



To: Deborah Bushnell  
Contract Manager

From: Jason Wickel  
Cooperative Purchasing Coordinator

Date: February 22, 2017

Subject: Approval of Contract Awards

Per official action taken by the Board of Directors of Region 4 Education Service Center (ESC) on Tuesday, February 21, 2017 the following contract was approved as presented:

➤ **Feedback and Customer Service Solutions for Schools**

- K12 Insight

Contract is effective April 1, 2017. If you have any questions, please contact me.



To: Board of Directors  
From: Robert Zingelmann  
Date: February 6, 2017  
Subject: Recommendation of Contract Award

Region 4 ESC/TCPN held a bid opening on February 1, 2017 for RFP # 17-04 for **Feedback and Customer Service Solutions for Schools**. There was one (1) proposal submitted:

- K12 Insight

After careful review of the proposal, the Evaluation Team has determined that the company demonstrated the ability to provide the products and services outlined in the solicitation while offering competitive pricing to the members.

#### CONSIDERATION

Award of annual contract in compliance with the bid laws of the State of Texas is recommended.

#### RECOMMENDATION

The Evaluation Team recommends the following company for award based on their response:

<b>Contract</b>	<b>Vendor</b>	<b>Term of Contract</b>
Feedback and Customer Service Solutions for Schools	K12 Insight	Three (3) years with option of two (2) one year renewals

Support documentation has been attached for your reference.

Enclosure: Bid Tab Summary



To: Robert Zingelmann  
Chief Financial Officer

From: Jason Wickel  
Purchasing Cooperative Coordinator

Date: February 6, 2017

Re: Single Award Justification

We have reviewed the response and recommend that the following company be awarded:

- *K12 Insight*

The recommended vendor submitted an offer that was determined to be most advantageous to The Cooperative Purchasing Network (TCPN) members based upon their response and pricing.

We believe the vendor demonstrated the ability to provide and perform the services requested in the proposal. K12 Insight demonstrated an excellent record and extensive experience working with school districts and is well established with a long history collaborating with schools to make customer service and communication part of their DNA.

Since they are an incumbent vendor, their pricing was determined to be comparable with their previous contract for service and the guarantees of quality they provide. We will monitor their performance and determine at the end of each year if they are eligible for renewal with each new term.

Award is recommended despite the receipt of only one response because the evaluation committee has determined that the solicitation was advertised properly and other vendors had ample opportunity to respond if they chose, and that the scope of the RFP was not prohibitive in any way.

Please let me know if you have any questions.