


IFB-SP-530-09-29-2023

	<p>Lander University Request for Proposal Invitation for Bids Amendment #1</p>	Solicitation Number	IFB-SP-530-09-29-2023
		Date Printed	09/15/2023
		Date Issued	09/15/2023
		Procurement Officer	Scott Pilgrim
		Phone	864-388-8698
		E-Mail Address	spilgrim@lander.edu

DESCRIPTION: Provide Network, Systems, and Applications Support Services

The Term "Offer" Means Your "Bid" or "Proposal".

SUBMIT OFFER BY (Opening Date/Time): **09/29/2023 3:00 pm EST**

NUMBER OF COPIES TO BE SUBMITTED: **One Hard Copy**

Offers must be submitted in a sealed package. Solicitation Number & Opening Date must appear on package exterior.

SUBMIT YOUR SEALED OFFER TO EITHER OF THE FOLLOWING ADDRESSES:

MAILING ADDRESS:

Lander University
 Procurement Services CPO 6023
 Greenwood, S.C. 29649

PHYSICAL ADDRESS:

204 W Henrietta Ave
 Building FO 2, Room 212
 Greenwood, S.C. 29649

See "Submitting Your Offer" provision

CONFERENCE TYPE: N/A DATE & TIME: N/A As appropriate, see "Conferences - Pre-Bid/Proposal" & "Site Visit" provisions	LOCATION: N/A
---	----------------------

AWARD & AMENDMENTS	Award will be posted at the Physical Address stated above on or after 10/03/2023 . The award, this solicitation, and any amendments will be posted at the following web address: http://www.lander.edu/solicitations
--------------------	---

You must submit a signed copy of this form with Your Offer. By submitting a bid or proposal, You agree to be bound by the terms of the Solicitation. You agree to hold Your Offer open for a minimum of thirty (30) calendar days after the Opening Date.

NAME OF OFFEROR (Full legal name of business submitting the offer)		OFFEROR'S TYPE OF ENTITY: (Check one) <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Partnership <input type="checkbox"/> Corporation (tax-exempt) <input type="checkbox"/> Corporate entity (not tax-exempt) <input type="checkbox"/> Government entity (federal, state, or local) <input type="checkbox"/> Other _____ (See "Signing Your Offer" provision.)
AUTHORIZED SIGNATURE (Person signing must be authorized to submit binding offer to enter contract on behalf of Offeror named above.)		
TITLE (Business title of person signing above)		
PRINTED NAME (Printed name of person signing above)	DATE SIGNED	

Instructions regarding Offeror's name: Any award issued will be issued to, and the contract will be formed with, the entity identified as the offeror above. An offer may be submitted by only one legal entity. The entity named as the offeror must be a single and distinct legal entity. Do not use the name of a branch office or a division of a larger entity if the branch or division is not a separate legal entity, *i.e.*, a separate corporation, partnership, sole proprietorship, etc.

STATE OF INCORPORATION (If offeror is a corporation, identify the state of Incorporation.)

TAXPAYER IDENTIFICATION NO. (See "Taxpayer Identification Number" provision)	STATE VENDOR NO. (Register to Obtain S.C. Vendor No. at www.procurement.sc.gov)
---	---

COVER PAGE CIO (JAN. 2006)

HOME OFFICE ADDRESS (Address for offeror's home office / principal place of business)	NOTICE ADDRESS (Address to which all procurement and contract related notices should be sent.) (See "Notice" clause)
	_____ Area Code - Number - Extension Facsimile _____ E- mail Address

PAYMENT ADDRESS (Address to which payments will be sent.) (See "Payment" clause)	ORDER ADDRESS (Address to which purchase orders will be sent) (See "Purchase Orders and "Contract Documents" clauses)
_____ Payment Address same as Home Office Address _____ Payment Address same as Notice Address (check only one)	_____ Order Address same as Home Office Address _____ Order Address same as Notice Address (check only one)

ACKNOWLEDGMENT OF AMENDMENTS Offerors acknowledges receipt of amendments by indicating amendment number and its date of issue. (See "Amendments to Solicitation" Provision)							
Amendment No.	Amendment Issue Date	Amendment No.	Amendment Issue Date	Amendment No.	Amendment Issue Date	Amendment No.	Amendment Issue Date

DISCOUNT FOR PROMPT PAYMENT (See "Discount for Prompt Payment" clause)	10 Calendar Days (%)	20 Calendar Days (%)	30 Calendar Days (%)	_____ Calendar Days (%)
--	----------------------	----------------------	----------------------	-------------------------

PREFERENCES - A NOTICE TO VENDORS (SEP. 2009): On June 16, 2009, the South Carolina General Assembly rewrote the law governing preferences available to in-state vendors, vendors using in-state subcontractors, and vendors selling in-state or US end products. This law appears in Section 11-35-1524 of the South Carolina Code of Laws. A summary of the new preferences is available at www.procurement.sc.gov/preferences. ***ALL THE PREFERENCES MUST BE CLAIMED AND ARE APPLIED BY LINE ITEM, REGARDLESS OF WHETHER AN AWARD IS MADE BY ITEM OR LOT. VENDORS ARE CAUTIONED TO CAREFULLY REVIEW THE STATUTE BEFORE CLAIMING ANY PREFERENCES. THE REQUIREMENTS TO QUALIFY HAVE CHANGED. IF YOU REQUEST A PREFERENCE, YOU ARE CERTIFYING THAT YOUR OFFER QUALIFIES FOR THE PREFERENCE YOU'VE CLAIMED. IMPROPERLY REQUESTING A PREFERENCE CAN HAVE SERIOUS CONSEQUENCES.*** [11-35-1524(E)(4)&(6)]

PREFERENCES - ADDRESS AND PHONE OF IN-STATE OFFICE: Please provide the address and phone number for your in-state office in the space provided below. An in-state office is necessary to claim either the Resident Vendor Preference (11-35-1524(C)(1)(i)&(ii)) or the Resident Contractor Preference (11-35-1524(C)(1)(iii)). Accordingly, you must provide this information to qualify for the preference. An in-state office is not required, but can be beneficial, if you are claiming the Resident Subcontractor Preference (11-35-1524(D)).

_____ In-State Office Address same as Home Office Address
 _____ In-State Office Address same as Notice Address (check only one)

Solicitation Outline

- I. **Scope of Solicitation**
- II. **Instructions to Offerors**
 - A. **General Instructions - AMENDMENTS TO SOLICITATION (Modified):** (a) The Solicitation may be amended at any time prior to opening. All actual and prospective Offerors should monitor the following web site for the issuance of Amendments: www.lander.edu/solicitations (b) Offerors shall acknowledge receipt of any amendment to this solicitation (1) by signing and returning the amendment, (2) by identifying the amendment number and date in the space provided for this purpose on Page Two, (3) by letter, or (4) by submitting a bid that indicates in some way that the bidder received the amendment. (c) If this solicitation is amended, then all terms and conditions which are not modified remain unchanged. **1. See solicitation type correction from Request for Proposal to Invitation for Bids. 2. See questions and answers below.**
 - B. **Special Instructions – Amendment 1 must be acknowledged.**
- III. **Scope of Work / Specifications**
- IV. **Information for Offerors to Submit**
- V. **Qualifications**
- VI. **Award Criteria**
- VII. **Terms and Conditions**
 - A. **General**
 - B. **Special**
- VIII. **Bidding Schedule / Cost Proposal**
- IX. **Attachments to Solicitation**

AMENDMENT #1 – Solicitation type correction, questions and answers:

Question 1:

Section III - Scope of Work, Subsection 1B: Which of the following Office 365 services are in use:

- a. Exchange Online
- b. SharePoint Online
- c. OneDrive
- d. Teams

Answer: **All of the above**

Question 2:

Section III - Scope of Work, Subsection 1B: How many users are licensed to use Office 365?

Answer: **Around 5000-12,000**

Question 3:

Section III - Scope of Work, Subsection 1: How are backup services provided for the on-premises servers?

Answer: **Employ an Enterprise Backup Solution**

Question 4:

Section III - Scope of Work, Subsection 1: How are disaster recovery (DR) services provided for the on-premises servers?

Answer: **Employ an Enterprise Backup/Recovery Solution**

Question 5:

Section III - Scope of Work, Subsection 1C: What is the earliest version of Windows Server currently in use (ex: 2008 R2)?

Answer: **Above 2012**

Question 6:

Section III - Scope of Work, Subsection 1D: What anti-virus and anti-malware packages are currently in use?

Answer: **Windows Defender**

Question 7:

Section III - Scope of Work, Subsection 1D: What vulnerability analysis tools is the University currently licensed to use?

Answer: **Tenable**

Question 8:

Section III - Scope of Work, Subsection 5: Is the Vendor expected to provide services to support new equipment and application installations or merely perform upgrades on existing systems, such as OS upgrades?

Answer: **No**

Question 9:

How many users are on Office 365? What license do they have? Provide a license count.

Answer: **Around 12,000 (A1 and A5)**

Question 10:

Are the licenses being purchased directly with Microsoft or through a Microsoft Partner?

Answer: **Via a partner**

Question 11:

Do you currently use Microsoft Teams and/or Microsoft SharePoint?

Answer: **Mostly MS Teams and some SharePoint.**

Question 12:

Is there a software in place currently to manage endpoints remotely? If so, what product(s) are being used?

Answer: **Yes, MS System Center**

Question 13:

How often are the devices and endpoints being updated? Monthly/quarterly/etc. basis?

Answer: **As needed**

Question 14:

Do you have employees working remotely that use a company device?

Answer: **Typical working from off campus and using VPN**

Question 15:

Do you offer Bring Your Own Device (BYOD) to employees?

Answer: **No**

Question 16:

Is there a Mobile Device Management (MDM) solution deployed?

Answer: **Yes**

Question 17:

How many desktops/laptops/mobile devices are you supporting?

Answer: **Around 1200**

Question 18:

Which version of Windows are the desktops/laptops running on?

Answer: **Windows 10, 11**

Question 19:

Are user devices being backed up? If so, how often, and do you have retention policies in place?

Answer: **Yes as needed**

Question 20:

Are the servers on-site or on the cloud? Hybrid?

Answer: **Hybrid**

Question 21:

If you have a cloud environment, is it Azure/AWS/other?

Answer: **Azure**

Question 22:

How many servers do you have? What operating system are they on?

Answer: **A little over 100 (virtual and physical)**

Question 23:

Do you have any Windows Server 2012/2012R2? Any Linux Servers?

Answer: **No, Yes**

Question 24:

Is there a Disaster Recovery plan in place? What is the infrastructure at the failover location?

Answer: **Yes. N/A at this stage.**

Question 25:

How many databases are you using? Please specify which ones.

Answer: **N/A**

Question 26:

What are some of the critical applications being used today? Any ERP applications?

Answer: **Banner, Office365, and Blackboard**

Question 27:

Microsoft is sunsetting Windows 2012 servers in October. Is there a plan to upgrade/replace your current 2012 servers. Please provide details.

Answer: **Windows 2012 is no longer active**

Question 28:

What is the network topology currently used, and how are these locations communicating to each other?

Answer: **Mainly layer 2 at this stage**

Question 29:

Is there a VPN in place for remote access? Is there a firewall?

Answer: **Yes, Yes**

Question 30:

What is the speed of the network connection to the internet?

Answer: **N/A**

Question 31:

Do you have a backup connection?

Answer: **Yes**

Question 32:

How many Routers, Switches, and Firewalls are in your network?

Answer: **Between 200 and 300.**

Question 33:

How many buildings/locations?

Answer: **Around 12-15 buildings /Three locations**

Question 34:

Is there a current vendor now supporting the County? If so, what is the monthly spend with them? How many hours are being utilized per month or year?

Answer: **N/A**

Question 35:

Do you have any major projects in progress?

Answer: **Wi-Fi Network Infrastructure**

Question 36:

How big is your current IT department, if any?

Answer: **22 Full time**

Question 37:

Please provide the brand for the switches, network devices, laptops, desktops, and printers.

Answer: **CISCO, Meraki, Dell**

Question 38:

Do you have any cameras to support?

Answer: **Yes**

Question 39:

Do you currently have a VOIP solution? Who is your VOIP provider? What is the brand of your desktop phones? How many extensions/DID numbers?

Answer: **CISCO**

Question 40:

Do you have ticketing system in place? Estimate of tickets per month/quarter?

Answer: **Yes, around 600 o average**

Question 41:

Do you require someone to be on-site all the time?

Answer: **No**

Question 42:

Is this a multi-vendor or single vendor award?

Answer: **Single Vendor**

Question 43:

Is there Change Management system in place?

Answer: **Yes**

Question 44:

Is there an Information Technology Asset Management (ITAM) solution in place?

Answer: **Yes**

Question 45:

What applications are currently in use

Answer: **Banner, Blackboard, O365, Adobe, etc**