

REQUEST FOR PROPOSAL (RFP)

Morning Cheer Inc. (dba: Sandy Cove Ministries)

Managed IT Support Services

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60 Sandy Cove Road

North East, Maryland

1. Introduction

Morning Cheer Inc., doing business as Sandy Cove Ministries (SCM), is a year-round Christian conference, retreat, and event center located on the headwaters of the Chesapeake Bay in North East, Maryland. Founded in 1946 as a nonprofit ministry, SCM provides a waterfront setting where individuals, families, churches, and organizations pursue spiritual growth, renewal, and community connection through retreats, conferences, camps, and seasonal programs.

2. Purpose of the RFP

SCM is seeking proposals from qualified Managed Service Providers (MSPs) to deliver comprehensive Managed IT Support services supporting ministry operations, guest services, administrative functions, financial systems, cybersecurity, and business continuity.

3. Scope of Services (see details below)

- Infrastructure Management (network monitoring, servers, firewall, backups, Wi-Fi support)
- End-User Support (helpdesk, remote/onsite support, device management)
- Cybersecurity & Compliance (security monitoring, MFA, patching, incident response)
- Strategic IT Services (IT roadmap, budgeting support, vendor coordination)

4. Proposal Submission Requirements

1. Cover Letter / Executive Summary
2. Company Profile & Qualifications
3. Technical Proposal
4. Project Team & Staffing Plan
5. Relevant Experience & References
6. Pricing / Cost Proposal (Separate Sealed Document)
7. Financial Statements
8. Insurance Certificates
9. Legal & Compliance Disclosures
10. Security & Data Protection Documentation
11. Project Management & QA Approach
12. Service Level Agreements (SLAs)

13. Certifications & Accreditations
14. Administrative Forms
15. Exit / Transition Plan

5. Proposal Deadline

Date: **Friday, April 10, 2026**

Time: **3:00 PM Eastern Standard Time**

Electronic Submission: **ap@sandycove.org**

Hardcopy Address: 60 Sandy Cove Road, North East, MD

6. Evaluation Criteria

- Technical capability and solution quality
- Experience with nonprofit/ministry environments
- Cybersecurity maturity
- Pricing competitiveness and transparency
- Financial stability
- Quality of references
- Cultural fit with mission-driven organization

Detailed Scope of Work

- Support for corporate PC & Server infrastructure
- Microsoft Office 365, OneDrive, SharePoint & Teams support
- IT support for Sandy Cove website
- 24x7 help desk access through ticketing system and on-call technician
- Limited support for Apple iOS / Mac devices
- Company-provided laptops and cell phones with external cybersecurity protections
- Virtual CIO collaboration including quarterly reviews and annual budget forecasting
- Secure offsite cloud backup (SaaS) for on-premise servers and critical Windows PCs including:
 - 15 Windows guest servers
 - 1 physical BDC
 - 2 Hyper-V host servers
 - 10 critical PCs
- EDR and endpoint protection for approximately 75 PCs and 15 servers
- Cybersecurity and PCI compliance policy adherence and attestation
- Maintain SOP binder with IT information and network diagrams
- Circuit monitoring and outage troubleshooting through resolution
- Allworx phone system support including:
 - System administration (adds, moves, changes)
 - Software/patch updates as recommended by vendor
 - Campus wiring failure troubleshooting
- Network support including:
 - Printers, switches, routers, firewall, and POS equipment
 - Wi-Fi network (in-building and campus-wide)
 - Secure remote access (Screen-share) with MFA
- NVR support for Hikvision camera system including interior and exterior cameras