

CITY OF ISLE OF PALMS

South Carolina

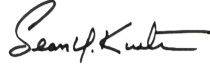


From the Office of the Deputy City Administrator

MEMORANDUM for Record, Addendum six (6)

6 August 2026

TO: All Prospective Bidders

FROM: Sean H. Kuester, Deputy City Administrator 

C: N/a

RE: RFP 2026.09 "Managed IT Services"

Question 1: For M365 licenses you state mainly a mix of Exchange Online P1 and P2 licenses, however, under monthly support M365 Administration states support for Exchange online, Teams, SharePoint, OneDrive, and License management. Do you have additional M365 licenses currently? Or are you planning, as part of this RFP, increasing your M365 licenses and expanding your Microsoft 365 usage?

Answer 1: The license summary in the RFP was abbreviated and was not intended to represent a complete Microsoft licensing inventory. In addition to Exchange Online Plan 1 and Plan 2 licenses, the City's current environment includes Microsoft 365 GCC G3, Entra ID P1, Teams Essentials, and a limited number of other specialized licenses. Licensing is not uniform across all users.

The Microsoft 365 Administration requirement refers to routine administration and support of the City's existing Microsoft 365 tenant and the services currently available within it, including Exchange Online, Teams, SharePoint, OneDrive, license management, and Entra ID. It should not be interpreted as requiring an immediate expansion of every user to a broader Microsoft 365 license.

The City is not currently requiring proposers to include a specific Microsoft 365 license expansion as part of the base proposal. The selected provider will be expected to review and document the City's licensing during transition, manage existing subscriptions, identify opportunities to consolidate or right-size licenses, and recommend future changes where operationally or financially appropriate. Any material license additions, upgrades, or migrations would require City authorization and should be separately identified from the base monthly support fee.

Question 2: What are you using currently as your EDR solution for your end user devices and servers?

Answer 2: The City currently uses an enterprise-grade EDR solution provided and managed by its incumbent managed service provider under the branded service “Endpoint Protect.” The solution is deployed to both end-user devices and servers and includes 24/7/365 Security Operations Center monitoring and incident response.

For security reasons, the City is not identifying the underlying EDR manufacturer or platform in this public addendum. Proposers should not assume that continuation of a particular product is required. The selected provider will be expected to verify the existing deployment during transition and recommend whether the solution should be retained or replaced.

Question 3: Do you have a Cyber Security monitoring solution in place currently? If so, what is the current solution?

Answer 3: Yes. The City currently receives managed cybersecurity monitoring through its incumbent managed service provider, VC3. The service includes 24/7/365 Security Operations Center monitoring, incident response, and proactive security monitoring and maintenance for workstations, servers, and network infrastructure.

The City’s current cybersecurity tools include endpoint detection and response, malicious-domain and risky-destination filtering, compromised-credential monitoring, phishing simulations, and cybersecurity awareness training. For security reasons, specific product names and configuration details are not being disclosed in this public addendum. Additional technical details will be provided to the selected provider as appropriate during transition.

Respectfully,

Sean H. Kuester
Deputy City Administrator