



Wake County Public School System Purchasing Department Attn: Debra Wallace 1551 Rock Quarry Road, Bldg. F Raleigh, NC 27610	Request for Information #251-26-226
	Issue Date: 11/7/25
	Request for Information Package Due By: 11/20/25
	Time: 1:00 pm ET
	Commodity Description: Ombuds Services
	Request Type: Open Market

**NOTICE TO RESPONDENTS:**

Proposals subject to the conditions made a part hereof, will be received at this office (1551 Rock Quarry Road, Raleigh, NC) until **1:00 p.m.** on the day of opening and then opened, for furnishing and delivering the commodity as described herein. **The purpose of this RFI is to survey the market for information as outlined herein for Ombuds Services. This request is for information only and any submission of a response does not create an offer, and no award will result from submitting a response.**

**EXECUTION**

RESPONDENT NAME:	E-MAIL:	
STREET ADDRESS:	P.O. BOX:	ZIP:
CITY & STATE & ZIP:	TELEPHONE NUMBER:	TOLL FREE TEL. NO:
TYPE OR PRINT NAME & TITLE OF PERSON SIGNING:	FAX NUMBER:	
AUTHORIZED SIGNATURE:	DATE:	

**MAILING INSTRUCTIONS:** Mail only one Request for Information (RFI) per envelope. Address envelope and clearly note RFI number as shown below. It is the responsibility of the vendor to have the RFI in this office by the specified time and date of opening.

<b><u>DELIVERED BY US POSTAL SERVICE</u></b>	<b><u>DELIVERED BY ANY OTHER MEANS</u></b>
<b>RFI #251-26-226</b> <b><u>Wake County Public Schools System</u></b> <b><u>Attn: Debra Wallace</u></b> <b><u>1551 Rock Quarry Road, Building F</u></b> <b><u>Raleigh, NC 27610</u></b>	<b>RFI #251-26-226</b> <b><u>Wake County Public Schools System</u></b> <b><u>Attn: Debra Wallace</u></b> <b><u>1551 Rock Quarry Road, Building F</u></b> <b><u>Raleigh, NC 27610</u></b>

**QUESTION AND ANSWER PERIOD**

All questions should be directed to Debra Wallace, [dwallace2@wcpss.net](mailto:dwallace2@wcpss.net) in written form. Vendors are cautioned that all communication regarding this Request For Information shall be directed to Debra Wallace.

Written questions will be received until end of business on November 13, 2025. Please note RFI #251-26-226 in the subject line of each request.

## BACKGROUND

For background purposes, WCPSS is currently the largest school district in North Carolina and the 15<sup>th</sup> largest in the United States. There are currently 203 schools serving a student population of approximately 161,000. Wake County covers 854 square miles. Additional information about the school system can be accessed via the internet site ([www.wcpss.net](http://www.wcpss.net)).

### 1.0 EXECUTIVE SUMMARY

Wake County Public School System seeks information from qualified vendors about provision of Ombuds services in the workplace on a contractual basis. Types of conflict management services offered, including business models, information about industries served, and any other relevant information is sought. It is intended that such services are designed to foster a respectful and supportive organizational environment. Qualified vendors will submit information as it relates to market available services. The district may compile the information submitted and create a Request for Proposal based on the information gathered.

### 2.0 RFI PROCEDURES

#### A. Schedule

Respondents will have until October 15, 2025, to prepare and return their submissions to this RFI. Responses must be received by the time and to the location specified on the cover sheet of this RFI.

#### B. Response

WCPSS recognizes that considerable effort will be required in preparing a response to this RFI. **However, please note this is a request for information only, and not a request for services.** The Vendor shall bear all costs for preparing this RFI.

#### 1. Content and Format

WCPSS expects concise, detailed, point-by-point responses. WCPSS is not interested in brochures or "boilerplate" responses. Any issues or exceptions to WCPSS' requirements should also be identified and explained.

The response should define all services and products that would be required by the proposed solution. The response should also include the following:

- a) Information on all business models offered related to the provisions noted in the Executive Summary.
- b) Description of services and methodologies demonstrating Ombuds Services for conflict resolution and mediation services.
- c) Cost estimates for programs

#### 2. Multiple Responses

Multiple responses will be accepted from a single vendor provided that each response is comprehensive, meets all the WCPSS' requirements, and is truly unique. Please place in separate envelopes and clearly mark responses as "Response #1, Response #2, etc.

**THIS IS A REQUEST FOR INFORMATION (RFI) ONLY.** This RFI is issued solely for information and planning purposes. This RFI does not constitute a Request for Proposal (RFP) or a promise to issue an RFP in the future. This request for information does not commit WCPSS to contract for any service.

At this time WCPSS is not seeking proposals and will not accept unsolicited proposals. If you choose not to respond to this RFI it shall not preclude future participation in any WCPSS RFP. If a solicitation is released, it will be advertised utilizing the State of NC IPS tool.

Vendors are cautioned that requests for additional information or questions should be directed to the buyer of record for this solicitation.