

CITY OF ISLE OF PALMS

South Carolina

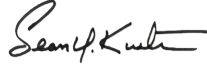


From the Office of the Deputy City Administrator

MEMORANDUM for Record, Addendum three (3)

28 July 2026

TO: All Prospective Bidders

FROM: Sean H. Kuester, Deputy City Administrator 

C: N/a

RE: RFP 2026.09 "Managed IT Services"

Question 1: Does the City require proposers to hold a valid Isle of Palms Business License at the time of proposal submission, or can it be obtained upon award?

Answer 1: Organizations do not need a business license to submit a RFP. If awarded a contract, an organization would need a business license to conduct work in Isle of Palms.

Question 2: Is an electronic (PDF) submission accepted via email in addition to or in lieu of the hard copy requirement?

Answer 2: No. Please follow the instructions in the RFP.

Question 3: What is the expected initial contract term (e.g., 1 year, 3 years) and are there renewal options?

Answer 3: No length of term has been determined yet. The City expects this to be negotiated with the selected firm. The City does envision any contract being multi-year in nature.

Question 4: Are there any specific cybersecurity compliance frameworks (e.g., CJIS, NIST 800-53) the City must meet?

Answer 4: The City currently requires compliance with all applicable federal, state, and industry security requirements associated with the systems being supported. This includes, at a minimum, Criminal Justice Information Services (CJIS) Security Policy requirements for systems and users that access CJIS data. Vendors are expected to

follow cybersecurity best practices aligned with recognized frameworks such as the NIST Cybersecurity Framework (CSF) and applicable National Institute of Standards and Technology (NIST) Special Publications (e.g., NIST SP 800-53 or 800-171 where appropriate), although the City has not formally adopted a single enterprise cybersecurity framework at this time. The selected vendor should be prepared to recommend and implement security controls consistent with industry best practices and applicable regulatory requirements.

Question 5: What EDR, email filtering, and backup solutions are currently deployed, and does the City prefer to maintain them or migrate?

Answer 5: The City currently utilizes enterprise solutions for endpoint detection and response (EDR), email security, and backup/disaster recovery as part of its existing managed IT environment. The City is not committed to retaining any specific products or vendors and is open to recommendations from the successful proposer, provided any proposed solution meets or exceeds the City's security, operational, CJIS, and business continuity requirements. Proposers should identify their recommended solutions, explain the benefits of migration (if applicable), outline any implementation impacts, and include any one-time or recurring costs associated with the recommendation.

Question 6: How are help desk tickets currently submitted, and is there a preferred ticketing system?

Answer 6: Currently, City users submit help desk requests through the incumbent provider's online customer portal or by contacting the provider's service desk by telephone. The City does not have a preferred ticketing platform and is open to the successful proposer's standard service management system, provided it supports multiple methods of ticket submission (e.g., portal, email, and telephone), provides status visibility to users, and offers reporting and administrative access consistent with the City's operational needs.

Question 7: What is the annual IT budget (operational and capital) so that pricing can be aligned with fiscal constraints?

Answer 7: The City requests that proposers submit pricing they believe is appropriate to satisfy the scope of services described in the RFP. Pricing will be evaluated based on overall value, transparency, long-term affordability, cost optimization, and alignment with the City's objectives, rather than against a predetermined budget amount. The City's budget is located here: <https://www.isleofpalms.gov/finance>.

Question 8: For the "email-only users," what level of support is expected beyond password resets and license management?

Answer 8: Email-only users are expected to receive support for Microsoft 365 services, including Outlook, MFA, account access, shared mailboxes, distribution lists, calendars, Teams (where applicable), and email configuration on approved devices. They *generally* do not require full workstation or desktop application support.

Question 9: Can you provide the current network diagrams, asset inventory, and documentation to shorten the transition phase?

Answer 9: The City maintains network diagrams, asset inventories, and other supporting IT documentation. For now, the network diagram is attached as enclosure 1. Full documentation will be provided to the successful proposer during the transition phase, subject to appropriate confidentiality and security requirements. Proposers should anticipate validating existing documentation as part of the onboarding process. For now, to assist with developing accurate proposals the following additional information is provided:

The City maintains a modern Microsoft-based computing environment supporting approximately 90 workstations across approximately five municipal facilities (City Hall, Public Safety Building, Public Works Building, Recreation Department Building, Fire Station Two).

The current environment generally consists of:

- Approximately **90 Windows workstations and laptops**, with the majority running **Windows 11 Professional**.
- Hardware primarily consists of **Dell, Lenovo, and Getac** devices, with a limited number of Microsoft Surface and HP systems.
- Two recently deployed **Dell PowerEdge** virtualization hosts supporting the City's virtual server infrastructure.
- Approximately **9 servers** supporting Active Directory, file services, public safety applications, and other municipal business systems.
- **SonicWall** and **Cisco** firewalls protecting the City's networks.
- Managed switching infrastructure consisting primarily of **Juniper, Netgear**, and other enterprise network equipment.
- A **Datto** backup appliance providing local backup and disaster recovery capabilities.
- Approximately **8 networked Xerox multifunction printers** deployed across City Hall and Public Safety facilities.
- Microsoft 365 is the City's primary productivity and email platform.
- The City maintains multiple public-facing Internet domains used for municipal operations and services.

Question 10: What are the evaluation weighting percentages for each criterion (qualifications, technical approach, pricing, etc)?

Answer 10: The City will evaluate proposals using the criteria identified in the RFP. The evaluation committee or committees will consider all criteria collectively to determine which proposal is most advantageous to the City. At this time the City has not assigned specific percentage weightings for the evaluation criteria.

Question 11: Will the City consider a phased transition (e.g., help desk first, then network) to reduce operational risk?

Answer 11: The City is open to a phased transition if the proposer believes it will reduce operational risk and improve service continuity. Ideally this would be addressed in section four (4) of the proposal “Proposed Service Delivery” under the “Transition of current services” section. Proposers should describe their recommended transition methodology, including key milestones, sequencing, timelines, dependencies, and risk mitigation measures. The City reserves the right to negotiate and approve the final transition plan with the selected proposer.

Question 12: Are there planned major projects (server refresh, new ERP, etc.) in the next 12-18 months that should be reflected in the proposal?

Answer 12: There are some routine projects planned such as switch replacements, works station replacements and license renewals.

Question 13: For emergency support during hurricanes, what specific onsite presence is expected, and how is the cost structure (pre-staging, standby, activation) handled?

Answer 13: The goal here is to ensure continuity of operations and communications is an essential sub-component of this. The City expects the selected vendor to provide priority support during emergencies that impact municipal operations. This may include remote support, onsite support when conditions permit and it is safe to do so, and participation in the City's emergency response and recovery efforts as requested.

The City is receptive to proposers describing their recommended emergency support model, including any pre-staging, standby, activation, or post-event support services. Proposers should clearly identify which emergency support services are included in the base monthly fee and which, if any, would be billed separately, including the applicable pricing methodology.

Question 14: Is there an incumbent provider, and if so, will the City provide its name and contract performance history?

Answer 14: Yes. The City's current managed IT services provider is VC3. The City is conducting this procurement as part of its normal competitive procurement process and is seeking proposals that best meet its current and future operational, technical, and strategic needs. The City does not intend to provide an assessment of the incumbent provider's contract performance. Proposers should base their proposals on the requirements and objectives set forth in the RFP.

Question 15: What are the top three pain points or dissatisfaction areas with the current IT provider?

Answer 15: The City encourages proposers to focus on the objectives outlined in the RFP.

Question 16: How is after hours support defined (e.g. what constitutes a critical incident warranting emergency response)?

Answer 16: After-hours support is intended for critical incidents that materially impact the City's ability to provide essential municipal services or significantly affect public safety, cybersecurity, or core business operations. Examples include, but are not limited to:

- Complete or widespread network outages.
- Server or infrastructure failures affecting multiple users or critical business systems.
- Cybersecurity incidents, including suspected compromises of CJIS-related systems or other security events requiring immediate response.
- Loss of Microsoft 365 or email services affecting City-wide operations.
- Failures affecting mission-critical municipal applications, including public safety, financial, permitting, or other essential business systems (e.g., BS&A).
- Significant outages affecting the City's public website or other public-facing services during emergencies or when essential public communications are impacted.
- Failures impacting Police, Fire, or other public safety operations.
- Critical failures affecting remote access or communications during emergencies or declared disaster events.

Question 17: Does the City have any preference for local/ state-based vendors that would disadvantage an out of state firm?

Answer 17: No. The City does not provide a preference based solely on a firm's geographic location. As noted under "Firm Qualifications" on page 5 of the RFP, proposers are asked to describe their South Carolina experience. This does not mean that firms located outside of South Carolina will be disadvantaged. Rather, if a firm has successfully performed similar work within South Carolina, the City would like to be informed of that experience. The City routinely contracts with firms headquartered both within and outside South Carolina.

All proposals will be evaluated in accordance with the evaluation criteria set forth in the RFP.

Regardless of location, proposers should clearly describe how they will provide onsite support, emergency response, and service continuity to meet the City's operational needs. The ability to effectively deliver the required services, regardless of a firm's geographic location, will be considered as part of the City's evaluation.

Question 18: Will the City allow a "remote employee" based in SC to satisfy the local presence desire if a local office is not formally opened?

Answer 18: Yes. The City does not require the selected proposer to maintain a formal local office. A South Carolina-based remote employee or other staffing model may satisfy the City's desire for local presence, provided the proposer demonstrates its ability to deliver timely onsite support, emergency response, and service continuity consistent with the requirements of the RFP. Proposers should clearly describe their

local support model, including the location of personnel responsible for onsite response and the anticipated response times.

Question 19: What is the expected turnaround time for question responses in the addendum?

Answer 19: The City will make every reasonable effort to respond to questions as promptly as practicable. Questions received by the deadline identified in the RFP will be answered through one or more written addenda issued to all prospective proposers.

Question 20: Are there any labor or prevailing wage requirements for IT staff under this contract?

Answer 20: The City is not aware of any labor, prevailing wage, or similar wage rate requirements applicable to the IT services contemplated under this RFP. Proposers are responsible for complying with all applicable federal, state, and local laws and regulations in the performance of the contract.

Question 21: Can the City clarify the distinction between “managed user” and “email-only user” and whether those counts are fixed or variable monthly?

Answer 21: For purposes of this RFP:

- **Managed User** – A user requiring full managed IT services, including workstation management, help desk support, endpoint management, Microsoft 365 administration, security tools, software support, and routine technical support as described in the RFP.
- **Email-Only User** – A user requiring Microsoft 365 email services and limited administrative support, such as account provisioning, licensing, password resets, multifactor authentication (MFA), Outlook and mobile email configuration, shared mailbox access, distribution lists, and other Microsoft 365-related support. Email-only users generally do not require full workstation management or comprehensive desktop support.

The user counts provided in the RFP are estimates for proposal purposes and may increase or decrease during the term of the contract due to staffing changes or operational needs. Proposers should identify any assumptions regarding user count thresholds, pricing adjustments, or volume discounts applicable to their proposal.

-Enclosure 1: Network Diagram

Respectfully,

Sean H. Kuester
Deputy City Administrator

