

**RFP Interview Question Guide**

**Assessing School Services: Best Practices for Making Services Transitions**

* Ensure proposal/vendor alignment with Academy’s vision/mission and core values (if any questions have surfaced based upon proposal review, ask here)
* Introduce dialogue that ensures understanding of structure and document hierarchy, include discussion regarding charter contract and authorizer relationship
* Address vendor candidate performance with prior and/or existing customers
* Ensure understanding of staff recruitment, retention and professional development
* Ensure understanding of all proprietary materials with which vendor candidate is resourcing the Academy
* Ensure understanding of cost structure
* Address “business model” and ensure complete understanding of it
* Address questions of capacity (i.e. is the vendor candidate resourced enough to provide the high quality services the Academy desires)
* If important to board, ask questions regarding board’s typical involvement and input in school leadership recruitment and retention
* Address all board processes, including evaluation process
* Discuss communication – might want to offer a scenario or mini “case study” asking how the candidate would address the scenario from a communications perspective
* Address “typical” reporting format – vendor to Board (share any dashboards, KPI reporting tools, etc.)
* Refer to RFP questions to further guide interview follow-up