



REQUEST FOR PROPOSAL

"Information Technology Services

August 12, 2020

Prepared By:
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Director of Operations
Brookland Baptist Church
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West Columbia SC 29169
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PURPOSE OF THE REQUEST FOR PROPOSAL

The Brookland Baptist Church and its Entities, hereafter referred to as Brookland, seeks to transform its IT support to better meet the business needs for performance, flexibility, stability, and redundancy. IT is a critical component for the organization and is used daily by most employees to provide services to its members, community, and other constituencies. Brookland requires a solution that is capable of the following:

- Provide a tailored managed service solution for existing and potential future IT technology needs
- Manage and update system configuration and security to industry best practice standards, improving performance, and reducing support issues
- High quality end-user experience helpdesk service
- Providing flexibility in meeting future system needs as the IT infrastructure
- Act as primary liaison with other vendor and partners that require network access

Brookland, founded in 1902 as a church, is a 501(c)(3) tax-exempt organization with a membership of 7,600 worshipping at two (2) locations. Its primary mission is to proclaim the gospel of Jesus Christ through evangelism, education, and economic empowerment. To carry forth the mission it has two (2) worship facilities, a nationally accredited full service Credit Union, Academy Child Development Center, Foundation, Empowerment Center, Wellness Center and full service Conference Center. The IT needs of the various entities are broad and varied.

Brookland's environment includes approximately 100 workstations and eight (8) servers spread across two (2) counties in the midlands of South Carolina. The workstations are a mix of windows and apple products. Three (3) main locations, Main Campus, Northeast Campus and Lakeview Empowerment Center exist and serves the departments below.

Location	Address	Description
Banquet & Conference Center	1046 Sunset Blvd., W. Columbia, SC 29169	Conference Center
Administration Building	1045 Sunset Blvd., W. Columbia SC 29169	Administration & Finance
Academy Child Development Center	1054 Sunset Blvd., W. Columbia SC 29169	Day Care Center
Christian Learning Center	1066 Sunset Blvd., W. Columbia SC 29169	Christian Education, Media Center & Pastoral Staff
Wellness Center	1050 Sunset Blvd., W. Columbia SC 29169	Fitness Center, Gym & Security Department
Federal Credit Union	949 Sunset Blvd., W. Columbia SC 29169	Full Service Credit Union
Lakeview Empowerment Center	1218 Batchelor St., W. Columbia SC 29169	Tutorial Lab & Seniors Program & Foundation
Northeast Campus	1203 Summit Parkway, Columbia SC 29229	Campus Ministry

Microsoft Office 365 is used for email services with Microsoft Office Suite as the predominant software solution.

Basic Infrastructure:

Vlans: Guest, Main, Phone, Northeast, Credit Union

Avaya IP Office: Connected via MetroE and VPN to the other locations.

Current Vendor to take with them:

- ✓ Sopho XG 230 Security router
- ✓ Sophos XG 115 security router – Bank
- ✓ BDR + Replication ion BDR

VENDOR REQUIREMENTS

- ✓ Valid Business License
- ✓ Vendor must provide an endorsed Certificate of Liability Insurance listing Brookland Baptist Church as an additional insured. The minimum limits of liability cannot be less than \$1,000,000.
- ✓ Are encouraged to visit the site and familiarize themselves with all conditions, equipment and any other factor that might affect the work or cost thereof. It is Brookland's intention to schedule at least two opportunities for interested parties to walk the campus or ask questions directly of its current service provider. Attempts will be made to document and publish questions and/or comments that others may find helpful in bidding this contract.
- ✓ The winning vendor shall be prepared to begin work on the project within 10 business days of contract award and completed within 10 business days of award.

SCOPE OF WORK:

Brookland seeks to procure IT Managed Services for a period of one base year with two option years for a total of three years of service. Proposals should outline what, if any, costs will require an initial capital investment versus monthly service fees.

The scope of work of this RFP is centered on a successful configuration, maintenance, and ongoing support for the Brookland network which includes the following:

- System stability and performance tuning
- Managed services for all network devices (including Wi-Fi), servers, desktop and laptop devices, Active Directory, Office365
- Professional IT liaison with vendors and other partners (planning, integration, & support)
- Help-desk services
- Unlimited support to include daily support, scheduled afterhours support and scheduled project support
- Documentation for network, security, and support

Network Administration: Successful respondent will be responsible to provide general and routine maintenance and monitoring of Brookland's IT infrastructure including Wi-Fi systems, switches, firewalls, routers and other network and security devices. Respondent will also perform the installation and maintenance of network devices and servers, and patches and upgrades as needed to stay current with security and configuration standards and best practices. Respondent shall implement a proactive monitoring system of the network equipment including alert notifications in the event of device failure. The vendor

may use its preferred technology to monitor and report on network performance and capacity, etc. upon presentation and approval by Brookland.

Respondent will be responsible for adding, deleting or changing user network, ShelbyNext and other accounts (i.e. O365) and ensure that each account is working efficiently and effectively free of errors. Respondent shall develop procedural documentation and back-up plans.

Hardware/Software Administration: Successful respondent shall manage hardware, software, and operating systems necessary for the quality, security, performance, availability, recoverability, and reliability of the system. Respondent shall ensure scheduled preventive maintenance for equipment is promptly performed including changes, upgrades, patches, etc.

Respondent shall also serve as the primary liaison for the installation and maintenance of printers, scanners, phones (physical and software based), servers, network devices and other computer peripherals. This includes all configuration management, and support of software products relating to servers and workstations; timely response to repair and maintenance work for the user is critical.

Security and Backup Services: Successful respondent shall ensure that all servers, desktops and laptops are protected by antivirus and anti-malware software and that adequate firewalls are in place and configured to prevent unwanted intrusion into the network and end user devices. Respondent may use its preferred technology upon the presentation and approval by Brookland.

Procedures shall be implemented to notify Brookland management when system securities are breached. Successful respondent shall perform regular security audits and notify Brookland's management immediately of suspected breach of security or intrusion detection. Respondent shall also manage a backup system and process to prevent loss of data and functionality as well as reduce downtime. A solution will need to be presented

Help Desk: Successful respondent will diagnose and correct desktop applications issues, configure all computers for standard applications; identify and correct end user hardware problems and perform advanced troubleshooting; create and maintain PC/MAC device images; install PC's, laptops, tablets, printers, peripherals, and software. Respondent shall have access and be available during normal business hours (8:00 a.m. – 6:00 p.m. / Monday – Friday). After hours support required for system upgrades or emergencies. Successful respondent must be capable of supporting Apple Mac OSX and iOS devices, Android device, Microsoft Windows 7 and Windows 10 devices. Experience with ShelbyNext and JAMF software is a plus.

Additionally, it is recommended that the service provider have an IT support professional plan to be on-site 4-8 hours one day per week (preferably same day per week) to assist with end-user support, help desk questions, and other on-site IT services as needed.

Software/Hardware Procurement: Successful respondent will be required to support Brookland's procurement policies for hardware/software to include obtaining quotes from vendors, interfacing with vendors on renewals, and supporting build vs. buy analysis.

Efficient Use of Technology/Future Planning: Successful respondent will assist Brookland with fully leveraging existing and newly implemented technologies (i.e. Microsoft Office 365) and assist with planning future projects to support Brookland's future business needs (ie. security, expansion strategy, etc.).

Leadership Reporting: Successful respondent will be expected to produce reporting on the health of the Brookland network and systems quarterly and upon request. Respondent will also be required to participate in leadership briefings as required. Meetings are normally scheduled annually and/or as needed.

Onboarding: Our current service provider is willing to work in an advisory role for a period not to exceed 30 days to assist with orientation and other onboarding needs. Respondent will be expected to leverage this assistance for a smooth integration and transition.

Important Note: Security and replication devices owned by current service provided will be removed from network at the end of their contract. New and/or replacement solutions should be based on the RFP requirements.

Documentation: Successful respondent will be expected to ensure proper documentation for the implementation of new technology, general management and operations. This includes basic user communications around IT practices to secure network such as addressing SPAM and phishing attempts, and virus protection. Respondent shall develop procedural documentation.

Contract Period

Brookland intends to award one contract with a base year that will begin on October 1, 2020 and two option years starting October 1, 2021 and October 1, 2022, respectively.

Right to Cancel

Brookland reserves the right to delay, amend, reissue or cancel, all or any part of this RFP at any time without prior notice. Brookland also reserves the right to modify the RFP process and timeline as necessary. This RFP does not commit Brookland to accept any proposal or execute an agreement with any bidders, nor is Brookland responsible for any costs incurred by the respondents in the preparation of responses to this RFP. Brookland reserves the right to reject any or all proposals, to accept or reject any or all items in the proposal and to award the contracts in whole or in part as is deemed to be in the best interest of Brookland. Brookland reserves the right to negotiate with any respondent after proposals are reviewed, if such action is deemed to be in the best interest of Brookland.

PRICING FOR SERVICE outside the SCOPE OF WORK must be reviewed with the Director of Operations or his designee.

SITE and CONTRACTUAL CONTACT

Any questions concerning site specifications or Scope of Work (SOW) requirements must be directed to:

Name	Tim McAllister
Address	1045 Sunset Blvd., West Columbia, SC 29169
Phone	803-744-7905
FAX	803-796-6804
Email	tmcallister@brookland.cc

Any questions regarding contractual terms and conditions or proposal format must be directed to:

Name	Tim McAllister
Address	1045 Sunset Blvd., West Columbia, SC 29169
Phone	803-744-7905
FAX	803-796-6804
Email	tmcallister@brookland.cc

PROPOSAL SCHEDULE

RFP Issued	August 12, 2020
Onsite Visitation	Aug 14th - 9:00 a.m., August 27th - 9:00 a.m., Sept. 11th - 9:00 a.m.
Proposal Submittal Deadline	September 18, 2020
Selection Recommendation	September 25, 2020
Contract Award	September 30, 2020

DUE DATES AND MAILING REQUIREMENTS

(All proposals must be enclosed in a sealed envelope)

- **Proposal Due Date: September 18, 2020**
- **Mailing Address:** P.O. Box 2093, Columbia, SC 29202; Attention: Tim McAllister

Any proposal received at the designated mailing address after the required time and date specified for receipt shall be considered late and non-responsive. Any late proposals will not be evaluated for award.

EVALUATION FACTORS FOR AWARD

CRITERIA

Any award to be made pursuant to this RFP will be based upon the proposal with appropriate consideration given to operational, cost, and management requirements. Evaluation of offers will be based upon the Vendor's responsiveness to the RFP and the total price quoted for all items covered by the RFP.

The following elements will be the primary considerations in evaluating all submitted proposals and in the selection of a Vendor or Vendors:

1. Completion of all required responses in the correct format.
2. The extent to which Vendor's proposed solution fulfills Brookland's stated requirements as set out in this RFP.
3. An assessment of the Vendor's ability to deliver the indicated service in accordance with the specifications set out in this RFP.
4. The Vendor's stability, experiences, and record of past performance in delivering such services.
5. Availability of sufficient high-quality Vendor personnel with the required skills and experience for the specific approach proposed.
6. Overall cost of Vendor's proposal.

SIGNATURE PAGE

Authorized Signature

Print Authorized Signature

Print Company Name

Print Company Address

City, State Zip

Telephone # Fax #

E-mail Address

Website

Federal Tax ID #

The above individual is authorized to sign on behalf of company submitting the proposal.

Proposals must be signed by an official authorized to bind the provider to its provisions for at least 3 years.