
REQUEST FOR PROPOSALS

Requests for Proposals (RFP): Knowledge Management

I. INTRODUCTION

Academy of Hope Adult Public Charter School (AoH) invites qualified individuals or firms to submit proposals to provide knowledge management services focused on the documentation, verification, and improvement of our Standard Hope Operating Procedures (SHOPS), collectively known as “The AoH Way.” This project will support our mission to empower adult learners by ensuring our organizational practices are well-documented, replicable, and sustainable.

II. SOLICITATION SCHEDULE

Responses must be submitted electronically via email to Ruweda Hussein at ruweda@ao hdc.org by **October 15, 2025**. Please contact Ruweda Hussein by email with any questions you may have regarding this RFP.

III. BACKGROUND

Academy of Hope Adult Public Charter School is a 501(c)(3) tax-exempt nonprofit and adult public charter school in Washington D.C., offering excellence in adult education since 1985. Our mission is to provide high-quality education and services that change lives and improve our communities. At Academy of Hope, students become part of a learning community where everyone is valued, adds value, and are both a teacher and a learner. Our curriculum is experiential and focuses on life skills, allowing students to immediately apply what they’re learning to their own lives and reap the benefits.

Academy of Hope’s Core Values: CARES

Community- AoH fosters an atmosphere where individuals can be completely present as their authentic self. We seek to advance values, attitudes, and beliefs that promote caring for one another. We believe we are stronger together and that representation for the people we serve matters.

Acceptance- AoH respects the inherent dignity and worth of every individual. We remain open-minded as we acknowledge everyone’s complex identities and our collective differences. To us, every person is worthy, and we expect teachers, staff, learners, and community members to come as their true selves.

Respect - At AoH, we believe that every human is deserving of respect and respect is an action. Respecting someone means engaging, learning, and trying to understand individuals’

experiences. At Academy of Hope, we are encouraging self-love and a deep understanding, appreciation, and regard for our communities.

Empowerment– AoH aims to purposefully recruit and engage community members who understand the power in every person. Our community is committed to actively listening and amplifying voices and lived experiences that are often unheard as a means to propel change.

Service- Our ultimate goal is to serve all learners responsibly. We strive to be good stewards of the trust learners place in us by consistently reviewing our practices, programs, and structures to ensure we are advancing learners’ stated best interests.

IV. PROJECT SCOPE

The selected consultant or firm will:

1. Project Planning & Stakeholder Engagement:

- Meet with AoH leadership to understand current workflows and priorities.
- Develop a phased plan to identify, gather, and document all core SHOPS.

2. Review and Validation of Existing Documentation:

- Conduct a comprehensive review of existing process documents and SOPs.
- Verify the accuracy and currency of documented procedures through consultation with key stakeholders.
- Identify gaps or outdated practices requiring updates or clarification.

3. SOP Documentation Process:

- Conduct structured interviews with directors and senior leaders.
- Capture, draft, and refine SHOPS through iterative review cycles.
- Confirm accuracy and relevance with process owners.

4. Process Improvement & Knowledge Management Recommendations:

- Identify redundancies, gaps, or inefficiencies in current practices.
- Provide actionable suggestions to streamline and strengthen SOPs.
- Offer strategic insights on how to use SHOPS implementation to drive operational improvements across departments.

5. Deliverables:

- A comprehensive, formatted e-file of all finalized SHOPS, organized as “The AoH Way.”
- A strategic plan for the ongoing maintenance and governance of SHOPS, including tools, timelines, and roles.

V. CONTRACTOR QUALIFICATIONS

Academy of Hope Adult PCS seeks qualified individuals or firms to deliver the knowledge management scope described above. Statement of Qualifications must clearly and accurately demonstrate the specialized knowledge and experience required for services under consideration.

The selected contractor must demonstrate:

- Valid business license and appropriate insurance maintained throughout the contract; responsible for all employment-related taxes, insurance, and benefits.
- Proven experience in knowledge management and change management for nonprofit and educational organizations; strong understanding of aligning organizational strategy with processes and procedures across multiple departments.
- Knowledge of operational and organizational best practices; demonstrated ability to improve operational efficiency through SOP implementation and continuous process improvement; experience with scaling strategies and organizational development for mission-driven organizations.
- Expertise with nonprofit operations, adult public charter schools, national scaling, and nonprofit governance.
- Clear approach to stakeholder engagement and change management; plan for reviewing, validating, and integrating existing documentation; approach to leveraging SHOPS for ongoing operational improvement.
- Alignment with Academy of Hope's core values (**CARES**). We seek partners who foster inclusive, authentic environments and actively engage with the communities they serve. We welcome contractors who demonstrate these values through inclusive hiring, community partnerships, and socially responsible practices.
 - Include examples showing how these values are embedded in hiring practices, client work, and community involvement.

VI. PROPOSAL REQUIREMENTS

Proposals must be organized in the order below and provide sufficient detail for evaluation:

- **Organization/Consultant Profile:**
 - Background, history, staff size and experience, average client size for this service, percent of business dedicated to technical support, and percent dedicated to nonprofits.
 - Project organization chart identifying all proposed professional staff.
 - Description of duties and responsibilities for all key positions.

- **Technical Approach:**
 - Overview of your business model and approach to the scope of work.
 - Explicitly describe how your approach fulfills all items in Contractor Qualifications.
- **Work Plan & Timeline:**
 - Provide a detailed work plan and timeline tailored to the scope, detailed schedule, milestones, deliverables, and assumptions.
- **Cost Proposal:** (A la Carte/Fixed/Variable Pricing)
 - Itemized (“a la carte”) pricing for all services.
 - Clearly identify any fixed-price services (what is and isn’t covered).
 - For hourly or per-unit services, provide a full rate sheet by labor category.
 - If prices vary by time of day or request type (e.g., scheduled vs. emergency), list separately.
 - State billing increments (e.g., 15 minutes), whether travel time is charged, minimum billable units/amounts, and any markup on software/equipment procurement or other third-party costs.
- **References:** Include the three most similar clients to whom you have provided this service – name, organization, email, and phone.

VII. EVALUATION FACTORS FOR AWARD

In considering proposals, Academy of Hope Adult PCS will make a best-value determination. Award will be made to the applicant that conforms to the RFP’s requirements and is judged to represent the best value to Academy of Hope. Best value is defined as the proposal that presents the best overall value to Academy of Hope, cost and other factors considered, and which presents the most advantageous offer. Such offer may not necessarily be the proposal offering the lowest cost or receiving the highest technical rating.

Academy of Hope Adult PCS will evaluate proposals based on a number of criteria, including:

- i. Clarity and depth of the contractor’s understanding of Academy of Hope’s needs and their ability to meet them.
- ii. Contractor demonstrated alignment with Academy of Hope’s core values (**CARES**) through submitted materials and overall approach.
- iii. Suitability of the contractor’s business model in relation to Academy of Hope’s needs.
- iv. Relevant experience with similar-sized nonprofits.
- v. Past performance on similar engagements.
- vi. Price.