

CITY OF ISLE OF PALMS

South Carolina

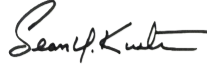


From the Office of the Deputy City Administrator

MEMORANDUM for Record, Addendum five (5)

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: Under the Current Technology Environment, the RFP indicates there are 103 full-time employees, approximately 125 Microsoft 365 users, and 90 workstations. However, under Base Monthly Support, it lists unlimited help desk support for 50 managed users and 82 email-only users. Could you clarify whether some of the initial accounts are intentionally excluded from the unlimited help desk support? We would have expected all managed users and workstations to be included in the unlimited help desk support offering.

Answer 1: The figures provided in the RFP represent different categories and are not intended to directly correlate. The approximately 125 Microsoft 365 users include employees as well as non-employee accounts, such as elected officials, board and committee members, and other authorized users not captured in the 103 employee headcount.

Consistent with Answer 21, Addendum three (3), Managed Users require the full suite of managed IT services described in the RFP, while Email-Only Users require Microsoft 365 email services and limited administrative support, but not full workstation management. The Base Monthly Support is intended to provide unlimited help desk support appropriate to each user category.

Managed Users receive the full range of managed IT support services, while Email-Only Users receive support related to their Microsoft 365 services and associated account administration. Proposers should base their pricing on the user counts identified in the Base Monthly Support section of the RFP. As previously stated, these user counts are estimates for proposal purposes and may change during the term of the contract as

staffing levels, elected officials, boards and committees, and other operational needs evolve.

Question 2: We are assuming that your organization is required to comply with CJIS security requirements. Are there any additional compliance frameworks or regulatory requirements that we should consider as part of our proposal? We did not see any compliance requirements specifically identified in the RFP, so we would appreciate clarification on what is expected from that standpoint.

Answer 2: The City expects the successful proposer to comply with all applicable federal, state, and local laws, regulations, and industry standards relevant to the services provided under the contract. As applicable to the City's environment, this includes compliance with Criminal Justice Information Services (CJIS) Security Policy requirements for systems or personnel accessing CJIS-related information.

The City also expects the successful proposer to demonstrate sound cybersecurity practices consistent with the principles of the National Institute of Standards and Technology (NIST) Cybersecurity Framework (CSF), as described in the RFP.

Other than those requirements and applicable legal and regulatory obligations, the City is not prescribing additional compliance frameworks or certifications as part of this procurement. Proposers may identify any additional security frameworks, certifications, or best practices they utilize to support the services proposed.

Respectfully,

Sean H. Kuester
Deputy City Administrator