REQUEST FOR PROPOSALS (RFP): IT Managed Services

DATE OF ISSUE: March 1, 2021

DEADLINE: March 23, 2021, at 4:00 PM

Proposals will only be accepted by email and must be in MS Word and/or pdf format

Background

In 1958 the Interdenominational Theological Center (The ITC) was founded as a joint initiative of four seminaries: Morehouse School of Religion, Gammon Theological Seminary, Turner Theological Seminary, and Phillips School Theology. The institution's mission: The Interdenominational Theological Center (ITC) is a Christian, Africentric, ecumenical consortium of seminaries and fellowships that educate students to commit to practicing justice and peace through a liberating and transforming spirituality to become leaders in the church, and local/global communities. ITC has a historical standard and expectation of excellence. With a corporate culture of excellence at all levels, ITC creates an organizational capacity and a structure that empowers, focuses, and engages all employees and students. The institution's vision is to be the preeminent world center for Africentric theological engagement and developing leaders to advance God's mission of love, justice, and restoration in the world. To support this vision and the implementation of ITC 2.0 we do so by focusing on establishing an institution of learning, developing prophetic problem solvers, customer-centric service, communication, collaboration, and community.

Technology is an important component of ITC’s vision to be the Africentric, theological powerhouse capable of producing the next generation of Christian leaders worldwide. This means we need to lay a firm Technological foundation necessary for ITC 2.0. ITC is positioning ourselves not for serving North America only but for serving the entire world beyond language and cultural barriers.

Through this Request for Proposal (RFP) opportunity, The Interdenominational Theological Center wishes to select a single organization to provide IT managed services for our organization. For more information on our organization, please visit our website at www.itc.edu.

Overview of Current Technical Environment

ITC's current IT infrastructure is as follows:

- Three (3) person Information Technology/Institutional Learning Department supported by a local and outsourced cloud servers
- We have approximately Four Hundred (400) users
- Working environment: Windows PC, iOS & Mac-OS
  - Desktops, laptops
iPad Pros, MacBooks
• Network Printers
  • On-premises servers: 5
  • Outsourced Windows Cloud servers: 7
  • No Local backups; Cloud hosted systems have backups

**Major Appliances, applications and vendors:**

• Critical Servers are currently hosted in the cloud by a vendor (OnePath).
• Office 365 Exchange Email and Microsoft Office suite office production apps
• Dynamics Great Plains - Microsoft
• PowerCampus - Ellucian, PowerCampus Self-Service - Ellucian
• PowerFAIDS - College Board
• Dynamics Great Plains, PowerCampUS, PowerFADS are bundled through Ellucian
• EdConnect - SAIG (Student Aid Internet Gateway)
• Moodle Learning Management System - eThink
• Internet Networking Equipment & Telephone - One-Ring & etc.
• Single Sign-On (SSO) Portal - QuickLaunch
• Asset Inventory Database Systems – AssetPanda and Jamf
• Telephone Station and PBX Support - SOS VOIP System

**Value-Added Service Requirements**

1. **Network Equipment Support**: The Vendor shall provide all labor related to maintaining, configuration, logging (if possible and appropriate), and monitoring of network equipment, including routers, firewalls, switches, spam filters, and other equipment used to move, monitor, or intentionally affect Ethernet traffic on ITC's local area network.

   Network Equipment Support shall also work with ITC's internet service provider to maintain proper configuration of Internet equipment at ITC'S office, whether owned by ITC or ITC's ISP. The Vendor will provide all services related to these products.

2. **Server Support**: The new Vendor shall provide an alternate or equivalent replacement including all labor related to maintaining ITC'S servers operating system, any programs included in the operating system, backup software, virus scanning software, hard disk defragmentation software, and other industry-standard programs installed after the operating system.

3. **Workstation Support**: The Vendor shall provide all labor related to maintaining the computer hardware and operating system, any programs included in the operating system, Microsoft Office, scanning software, and any other industry-standard programs installed after the operating system on ITC owned workstations or laptops.
4. **Printer Support.** The Vendor shall provide all labor, parts, and consumables, and installation related to maintaining the different branded printers on the campus.

5. **Help Desk Support.** The Vendor shall provide all labor relating to assisting the ITC Community users between the hours of 8:00 AM and 6:00 PM. The vendor will also offer after-hours monitoring of network infrastructure and servers.

6. **Remote and On-site Support.** The Vendor should have the capability of solving most problems remotely. However, if the Vendor determines that a site visit is required to resolve an issue, then an on-site visit will be covered under this agreement, assuming it is within regular working hours. ITC shall be entitled to an agreed number of on-site visits at their request per month. This ITC requested visit shall be scheduled conveniently during regular working hours, generally within 24-48 hours. Onsite-Visit recommendations must be vetted thru ITC Info Tech Department and must not cause undue or unscheduled downtime to ITC Community usage.

7. **Mobile Device Support.** The Vendor shall provide all labor related to assisting end-users of ITC owned mobile devices. The Vendor will also provide support limited to email set-up for employee-owned equipment.

8. **Hosted Tools and Solutions.** The Vendor will support, and host solutions used in day-to-day business that are either (a) billed through or (b) approved in advance by ITC.

9. **Telephone Station and PBX Support.** The Vendor will provide support for telephone stations and provide guidance and support on the equipment until it has reached the end of life.

10. **Asset Inventory.** The Vendor will maintain an asset inventory of systems at ITC will provide a list upon request.

11. **Patch Management.** Maintaining the systems shall include applying all appropriate software and operating system updates in a reasonable amount of time shall determine when software updates are relevant and what constitutes a fair amount of time. ITC acknowledges that if ITC requests updates that are considered inappropriate or wish to have updates applied before deeming them safe, the Vendor is not responsible for the consequences. The Vendor will have the ability to coordinate and perform updates to critical systems during a reasonable timeframe for the institution, with the exception of an emergency or vulnerability circumstances.

12. **Disk Space Monitoring.** The Vendor shall monitor all covered systems' disk usage and provide a monthly report to ITC of such use and any time upon request.

13. **Event Log Monitoring.** The Vendor will monitor the event logs of covered systems for any critical events that indicate a system problem. The Vendor will use its best efforts to solve any issue arising from this monitor as soon as possible.
14. **Contract CIO Services.** ITC shall have access to a principal of the Vendor or advice and counsel regarding technical issues and how they relate to ITC's business. A Vendor principal shall be responsible for signing off on all IT spending and coordinating, negotiating, and working with vendors. The Principal will attend executive and/or board meetings as the ITC desires.

15. **Periodic Technology Business Reviews.** The Vendor shall periodically offer the ITC a review of tasks and issues with ITC and provide any technical advice and counsel as necessary.

16. **Webhosting and Webmaster.** The Vendor shall have the capabilities of hosting and overseeing an institutional website. Web content will be managed onsite.

17. **Audio Visual/Streaming.** The Vendor shall provide audio visual and streaming service.

18. **Backup Services.** The Vendor shall provide an automated and unattended backup process to ITC. The Vendor offers backup services so that data held on critical Servers are securely backed up and transferred to a separate location on-campus. The service runs on a local server(s) at the ITC site.

   Backup data is transferred to another on-campus location. All information is DES or AES encrypted at the originating site before transmission off-site. Encrypted data is held at secondary locations in an encrypted format. Multiple backup versions of files are retained on disks for online restoration. Backup data can be selected and restored online by the Vendor.

   A backup set defines the files or databases that are to be backed-up. They can include or exclude files or databases by directories or file types. These sets also represent the number of retained generations, or versions, of files and databases backed-up.

   This enables the Vendor to selectively restore any of the previous versions of files that have been backed-up. Multiple backup sets can be defined for the same ITC files. Files that are completely locked by another application, such as Microsoft Outlook PST files, will not be backed up.

   Upon request by an authorized contract, the Vendor will restore single or multiple files from the backup to the local desktop/servers first from local files.

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**Information Requirements and Format**

Respondents should complete all sections of the RFP. If additional material is required for one or more questions, please label attachments clearly and reference them in your response. Responses received under this RFQ that fail to address each of the sections adequately and in complete detail will be deemed non-responsive and will not be considered for selection. Note that
responses of "to be provided upon request" or "to be determined" or the like, or that do not otherwise provide the information requested (e.g., left blank) are not acceptable.

To understand more about your company and your ability to fulfill the requirements successfully, please provide the information below as part of your response, clearly referencing each specific question.

**Corporate Information:**

1. Please give a brief overview of your organization's involvement in providing IT value-added services in the marketplace.
2. How long has the organization been in this business?
3. In what cities do you maintain offices?
4. Indicate the number of employees in your organization. How many of those are dedicated to accounting management and/or technical support?
5. How many are full-time vs. contractual?
6. Who are your technology partners? Please describe your relationships and experience with manufacturers and major distribution partners in the technology marketplace.
7. What differentiates your organization from your competitors in the marketplace, and how will this be relevant to us?
8. Will you subcontract any components of the proposed solution to third party organizations? If so, please describe elements to be subcontracted and provide details of the agreement in place. Provide the subcontracted firm or individuals' name and a summary of past work that you have completed together.
9. Please describe your organization's experience in transitioning clients to public or private cloud technology from more traditional IT service models.
10. Please provide details of three current customer accounts similar in scope and requirements to those of ITC.

**Proposed Approach and Solution:**

1. Please provide a proposed work plan for a migration to your organization as an ITC vendor. Specifically, provide the following information: a. Key activities b. Timing c. Information/resource requirements from Family League d. Deliverables e. Key milestones, checkpoints, and other decision points.
2. If we elect to move forward with your organization, what ITC resources would you require (e.g., information, data, staff resources, communication) during the course of migration and on an ongoing basis?

3. Please identify the team assigned to the account and describe how you plan to interact with us and any third-party providers that may provide services.

4. Please describe your experience in providing the following value-added services:
   - Remote backup
   - Technology strategy planning
   - Network and email system monitoring
   - Procurement management
   - Move, Add, Change (MAC)
   - Warranty, break fixes, and installation
   - Technical support, including remote user support
   - Reporting and Executive dashboards
   - IT policy review and development
   - Implementation planning and guidance
   - PC Imaging and deployment
   - On-site implementation of business applications
   - Asset inventory management
   - Life cycle management of hardware units
   - Software licensing control

5. Please describe your experience in providing server technology and service for your customers, focusing on planning, implementation, and ongoing support.

6. Provide specific examples of how you have worked with customers that began with significant technology limitations and successfully transformed them into organizations with well-planned and executed technology strategies? What were the critical success factors in this transformation?

Support:

1. Describe your technical support options, including the assistance request process, escalation process, support hours, response times, staffing levels, staff expertise, and physical location of the help desk entirely.
2. Please provide details on your standard reporting capabilities.

3. Describe any documentation and support (e.g., user manuals, online help, interactive demos, web-based seminars, and online knowledge base) that will be available, both from the technical perspective and the end-user perspective.

4. What options are available for user training and technical training that our staff may require?

5. How do you monitor customer satisfaction and quality assurance on an ongoing basis, and how might we benefit from this process?

6. Family League user base varies considerably in its level of technical sophistication. Please describe your experience in successfully supporting users that may be remote and possess limited technical skills.

Financials:

1. Describe the pricing model(s) you typically employ for your standard services.

2. What is the standard markup that you charge on the following types of technology units: a. Desktops b. Laptops c. Servers d. Other hardware, e. Software

3. Please indicate the charges associated with each of the following services in US dollars, including the critical driver of each cost and whether it is included in a standard per-unit price vs. charged on an ad hoc basis:
   - Remote backup
   - Technology strategy planning
   - Network and email system monitoring
   - Procurement management
   - Move, Add, Change (MAC)
   - Warranty, break fixes and installation
   - Technical support, including remote user support
   - Reporting and Executive dashboards
   - IT policy review and development
   - Implementation planning and guidance
   - PC Imaging and deployment
   - On-site implementation of business applications
   - Asset inventory management
- Life cycle management of hardware units
- Software licensing control

4. Do you offer service bundles, and if so, describe the effect of this bundling on pricing?

**Review & Selection Criteria:**

ITC will use multiple criteria to select the most appropriate partner. Respondents are encouraged to be as aggressive and creative as possible in their proposals. The following list summarizes the major qualitative areas that will be evaluated:

- Higher education expertise and experience
- Demonstrated customer service quality and support
- Previous relevant experience
- Vendor strength and stability
- Account management

ITC is committed to strengthening providing equity and inclusion in its procurement process. It is the policy of ITC to give all small, minority, and/or woman-owned or -led business and other historically underrepresented and underutilized business enterprises the maximum practicable opportunity to compete and be awarded contracts to provide goods, services, and activities administered by the organization. The expectation of our potential partners will be to launch into the Educational Technology ITC 2.0.

**Contract Terms & Eligibility**

**Contract Term**
One (1) year from the date of contract effective date, with four one-year renewal options.