional technical support services for Odyssey Online Learning.

The anticipated contract will be for an initial term of **one (1) year**, with the option for Odyssey Online Learning to renew the agreement for up to **two (2) additional one-year terms**, for a maximum potential contract period of **three (3) years**.

Renewals will be at the sole discretion of Odyssey Online Learning and will be subject to satisfactory performance, continued need for the services, mutually acceptable terms and pricing, availability of funds, and any required School approval.

## **I. Introduction**

Odyssey Online Learning is seeking proposals from qualified technology service providers to provide technology services supporting the School's virtual operations.

As an online public charter school, Odyssey Online Learning relies heavily on secure and dependable technology systems to support staff, students, and School operations. The purpose of this RFP is to select a qualified provider capable of delivering reliable technology services, strong cybersecurity protections, secure data backup, remote access capabilities, and responsive technical support when needed.

The selected provider should demonstrate experience supporting cloud-based organizations and Google Workspace environments. Experience working with public schools, charter schools, educational organizations, or other public entities is preferred.

## **II. Scope of Services**

The selected technology services provider will be expected to provide the following services. Proposals should clearly identify the specific platforms, products, licenses, and services proposed to meet each requirement.

### **1. Remote Desktop Access**

The selected provider shall provide and/or manage a secure remote desktop access solution for authorized Odyssey Online Learning staff and systems.



Services should include, but are not limited to:

- a. Secure remote access for authorized users;
- b. User authentication and appropriate access controls;
- c. Encryption of remote sessions;
- d. Administrative management of authorized users;
- e. Ability to add, modify, or remove user access as requested by Odyssey Online Learning;
- f. Technical support related to the remote desktop access solution; and
- g. Appropriate security monitoring and maintenance.

The proposal should identify the remote desktop platform being proposed, the number or type of licenses included, and any additional costs associated with adding users or devices.

## **2. Google Workspace Backup**

The selected provider shall provide a secure and reliable backup solution for Odyssey Online Learning's Google Workspace environment.

The proposed solution should include backup and recovery capabilities for applicable Google Workspace services, including, but not limited to:

- a. Gmail;
- b. Google Drive;
- c. Shared Drives;
- d. Google Calendar;
- e. Google Contacts; and
- f. Other supported Google Workspace data, as applicable.

The proposal should describe:



- a. Backup frequency;
- b. Data retention periods;
- c. Data restoration and recovery procedures;
- d. Encryption and security measures;
- e. Administrative access and reporting capabilities;
- f. Data storage locations;
- g. Procedures for restoring individual files, emails, accounts, or larger datasets; and
- h. Procedures for preserving or recovering data associated with deleted, suspended, or former user accounts.

### **3. Advanced Email Threat Protection**

The selected provider shall provide advanced email threat protection and cybersecurity services for Odyssey Online Learning's email environment.

Services should include, but are not limited to:

- a. Phishing detection and protection;
- b. Malware detection;
- c. Malicious attachment protection;
- d. Malicious URL and link protection;
- e. Spam filtering;
- f. Business Email Compromise (BEC) protection;
- g. Email spoofing and impersonation protection;
- h. Threat detection and quarantine capabilities;
- i. Administrative alerts and reporting; and



j. Ongoing security updates to address emerging email threats.

The proposal should identify the specific email security solution being proposed and explain how the solution integrates with Odyssey Online Learning's Google Workspace environment.

#### **4. Occasional Staff Technical Support**

The selected provider shall provide technical support to Odyssey Online Learning staff on an **occasional/as-needed basis**.

Odyssey Online Learning is not seeking a full-time managed help desk under this RFP. The School is seeking access to a knowledgeable technology provider capable of assisting staff when technical issues arise that require additional support.

Technical support may include, but is not limited to:

- a. Troubleshooting staff technology issues;
- b. Remote technical assistance;
- c. Google Workspace troubleshooting;
- d. Email troubleshooting;
- e. Remote desktop troubleshooting;
- f. Software troubleshooting;
- g. Basic device troubleshooting;
- h. User account and access assistance; and
- i. Consultation regarding technology and cybersecurity issues.

The proposal should clearly identify:

- a. Normal support hours;
- b. Method(s) for requesting support;



- c. Typical response times;
- d. Whether technical support is included in the proposed annual fee or billed separately;
- e. Hourly support rates, if applicable;
- f. Minimum billing increments, if applicable; and
- g. Emergency and/or after-hours rates, if applicable.

## **5. Security and Data Protection**

Because the selected provider may have access to Odyssey Online Learning systems and information, the provider must maintain appropriate administrative, technical, and physical safeguards to protect School information.

The proposal should describe the provider's:

- a. Data security practices;
- b. Encryption practices;
- c. Access-control procedures;
- d. Multi-factor authentication capabilities;
- e. Cybersecurity monitoring practices;
- f. Incident response procedures;
- g. Data breach notification procedures;
- h. Backup and disaster recovery practices; and
- i. Relevant cybersecurity certifications, standards, or security frameworks utilized by the provider, if applicable.

The successful provider will be expected to maintain the confidentiality and security of School information and comply with applicable federal and South Carolina requirements relating to



student, employee, and School information, including applicable requirements of the Family Educational Rights and Privacy Act (FERPA).

All Odyssey Online Learning data shall remain the property of Odyssey Online Learning.

### **III. Proposal Submission Requirements**

Interested providers should submit a comprehensive proposal that includes the following:

#### **1. Firm Overview**

- a. Background and experience of the organization;
- b. Number of years providing technology and/or cybersecurity services;
- c. Experience supporting cloud-based and remote organizations; and
- d. Experience supporting public schools, charter schools, educational organizations, or public entities, if applicable.

#### **2. Qualifications**

- a. Qualifications and experience of personnel who would provide services to Odyssey Online Learning;
- b. Experience supporting Google Workspace environments;
- c. Experience providing cybersecurity and email threat protection services;
- d. Experience providing backup and disaster recovery services; and
- e. Relevant professional or cybersecurity certifications, if applicable.

#### **3. Proposed Services and Solutions**

- a. Detailed description of the proposed remote desktop solution;
- b. Detailed description of the proposed Google Workspace backup solution;
- c. Detailed description of the proposed advanced email threat protection solution;



- d. Description of the technical support model;
- e. Identification of all third-party products, platforms, and licenses included in the proposal; and
- f. Proposed implementation and transition timeline.

#### **4. References**

Provide contact information for **three (3) references**, preferably organizations receiving services similar to those requested by Odyssey Online Learning.

#### **5. Cost Proposal**

Provide a detailed breakdown of all proposed fees and expenses.

Pricing should separately identify costs associated with:

- a. Remote Desktop Access;
- b. Google Workspace Backup;
- c. Advanced Email Threat Protection;
- d. Occasional Staff Technical Support;
- e. Implementation and/or setup fees;
- f. Licensing fees;
- g. Hourly support rates, if applicable;
- h. After-hours or emergency rates, if applicable; and
- i. Any other anticipated charges.

Providers should include proposed pricing for each potential contract year:

**Year 1 – Initial Contract Term:** \$\_\_\_\_\_

**Year 2 – Optional Renewal Term:** \$\_\_\_\_\_



**Year 3 – Optional Renewal Term:** \$ \_\_\_\_\_

If pricing is based on the number of users, accounts, devices, licenses, storage capacity, or another variable, the proposal must clearly identify the applicable unit pricing and explain how changes in quantity will affect the School's cost.

All anticipated costs should be disclosed in the proposal.

#### **IV. Contract Term and Renewal**

Odyssey Online Learning anticipates awarding a contract for an initial period of **one (1) year**.

At the sole discretion of Odyssey Online Learning, the resulting contract may be renewed for up to **two (2) additional one-year terms**, for a maximum potential contract period of **three (3) years**.

Each renewal shall constitute a separate one-year term and shall not be automatic.

Renewal may be based upon factors including, but not limited to:

- a. Satisfactory vendor performance;
- b. Continued need for the services;
- c. Mutually acceptable pricing and contract terms;
- d. Availability and appropriation of funds;
- e. Compliance with applicable procurement requirements; and
- f. Required approval by Odyssey Online Learning.

Nothing contained in this RFP shall obligate Odyssey Online Learning to exercise either renewal option.

#### **V. Proposal Submission Deadline**

The deadline for submitting proposals is **Wednesday, October 14, 2026 at 4:00 p.m. EST**.



Late submissions will not be considered. All proposals received after the date and time established for receipt will be rejected.

## **VI. Proposal Evaluation Criteria**

Proposals will be evaluated based on the following criteria:

### **1. Qualifications and Experience**

- a. Experience providing comparable technology services;
- b. Experience with Google Workspace environments;
- c. Experience with cybersecurity and email security;
- d. Experience with public schools, charter schools, or similar organizations; and
- e. Qualifications of personnel assigned to the School.

### **2. Proposed Technology Solutions**

- a. Ability of the proposed solutions to meet the School's needs;
- b. Security and reliability of proposed solutions;
- c. Google Workspace integration;
- d. Backup and recovery capabilities; and
- e. Remote access capabilities.

### **3. Technical Support**

- a. Availability and responsiveness;
- b. Proposed support process;
- c. Experience supporting remote staff; and
- d. Ability to provide occasional/as-needed assistance.



#### **4. Security and Data Protection**

- a. Cybersecurity safeguards;
- b. Data protection and encryption;
- c. Incident response capabilities;
- d. Access controls; and
- e. Overall security practices.

#### **5. Cost**

- a. Reasonableness and competitiveness of proposed fees;
- b. Transparency of pricing;
- c. Proposed pricing for optional renewal terms; and
- d. Overall value of the proposed services to Odyssey Online Learning.

#### **VII. Selection Process**

A selection committee will review and evaluate the proposals received following the October 14, 2026 submission deadline.

Odyssey Online Learning may request additional information, clarification, product demonstrations, or interviews from one or more providers as part of the evaluation process.

Selection will be based upon the proposal determined to best meet the technology, cybersecurity, operational, service, and financial needs of Odyssey Online Learning.

OOL anticipates completing the evaluation process in late October 2026, with an anticipated contract award in late October or early November 2026. This anticipated timeline is subject to change at the discretion of Odyssey Online Learning.

#### **VIII. Contact Information**



All inquiries and proposals should be directed to:

**Odyssey Online Learning**

Contact Name: Andrea Amburn

Title: Chief Operating Officer

Address: 510 Lexington Ave, Suite 102, Chapin, SC 29036

Telephone: (803) 316-1288

Email: [Andrea.Amburn@OdysseyOnline.com](mailto:Andrea.Amburn@OdysseyOnline.com)

Website: [www.odysseyonline.com](http://www.odysseyonline.com)

**KEY DATES**

**RFP Issue Date:** September 16, 2026

**Deadline for Questions:** October 2, 2026 at 4:00 p.m. EST

**Responses to Questions, if applicable:** October 6, 2026

**Proposal Submission Deadline:** October 14, 2026 at 4:00 p.m. EST

**Anticipated Evaluation Period:** October 15 - November 10, 2026

**Anticipated Award:** Late October/Early November 2026

**Direct Questions to:**

Andrea Amburn

Chief Operating Officer

(803) 316-1288

[Andrea.Amburn@OdysseyOnline.com](mailto:Andrea.Amburn@OdysseyOnline.com)

**Submit Proposals By:**

**October 14, 2026 at 4:00 p.m. EST** via email to Andrea Amburn at [Andrea.Amburn@OdysseyOnline.com](mailto:Andrea.Amburn@OdysseyOnline.com).

Please include **“RFP Technology Services – [Name of Organization]”** in the email subject line.



All proposals received after the date and time set for receipt will be **REJECTED** and will not be considered.

Odyssey Online Learning reserves the right to modify this schedule at its discretion. Notification of material changes to the RFP schedule will be provided as appropriate.

## **BACKGROUND**

Odyssey Online Learning is an online public charter school located in South Carolina and established in 2009.

The School serves students throughout the State of South Carolina in a virtual learning environment.

Odyssey Online Learning currently serves students in **middle and high school grades** and relies extensively on technology to provide educational services and conduct School operations.

## **ACCEPTANCE OF PROPOSAL**

The contract will be awarded based upon the proposal determined to best meet the needs of Odyssey Online Learning, subject to any approvals required by the School's Procurement Policy and Odyssey Online Learning's Board of Directors.

The award will be made in writing to the provider whose proposal is determined to provide the best overall fit for the School's technology needs, security requirements, service expectations, and financial considerations.

Odyssey Online Learning reserves the right to reject any or all proposals, waive minor informalities or technicalities, request clarification or additional information, or cancel this solicitation when determined to be in the best interest of the School.

Odyssey Online Learning may elect to award all requested services to a single provider or, if determined appropriate and permitted under applicable procurement requirements, award portions of the requested services separately.

**No Obligation:** Submission of a proposal shall not obligate Odyssey Online Learning to enter into a contract or make an award. Odyssey Online Learning shall not be responsible for any



costs incurred by an organization in preparing, submitting, presenting, or otherwise responding to this RFP.

The decision of Odyssey Online Learning regarding the selection and award shall be final, subject to applicable procurement requirements.

## **PROPOSAL REVISIONS**

Proposal revisions must be received prior to **October 14, 2026 at 4:00 p.m. EST.**

Any revised proposal should clearly indicate that it supersedes the provider's previously submitted proposal.

## **DISCLOSURE**

Providers should visibly mark as confidential each specific portion of their proposal that they consider to contain proprietary or confidential information.

Because Odyssey Online Learning is a South Carolina public charter school, proposals and related procurement records may be subject to applicable public records requirements. Designating information as confidential does not necessarily exempt the information from disclosure when disclosure is required by law.

## **ADDITIONAL TERMS**

Odyssey Online Learning reserves the right to request additional documentation or information necessary to evaluate a proposal.

The successful provider may be required to execute a written services agreement containing terms addressing, as applicable:

- Scope of services;
- Service levels and response times;
- Pricing and payment;
- Confidentiality;
- FERPA and data privacy;



- Cybersecurity and security incident notification;
- Data ownership and return or destruction of School data;
- Insurance;
- Indemnification;
- Termination;
- Availability and appropriation of funds;
- Contract renewal;
- Compliance with applicable federal and South Carolina law; and
- Other terms reasonably required by Odyssey Online Learning.

Any material exceptions to the requirements of this RFP should be clearly identified in the provider's proposal.