Virtual Meeting Due to COVID-19 Pandemic:
The public may join the virtual meeting by clicking
here: https://www.youtube.com/user/cityofisleofpalms

Public Comment:
All citizens who wish to speak during the meeting must email their first and last name, address and topic to rhanna@iop.net no later than 3:00 p.m. the day before the meeting. Citizens who sign up to speak will receive an email with instructions to join the meeting via Zoom. All verbal comments will have a time limit of three (3) minutes. Speakers must turn on their video and make sure that their actual name shows up as their Zoom identifier, and mute themselves after their comments.

Citizens may also provide public comment here:
https://www.iop.net/public-comment-form

Agenda

1. **Call to order** and acknowledgment that the press and the public have been duly notified of the meeting in accordance with the Freedom of Information Act.

2. **Approval of previous meeting's minutes**
   Regular Meeting – October 20, 2020

3. **Citizens' Comments**

4. **Financial Statements –** Treasurer Debbie Suggs
   Financial Reports and Project Worksheets

5. **Old Business**

6. **New Business**
   a. Consideration of recommendation from the Public Safety Committee for replacing the 2004 Engine 1002 Pumper Truck by purchasing demo truck in the amount of $525,00 in FY22 instead of refurbishing existing truck at $335,000 [FY21 Budget, Fire Department, Capital Projects, Hospitality Tax, State ATAX, $300,000]
   b. Consideration of recommendation from the Public Safety Committee to award an amount not to exceed $3,000 to restripe existing hotel 15-minute loading zone parking areas in Front Beach into paid parking spaces [FY21 Budget, Muni ATAX, Front Beach & Parking Management, Maintenance & Service Contracts, pg.20, ln. 76]
   c. Consideration of award a contract to Gulfstream in the amount of $614,985.07 for the small but high impact drainage projects at Sparrow Drive, Forest Trail, Cross Lane, 32nd Avenue and 41st Avenue [[FY21 Budget, Muni ATAX, Public Works, Drainage, $500,000, pg. 19, ln.58] & [NPDES Stormwater Fund

$475,048]

    d. Consideration of award of a contract to VC3 in the amount of $133,885 for city-wide information technology support and services [FY21 Budget, General Fund, General Government, Contracted Services, $150,000, pg. 9, ln.85]

    e. Consideration of a change order to Salmon's Dredging in the amount of $23,634 for the relocation of the former watersports dock outside of the encroachment area in accordance with directive from the US Army Corps of Engineers

7. **Miscellaneous Business**
Next meeting date: 6:00 p.m., Tuesday, January 19, 2021

8. **Executive Session** – If needed. Upon returning to open session, the Committee may take action on matters discussed in Executive Session.

9. **Adjournment**

Ways & Means Committee Meeting
6:00pm, Tuesday, October 20, 2020
Virtual Meeting via Zoom call due to COVID-19 Pandemic
broadcasted live on YouTube: https://www.youtube.com/user/cityofisleofpalms

MINUTES

1. **Call to Order**

   Present: Council members Pounds, Streetman, Popson, Bell, Buckhannon, Smith, Moye, Ward, and Mayor Carroll

   Staff Present: Administrator Fragoso, Asst. Administrator Hanna, Treasurer Suggs, City Attorneys Copeland and Hinchey, various City Department heads

   Also present: Kirby Marshall, ATM

2. **Approval of previous meeting's minutes – September 15, 2020**

Council Member Moye made a motion to approve the minutes and Streetman seconded the motion. The motion passed unanimously.

3. **Citizen's Comments**

City Clerk DeNeane read one comment into the record from Wendy Roper, 512 Palm Boulevard, asking that the Committee consider renegotiating the lease with Tidal Wave Sports.

4. **Financial Statements** – Treasurer Suggs

Treasurer Suggs reviewed the financial reports with Committee members. Noting the end of the first quarter to FY21, Treasurer Suggs reported that City's $355,000 revenue deficit from FY20 is due to the lack of received tourism revenues from Charleston County. The City is in sound financial shape despite the impacts on tourism revenues.

Expenditures are $1M over what they were last year, and those expenses are mostly related to the Public Safety Building Rehabilitation project. That project remains under budget and ahead of schedule.

Revenues from Municipal Accommodations Taxes are ahead of budget but only $32,000 less than at this same time in FY20. The State ATAX payment has not yet been received. Hospitality taxes are done, impacted by the shutdown of Wild Dunes during the summer. Local Option Sales Tax is behind FY20 but ahead of budget.

The $700,000 contingency for the Public Safety Building remains untouched to this point, and there is $290,000 remaining in the contingency managed by the City. All that money will be returned to the City upon the project's completion.

There were no expenses for the $4.5M Marina Dock Rehabilitation Project in September. Administrator Fragoso reported there was a pre-construction meeting earlier in the day. Work on the bulkhead cleaning is set to start November 1. The first shipment of materials for the floating dock is expected in January. She reviewed the upcoming phases of work for the project with Committee members.

No Request for Bids have been issued for the Phase III Drainage Project. The only expenses for this project in September were design related. Administrator Fragoso said that Thomas & Hutton continues to work on permitting and easement issues with regards to this project, and the design work is 80% complete.

5.   **Old Business**

Discussion and consideration of marina restaurant lease proposal from the IOP Families Investment Group

Administrator Fragoso reviewed the events of Marina Restaurant Lease Timeline beginning in September 2018 through the present. The final version of the contract has been submitted and will be sent to City Council for ratification.

Council Member Pounds highlighted some specifics of the lease agreements with the IOP Families. More specific financial details will be shared at next week's City Council meeting. Council Member Bell noted the "complex and long journey" it took to get to this point in the development of the property. Mayor Carroll encouraged everyone to visit the City's website to review all the project timelines in detail.

6.   **New Business**

A.   **Discussion and consideration of roof repairs to the Public Works workshop to address ceiling condensation issues in an amount not to exceed $23,000**

Administrator Fragoso said this request, approved by the Public Works Committee, will address condensation issues in the ceiling that were not discovered until after the completion of last year's work done to the Public Works workshop. Trident Construction was asked to offer a bid on the project as they are already onsite working on the Public Safety Building. She believes their quote is indicative of them not having to mobilize since they are already on the island. She also indicated they are having trouble securing another quote as required by the City's procurement code.

Asst. Director Asero detailed the scope of work needing to be done for Committee members.

MOTION: Council Member Pounds made a motion to address the ceiling condensation issues in the Public Works workshop in an amount not to exceed $23,000. Council Member Streetman seconded the motion.

Administrator Fragoso noted this is an unbudgeted expense. She said there is approximately $13,000 in the Public Works building contingency fund. She would like to use some of the monies in the remaining Public Safety contingency to make up the difference. Mayor Carroll noted the importance of having a third party to oversee projects such as these.

VOTE: The motion passed unanimously.

B.   **Consideration of increasing the approved provision for Builder's Risk insurance for the marina dock rehabilitation project by an amount not to exceed $35,000**

Administrator Fragoso reported that the insurance company supporting Salmon's Dredging had originally quoted $15,000 as the cost for the Builder's Risk Insurance as approved by City Council. However, since the awarding of the contract, that company has declined to offer the insurance to Salmon's Dredging. She said they have reached out to several companies and not many are willing to insure coastline projects. She shared the best available premium quote they have received to date is $50,215. The City plans to submit one more quote and application.

Administrator Fragoso shared that ATM reports they have done projects without the builder's risk insurance, but she does not recommend that course of action. She said this insurance covers the project materials and equipment during construction.

MOTION: Council Member Bell made a motion to increase the approved provision for the Builder's Rick Insurance for the Marina Dock Rehabilitation Project by an amount not to exceed $35,000. Council Member Smith seconded the motion. The motion passed unanimously.

7.   **Miscellaneous Business**

The next meeting of the Ways & Means Committee will be Tuesday, November 17, 2020 at 6:00pm.

Committee members thanked Attorney Copeland for her work for the City of Isle of Palms.

8.   **Adjournment**

Mayor Carroll made a motion to adjourn and Council Member Pounds seconded the motion. The meeting was adjourned at 6:51pm.

Respectfully submitted,

Nicole DeNeane
City Clerk

City of Isle of Palms
Financial Statement Summary as of October 31, 2020
(Dollars in Thousands)

	REVENUES						TRANSFERS IN / (OUT)						EXPENDITURES						YTD Actual Net Rev & Exp
	YTD Actual	Annual Budget	Remaining to Collect	YTD Actual as a % of Budget	Current Annual Forecast	Forecast Above or (Below) Budget	YTD Actual	Annual Budget	Remaining to Transfer	YTD Actual as a % of Budget	Current Annual Forecast	Forecast Above or (Below) Budget	YTD Actual	Annual Budget	Remaining to Spend	YTD Actual as a % of Budget	Current Annual Forecast	Forecast Above or (Below) Budget	
General	$ 2,359	$10,663	$ 8,304	22%	$ 10,663	$ -	$ -	$ 693	$ (693)	0%	$ 693	$ -	$ 3,264	$ 11,356	$ 8,092	29%	$ 11,356	$ -	(905)
Capital Projects	6	3,280	3,274	0%	3,280	-	-	184	(184)	0%	184	-	1,666	7,535	5,869	22%	7,535	-	(1,660)
Muni Accom Tax	358	829	471	43%	829	-	-	(291)	291	0%	(291)	-	290	1,384	1,094	21%	1,384	-	68
Hospitality Tax	147	640	493	23%	640	-	-	(218)	218	0%	(218)	-	235	1,058	823	22%	1,058	-	(88)
State Accom Tax	793	1,460	667	54%	1,460	-	-	(584)	584	0%	(584)	-	391	1,655	1,264	24%	1,655	-	402
Beach Prserv Fee	360	832	472	43%	832	-	-	-	-		-	-	5	294	289	2%	294	-	355
Marina	142	297	155	48%	297	-	-	216	(216)	0%	216	-	98	1,105	1,007	9%	1,105	-	44
Disaster Recovery	3	52	49	6%	52	-	-	-	-		-	-	-	10	10	0%	10	-	3
All Other	165	165	(0)	100%	165	-	-	-	-		-	-	135	162	27	83%	162	-	30
Total All Funds	$ 4,333	$18,218	$ 13,885	24%	$ 18,218	$ -	$ -	$ -	$ -	0%	$ -	$ -	$ 6,084	$ 24,559	$ 18,475	25%	$ 24,559	$ -	$ (1,751)

General Fund YTD Revenues

	FY21 YTD Actual	FY21 Budget	% of FY21 Budget	FY20 YTD Actual	% of Prior YTD	Current Annual Forecast	Forecast Above/ (Below) Budget
Prop Tax	$ 82	$ 4,757	2%	$ 43	191%	$ 4,757	-
LO Sales Tax	171	641	27%	177	97%	641	-
Business Lic	182	1,012	18%	226	81%	1,012	-
Rental Lic	860	750	115%	706	122%	750	-
Other Lic (Insurnce/Utilities)	1	1,281	0%	61	2%	1,281	-
Build Pmts	168	338	50%	125	134%	338	-
From State	91	215	42%	79	115%	215	-
Parking	551	1,211	45%	524	105%	1,211	-
All Other	253	458	55%	251	101%	458	-
Total	$ 2,359	$ 10,663	22%	$ 2,192	108%	$ 10,663	$ -

General Fund YTD Expenditures (YTD target = 33%)

	FY21 YTD Actual	FY21 Budget	% of FY21 Budget	FY20 YTD Actual	% of Prior YTD	Current Annual Forecast	Forecast (Above)/ Below Budget
Mayor/Council	$ 32	$ 145	22%	$ 36	89%	$ 145	$ -
General Govt	330	2,041	16%	337	98%	2,041	-
Police	821	2,707	30%	775	106%	2,707	-
Fire	1,099	3,286	33%	1,131	97%	3,286	-
Public Works	434	1,391	31%	452	96%	1,391	-
Build & Lic	140	422	33%	146	96%	422	-
Recreation	301	1,038	29%	305	99%	1,038	-
Judicial	70	224	31%	64	109%	224	-
BSOs	37	102	36%	32	116%	102	-
Total	$ 3,264	$ 11,356	29%	$ 3,278	100%	$ 11,356	$ -

City of Isle of Palms Supplemental Financial Information as of October 31, 2020 (*Dollars in Thousands*)

Cash Balances

	10/31/2020	10/31/2019
General Fund	3,553	4,547
As a % of GF Exp (target is > 30%)	**31%**	**40%**
Capital Projects	3,898	3,958
Disaster Recovery	2,733	2,492
Marina	394	730
Tourism Funds	4,465	6,084
Beach Preservation	3,809	2,999
Other Restricted	170	166
Total All Cash	19,022	20,976
Deposits at LGIP (.5%)	*16,904*	*89%*
Deposits at BBT	*2,118*	*11%*
RESTRICTED CASH	*8,444*	*44%*

Fund Balances

Fund	6/30/2020 Audited Fund Balance (Note 1)	FY21 YTD Actual Net Revenues & Transfers Less Expenses	Current Actual Fund Balance	6/30/21 Budgeted Fund Balance
General Fund	$ 3,648	$ (905)	2,743	$ 3,648
Capital Projects	6,141	(1,660)	4,481	2,070
Muni Accom Tax	1,284	68	1,352	438
Hospitality Tax	1,113	(88)	1,025	477
State Accom Tax	1,681	402	2,083	902
Beach Funds	3,454	355	3,809	3,992
Marina (See Note 1)	639	44	683	47
Disaster Recovery	2,810	3	2,813	2,852
All Other	139	30	169	142
Total All Funds	$ 20,909	$ (1,751)	$ 19,158	$ 14,568

Note 1: The comparable amount for the Marina Enterprise Fund is not Fund Balance, but Net Position. To be consistent with the presentation of the other funds, the amount included here for the Marina is the Unrestricted Net Position, which does not include $6,000,000 of net fixed assets. Unrestricted net position is approx = cash for the Marina.

October Notes:

• Total City YTD revenues are $4,333,000 vs $4,846,000 for the prior year. The $513,000 decline is almost entirely due to reductions in tourism revenues resulting from Covid-19.

• Total City YTD expenditures are $6,084,000 vs $4,195,000 in the prior year. The $1,900,000 increase in expenditures relates primarily to spending on the Public Safety Building repair and the $600,000 refurbishment of the Fire Department's 95' ladder truck. So far this fiscal year, $1,649,000 has been spent on the PSB repair project.

• The City's General Fund revenues are performing well despite Covid-19. Property Tax, Building Permit and Rental License revenues are all more than 20% ahead of this time last year.

• General Fund expenditures are below both the prior year and the budget. YTD expenditures are 29% of the annual budget, 4% below the October target of 33%.

City of Isle of Palms Revenue w/ Forecasted Declines Related to Covid-19

Municipal Accommodations Fee

	FY16	FY17	FY18	FY19	FY20	FY21	FY21 BUDGET		Heads in Beds in
JUL	162,862	161,068	139,501	199,724	195,287	172,336	146,465	JUN	100% reduction
AUG	191,759	218,620	235,007	209,600	213,067	169,596	159,800	JUL	75% reduction
SEPT	150,212	136,141	157,274	152,535	152,561	186,938	114,421	AUG	50% reduction
OCT	90,691	77,500	75,353	79,534	75,506		56,629	SEPT	25% reduction
NOV	61,918	57,777	64,256	63,444	65,882		49,412	OCT	
DEC	33,233	36,937	32,877	40,182	34,301		25,726	NOV	
JAN	25,309	28,217	28,859	25,836	32,335		24,251	DEC	Assume normal tourism activity resumes by July 2021 (FY22)
FEB	20,313	15,332	18,317	13,666	18,596		13,947	JAN	
MAR	16,918	20,485	21,562	19,983	9,690		14,987	FEB	
APR	51,082	51,166	53,213	53,685	26,422		40,264	MAR	
MAY	70,954	92,529	88,875	90,800	7,181		68,100	APR	
JUNE	94,270	95,768	94,112	97,999	55,311		73,499	MAY	
Deduct last July	(162,862)	(161,068)	(139,501)	(199,724)	(195,287)	(172,336)	(146,465)		
Add next July	161,068	139,501	199,724	195,287	172,336		146,465	JUN	
Total Fiscal Year	967,728	969,974	1,069,429	1,042,551	863,187	356,533	787,500		

Incr from FY15	Incr from FY16	Incr from FY17	Incr from FY18	Incr from FY19	Incr from FY20	Incr from FY20
-4%	0%	10%	-3%	-17%	-6%	-9%

City of Isle of Palms Revenue w/ Forecasted Declines Related to Covid-19

State Accommodations Tax (Tourism-Related Only)

	FY16	FY17	FY18	FY19	FY20	FY21	FY21 BUDGET
Sept Qtr	518,796	520,784	518,028	546,269	580,306	541,783	435,230
Dec Qtr	179,446	178,830	202,803	203,067	181,550		136,162
Mar Qtr	66,294	61,586	71,773	103,097	88,638		66,479
June Qtr	364,938	407,460	413,234	445,779	242,893		334,334
Total Fiscal Yr	1,129,474	1,168,660	1,205,838	1,298,212	**1,093,387**	**541,783**	972,204
	1.7% Incr from FY15	**3.5%** Incr from FY16	**3.2%** Incr from FY17	**7.7%** Incr from FY18	**-15.8%** Incr from FY19	**-6.6%** Incr from FY20	**-11.1%** Incr from FY20

Chas County ATax Pass-Through

	FY16	FY17**	FY18	FY19	FY20	FY21	FY21 BUDGET
1st Payment	276,704	520,000	327,750	381,000	370,500	-	-
2nd Payment	208,390	-	109,250	127,000			-
Total Fiscal Yr	485,093	520,000	437,000	508,000	**370,500**	**-**	**-**
	1% Incr from FY15	**7%** Incr from FY16	**-16%** Incr from FY17	**16%** Incr from FY18	**-27%** Incr from FY19	Incr from FY20	**-100%** Incr from FY20

Charleston County has notified the City that no distributions will be included in the County's budget for the remainder of FY20 or FY21. Staff did commit to revisiting distributions if the County's revenues came in stronger than anticipated.

City of Isle of Palms Revenue w/ Forecasted Declines Related to Covid-19

Hospitality Tax

	FY16	FY17	FY18	FY19	FY20	FY21	FY21 BUDGET	Food/Bev Sold in
JUL	83,038	85,051	89,309	104,681	88,238	66,947	44,119	JUN
AUG	87,110	93,123	98,883	101,031	106,673	59,353	80,005	JUL
SEPT	70,725	77,619	81,373	78,014	78,129	49,484	58,597	AUG
OCT	66,113	68,348	56,439	69,394	76,033	37,348	57,025	SEPT
NOV	40,576	46,488	70,905	65,210	66,929		50,197	OCT
DEC	61,052	40,557	41,260	38,440	56,591		42,443	NOV
JAN	24,864	27,883	19,085	31,905	28,058		21,043	DEC
FEB	29,443	27,947	28,826	27,373	27,574		20,681	JAN
MAR	27,586	39,785	49,744	40,741	21,853		30,556	FEB
APR	50,531	57,961	66,633	66,425	12,956		49,819	MAR
MAY	71,297	85,246	79,870	85,134	15,429		63,851	APR
JUNE	79,858	92,137	87,753	100,621	46,102		75,466	MAY
Deduct last July	(83,038)	(85,051)	(89,309)	(104,681)	(88,238)	(66,947)	(44,119)	
Add next July	85,051	89,309	104,681	88,238	66,947		66,179	JUN
Total Fiscal Year	694,206	746,402	785,452	792,527	603,275	146,185	615,860	
	Incr fr FY15 1%	Incr fr FY16 8%	Incr fr FY17 5%	Incr fr FY18 1%	Incr fr FY19 -24%	Incr fr FY20 -35%	Incr fr FY20 2%	

Food/Bev Sold in

Legend:
- 100% reduction
- 75% reduction
- 50% reduction
- 25% reduction

Assume normal tourism activity resumes by July 2021 (FY22)

City of Isle of Palms Revenue w/ Forecasted Declines Related to Covid-19

Beach Preservation Fee

	FY16	FY17	FY18	FY19	FY20	FY21	FY21 BUDGET		Heads in Beds in	
JUL	162,228	161,068	192,666	199,724	195,287	172,336	172,336		JUN	100% reduction
AUG	191,610	218,620	181,842	209,600	213,067	169,596	159,800		JUL	75% reduction
SEPT	149,350	136,141	157,274	152,535	152,561	186,938	114,421		AUG	50% reduction
OCT	90,398	77,500	75,353	79,534	75,506		56,629		SEPT	25% reduction
NOV	61,647	57,777	64,256	63,444	65,882		49,412		OCT	
DEC	33,233	36,937	32,877	40,182	34,301		25,726		NOV	Assume normal
JAN	25,309	28,217	28,859	25,836	32,335		24,251		DEC	economic activity
FEB	20,313	15,332	18,317	13,666	18,596		13,947		JAN	resumes by July
MAR	16,918	20,485		19,983	9,690		14,987		FEB	2021 (FY22)
APR	51,082	51,166	53,213	53,685	26,422		40,264		MAR	
MAY	70,954	92,529	88,875	90,800	7,181		68,100		APR	
JUNE	94,270	95,768	94,112	97,999	55,311		73,499		MAY	
Deduct last July	(162,228)	(161,068)	(139,501)	(199,724)	(195,287)	(172,336)	(172,336)			
Add next July	161,068	139,501	199,724	195,287	172,336		146,465		JUN	
Total Fiscal Year	966,152	969,974	1,047,867	1,042,551	863,187	356,533	787,500			

	Incr from FY16 0%	Incr from FY17 8%	Incr from FY18 -1%	Incr from FY19 -17%	Incr from FY20 -6%	Incr from FY20 -9%

City of Isle of Palms Revenue w/ Forecasted Declines Related to Covid-19

When Sales Occurred

Local Option Sales Tax

	FY18	FY19	FY20	FY21	FY21 BUDGET		
AUG	83,614	88,713	93,221	87,833	69,916	JUL	100% reduction
SEPT	73,671	72,557	83,456	83,149	62,592	AUG	75% reduction
OCT	61,352	63,829	62,752		47,064	SEPT	50% reduction
NOV	61,040	61,435	65,514		49,135	OCT	25% reduction
DEC	49,732	54,748	59,951		44,964	NOV	
JAN	55,282	57,483	64,996		48,747	DEC	
FEB	43,314	48,026	53,263		39,947	JAN	Assume normal economic activity resumes by July 2021 (FY22)
MAR	47,589	49,240	50,882		36,930	FEB	
APR	60,349	65,794	43,070		49,346	MAR	
MAY	77,153	85,394	56,012		64,046	APR	
JUNE	70,879	78,238	74,078		58,678	MAY	
JULY	88,382	92,504	92,789		69,378	JUN	

Total Fiscal Year	772,357	817,962	799,984	170,982	640,742
	Incr from FY17	Incr from FY18	Decr from FY19	Change from FY20	Incr from FY20
		5.9%	-2.2%	-3.2%	-19.9%

City of Isle of Palms
Public Safety Building Repair

FY19 Spending (Phase I)	**105,092**
FY20 Spending (Phases II and III)	**2,272,838**
FY21 Capital Project Fund Budget	**3,039,374**
FY21 Muni Atax Fund Budget	**432,040**
FY21 State Atax Fund Budget	**432,040**
Total Project Cost Estimate	**6,281,385**
Contracts/Change Orders/Relocation	**(5,528,266)**
Estimated Remaining Contingency	**(714,004)**
Budget Funds Remaining	**39,114**

Contracts and Change Orders Received:

		Investigation & Design	Construction Admin	Construction	Owners' Rep	Relocation Costs	City's Conting	Total
Trident Construction Phase I	Investigative work & scope development	95,267						95,267
Trident Construction Phase II	Design and Engineering	395,647						395,647
Trident Construction Phase III	Permit Set Pricing w/ flat roof awning (no portico)	33,828	37,851	4,788,833				4,860,512
William Scotsman, Extra Space Storage, etc	3 Construction trailers for personnel, storage units, supplies					150,000		150,000
Insight Group	Owners Representative				26,840			26,840
City Contingency remaining						9,667	704,337	714,004
		524,742	37,851	4,788,833	26,840	159,667	704,337	6,242,270

Project Expenditures:

Invoice Date	Payee	Description of Work						Total
5/8/19	Trident Construction	Phase I - Pay App #1	86,420					86,420
6/30/19	Trident Construction	Phase I - Pay App #2	8,847					8,847
10/30/19	Trident Construction	Phase II - Pay App #1	131,049					131,049
1/9/20	Trident Construction	Phase II - Pay App #2	136,142					136,142
1/27/20	Dominion Energy	secondary utility pole for trailers					832	832
1/21/20	Lowe's	storage boxes					47	47
FY19	Williams Scotsman	rent on construction trailer					9,825	9,825
FY20	Williams Scotsman	rent on construction trailers					64,614	64,614
FY20	Extra Space Storage	storage unit rent					1,634	1,634
FY21	Williams Scotsman	rent on construction trailers					14,897	14,897
FY21	Extra Space Storage	storage unit rent					1,546	1,546
2/1/2020	Home Depot/Amazon	parts for trailer setup PD					479	479
2/10/20	MJK Electric	setup 400Amp electrical meter base					4,150	4,150

Public Safety Building Repair Project Expenditures continued:

Invoice Date	Payee	Description of Work	Investigation & Design	Construction Admin	Construction	Owners' Rep	Relocation Costs	City's Conting	Total
2/17/20	Trident Construction	Phase II - Pay App #3	38,779						38,779
2/21/20	Royall Hardware	shower for FD trailer					327		327
2/24/20	Lowe's	parts for trailer setup					67		67
3/3/20	MJK Electric	electrical hookup for 3 trailers					7,500		7,500
3/31/20	Various	supplies & furnishing for trailers					6,228		6,228
3/16/20	Bishop & Sons Plumbing	plumbing hookout for 3 trailers					9,500		9,500
3/20/20	MJK Electric	hookup for stove and water heater trailer					1,950		1,950
3/16/20	SC Muni Insurance Rsv Fund	builders risk coverage for PSB						11,390	11,390
4/3/20	Technology Solutions	wiring, accessories & labor for moving IT svc to trailers					8,360		8,360
4/10/20	Miles Pearson	installed 2 fax lines in PD trailer					180		180
4/13/20	Office Depot	power supply					57		57
4/1/20	Home Depot	supplies and storage totes					636		636
4/13/20	Bishop & Sons Plumbing	plumbing hookout for 3 trailers					1,210		1,210
5/1/20	Trident Construction	Phase III Pay App #4	56,641	8,516	216,660				281,817
5/1/20	Trident Construction	Phase III Pay App #5			497,292				497,292
5/7/20	Insight Group, LLC	3rd Party Inspector				1,870			1,870
5/7/20	Homemedics	air purifiers for Police trailer					330		330
6/1/20	Trident Construction	Phase III Pay App #6			549,296				549,296
6/3/20	Lowe's, HomeDepot, etc	supplies for trailers					1,239		1,239
6/19/20	Insight Group, LLC	3rd Party Inspector				2,888			2,888
6/22/20	Service Master of Charleston	sanitize and transport furnishings from PSB					9,494		9,494
6/30/20	Trident Construction	Phase III Pay App #7			503,483				503,483
7/25/20	Costco/Lowe's	13x13 Canopy Shelters for equipment					474		474
7/31/20	Trident Construction	Phase III Pay App #8			503,088				503,088
8/31/20	Home Depot	storm prep and trailer maintenance supplies					634		634
9/1/20	Trident Construction	Phase III Pay App #9			604,405				604,405
9/1/20	Insight Group, LLC	3rd Party Inspector				5,775			5,775
9/1/20	Insight Group, LLC	Chapter 17 testing services					908		908
9/25/20	Office Depot/Home Depot	wall plate/air filters					65		65
10/1/20	Technology Solutions	ran new CAT 6 cable damaged during construction					498		498
10/2/20	Home Depot	3 Refrigerators for Fire Dept					3,868		3,868
10/7/2020	Trident Construction	Phase III Pay App #10			498,778				498,778
10/19/20	Insight Group, LLC	3rd Party Inspector and Chapter 17 testing svcs				5,825	640		6,465
10/26/20	All American Awards	dedication plaque					2,614		2,614
10/27/20	Bishop & Sons Plumbing	disconnect trailer plumbing					1,115		1,115

Public Safety Building Repair Project Expenditures continued:

Invoice Date	Payee	Description of Work	Investigation & Design	Construction Admin	Construction	Owners' Rep	Relocation Costs	City's Conting	Total
10/28/20	Docu Graphics	move copiers from trailers to PSB					645		645
10/31/20	Home Depot/Lowe's/Amazon	misc furnishings and supplies for PSB					3,105		3,105
		Total paid	457,878	8,516	3,373,002	16,357	159,667	11,390	4,026,810
		Remaining on contracts	66,864	29,335	1,415,831	10,483	(0)	692,947	2,215,460

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City of Isle of Palms

Drainage Phase 3

FY19 Project Spending	93,052
FY20 Project Spending	134,935
FY21 Budget for Small Project Contruction	500,000
FY21 Budget for Outfall Construction	3,120,000
Contracts/Change Orders	(898,100)
Budget Funds Remaining	2,949,886

Contracts and Change Orders Approved :

			Engineering & Design	Project Admin	Construction	Legal & Misc	Total
Thomas & Hutton	11/27/2018	Proj .0000 - Outfall Study - surveying, needs assessment & conceptual design	100,800				100,800
Thomas & Hutton	correction	Proj .0000 - Change Order #1 for Project Admin & Meetings	-	13,000		-	13,000
Thomas & Hutton		Proj .0002 - preliminary assessment of small but high impact projects in basin	23,300			-	23,300
Thomas & Hutton		Proj .0003 - design, eng & permitting for small but high impact projects in basin	62,600				62,600
Thomas & Hutton		Proj .0004 - design, eng & permitting for outfalls @ 30th Ave & Forest Trail + 41st Ave impro	229,500				229,500
Thomas & Hutton	6/23/2020	Proj .0005 - conceptual assessment of Waterway Blvd elevation study	18,900				18,900
Thomas & Hutton	7/28/2020	Proj .0003 - bidding & construction admin services for small projects	30,000				30,000
		Estimate for construction of small high impact projects			420,000		420,000
			465,100	13,000	420,000	-	898,100

Project Expenditures:

Invoice Date	Invoice #	Payee	Description of Work			
3/1/19	176411	Thomas & Hutton Engineering	Proj .0000	2,174	1,680	3,854
5/1/19	177576	Thomas & Hutton Engineering	Proj .0000	27,588	1,120	28,708
5/9/19	178378	Thomas & Hutton Engineering	Proj .0000	22,765		22,765
5/21/19	179304	Thomas & Hutton Engineering	Proj .0000	11,060	1,120	12,180
6/30/19	180267	Thomas & Hutton Engineering	Proj .0000	18,100	1,695	19,795
6/30/19	180268	Thomas & Hutton Engineering	Proj .0002	5,750		5,750
7/31/19	181262	Thomas & Hutton Engineering	Proj .0000	8,295	2,858	11,153
7/31/19	181261	Thomas & Hutton Engineering	Proj .0002	11,500		11,500
8/31/19	182270	Thomas & Hutton Engineering	Proj .0000	1,425	2,808	4,233
8/31/19	182271	Thomas & Hutton Engineering	Proj .0002	5,750		5,750
9/30/19	183220	Thomas & Hutton Engineering	Proj .0000	2,824		2,824

Drainage Phase 3 Project Expenditures, continued:

Invoice Date	Invoice #	Payee	Description of Work	Engineering & Design	Project Admin	Construction	Legal & Misc	Total
10/31/19	184221	Thomas & Hutton Engineering	Proj .0003	10,315				10,315
10/31/19	184222	Thomas & Hutton Engineering	Proj .0004	5,345				5,345
10/31/19	184222	Thomas & Hutton Engineering	Proj .0004	550	1,720			2,270
11/30/19	184989	Thomas & Hutton Engineering	Proj .0003	18,470				18,470
11/30/19	184990	Thomas & Hutton Engineering	Proj .0004	4,146				4,146
12/31/19	186339	Thomas & Hutton Engineering	Proj .0004	4,622				4,622
12/31/19	186338	Thomas & Hutton Engineering	Proj .0003	8,044				8,044
2/5/20	186950	Thomas & Hutton Engineering	Proj .0003	7,679				7,679
2/5/20	186952	Thomas & Hutton Engineering	Proj .0004	10,774				10,774
3/20/20	188231	Thomas & Hutton Engineering	Proj .0003	190				190
3/20/20	188232	Thomas & Hutton Engineering	Proj .0004	4,953				4,953
4/17/20	189360	Thomas & Hutton Engineering	Proj. 0003	13,978				13,978
4/17/20	189361	Thomas & Hutton Engineering	Proj. 0004	3,370				3,370
5/15/20	190132	Thomas & Hutton Engineering	Proj. 0004	1,395				1,395
5/15/20	190131	Thomas & Hutton Engineering	Proj .0003	3,924				3,924
6/19/20	191021	Thomas & Hutton Engineering	Proj .0004	6,275				6,275
7/17/20	192011	Thomas & Hutton Engineering	Proj .0004	20,263				20,263
8/14/20	193213	Thomas & Hutton Engineering	Proj .0004	14,138				14,138
8/14/20	193212	Thomas & Hutton Engineering	Proj .0005	695				695
9/18/20	194047	Thomas & Hutton Engineering	Proj .0003	2,038				2,038
9/18/20	194048	Thomas & Hutton Engineering	Proj .0004	1,066				1,066
9/18/20	194050	Thomas & Hutton Engineering	Proj .0005	2,265				2,265
10/16/20	194631	Thomas & Hutton Engineering	Proj .0003	3,973				3,973
10/16/20	194632	Thomas & Hutton Engineering	Proj .0004	16,946				16,946
10/16/20	194633	Thomas & Hutton Engineering	Proj .0005	4,455				4,455
			Total paid	287,100	13,000	-	-	300,100
			Remaining on contracts	178,000	-	420,000	-	598,000

City of Isle of Palms

Marina Dock Replacement & Bulkhead Recoating

FY19 Spending on docks (Total FY19 Budget = $600k)	24,600
FY20 Spending on docks (Total FY20 Budget = $147k)	107,257
FY21 Budget ($2,875k docks + $334k bulkhead recoat)	3,209,000
Contracts issued	(4,521,508)
Budget Funds Remaining	(1,180,651)

Contracts and Change Orders Received:

		Plan, Design, Permitting & Bidding	Bulkhead Recoating	Dock Construction (+100k fuel hut)	Construction Contingency (incls provision for Builders Risk Insurance)	Total
9/10/2018	ATM Eng, Design, Permit, Plans & Bid Docs for Marina Dock Rehabilitation (Tasks 1-4)	62,000				62,000
3/25/2019	ATM Bulkhead recoating - develop maint protocol, bidding and construction svcs		21,000			21,000
8/5/2019	ATM Chg Order #2 -modification to facilitate additional marina design and bidding services including coastal conditions assessment, dock areas B&C design development, bidding documents, technical specs, bid pkg development & bidding services. (Tasks 6*-9)	68,000				68,000
7/28/2020	ATM Chg Order #4 DHEC water/wastewater permits, Clean Vessel Act grant app, dock constr admin	66,500				66,500
9/22/2020	Salmons Dredging Contract (includes $86k IPE decking and $804k bulkhead recoating)			3,736,616	567,392	4,304,008
10/27/2020	Salmons Change Order for Builders Risk Insurance			35,000	(35,000)	-
		196,500	21,000	3,771,616	532,392	4,521,508

Project Expenditures:

Invoice Date	Payee	Description of Work					
2/1/2019	ATM	Design, engineering & permitting	10,100				10,100
5/29/2019	ATM	Consulting on bulkhead recoating		14,500			14,500
7/10/2019	SC DHEC - OCRM	marina dock permit application fee	250				250
8/1/2019	ATM	Design, engineering & permitting	14,958				14,958
9/25/2019	ATM	Design, engineering & permitting	5,432				5,432
12/1/2019	ATM	Design, engineering & permitting	7,934				7,934
1/1/2020	ATM	Design, engineering & permitting	25,037				25,037
3/31/2020	ATM	plans, specs & bid documents, Dock B&C design, bid pkg	39,004				39,004
4/24/2020	Army Corp of Engineers	permit fee	100				100
5/6/2020	ATM	plans, specs & bid documents, Dock B&C design	4,295				4,295
6/30/2020	ATM	plans, specs & bid documents, Dock B&C design, bid pkg	10,247				10,247
8/7/2020	ATM	bidding services & CVAP grant application	7,722				7,722
9/11/2020	ATM	bidding, permitting and CVAP grant application	6,421				6,421
10/14/2020	Salmons Dredging	Pay App #1 - marine structure, performance bond			250,200		250,200
11/6/2020	ATM	permitting, grant application, construction admin	14,151				14,151
		Total paid	145,651	14,500	250,200	-	410,351
		Remaining on contracts	50,849	6,500	3,521,416	532,392	4,111,157

11/13/2020, 3:15 PM

Isle of Palms Fire Department Memorandum

To   :   Administrator Fragoso
From :   Chief Graham
Date   :   11/6/2020
Re   :   Replacement of 2003 Engine 1002 vs refurbishing

As you are aware, the FY20 budget includes $300,000 for the refurbishment of Engine 2 Pumper Truck which was purchased in 2003. The quoted amount used to build the budget has expired and the new quote exceeds the budget by over $35,000.

While researching options available to the City, I learned of several demo apparatus that will be available in 2021. Demo trucks are generally less expensive than custom build trucks since they are basic trucks that have not been customized for any department. However, if a department selects a demo truck early in the production process, it would have the opportunity to customize some components at a reduced cost. Another benefit to purchasing a demo truck is the reduced timeframe to completing and delivering the truck. The City has had a successful experience purchasing demo trucks in the past.

It is not possible to predict or plan for when demo trucks become available or their cost. However, when they do become available, departments from all over the country seize the opportunity to purchase them due to significant cost savings.

During this process, we also received an updated appraisal value of this truck at $12,000. Due its condition and low appraised value, I do not recommend that the City invests over $300,000 refurbishing it and believe the City should seriously consider purchasing a demo unit that fits our needs. A demo truck will come with a full warranty, compared to a refurbished truck that would only have a 1-year warranty.

The 2004 75' Ladder Truck that has been recently replaced, has an appraised value of $51,000. If the City approves the purchase of a new demo pumper truck instead of refurbishing the existing one, the City could trade in the 2004 75' Ladder Truck as a down payment.

Safe Industries has 6 demo units that are available on a first-come, first-serve basis. Our Fire Department's Apparatus Committee identified a 2021 Typhoon (New) pumper with a low-hosebed as the demo unit that could best meets our needs. It has a 1,500gpm Waterous CSU pump, Cummins L9; 450HP. 1,030 gallon water tank. It has full-height and split-depth compartment on both sides. Beside the tank ladder storage, hard suction storage above the ladders, 4-person seating and back-up camera.

The price for this demo truck $536,500. This price includes a $10,000 contingency fund and travel costs for the final inspection. After evaluation, this demo truck would need additional modifications of approximately $55,000 to meet our needs. The price is expected to increase 6% by the end of the year and an additional 4% by April 2021.

The total cost of the demo truck, including the modifications and the $51,000 of the trade in, comes to approximately $525,000.

If the City agreed to purchase this demo truck instead of refurbishing the existing truck by the end of this year, we would have the ability and time to make all modifications, save some money and reduce turnaround time. This particular demo truck is slated for production and the City would need to issue a letter of intent to purchase to hold it.

I recommend that the City purchase the proposed demo truck as it provides the best and longer value to the City of Isle of Palms.

THOMAS & HUTTON

November 12, 2020

Desirée Fragoso
City Administrator
Isle of Palms
1207 Palm Boulevard
Post Office Box 508
Isle of Palms, SC 29451

Re: Bid of October 29, 2020 at 2:00 P.M.
        Isle of Palms Phase 3
        Internal Drainage Improvements
        27670.0003

Dear Desirée:

Three (3) bids were received for the referenced project. An abstract of the bids is attached.

We offer the following comments on the bids received:

1. All bidders submitted the required Bid Bond.
2. Two of the three bidders did not include all the required bid documents.
3. All bidders acknowledged receipt of the one (1) addendum issued.
2. No bidder submitted any notice of conflicts, errors, ambiguities, or discrepancies.
3. The bids are subject to acceptance for sixty (60) days from the bid date.

Based on our review, we believe the low responsive bidder is Gulf Stream Construction Company, Inc. Their surety company, Travelers Casualty and Surety Company of America, is a licensed surety company in the State of South Carolina and meets the South Carolina Code of Law requirement to issue bid, performance, and payment bonds.

Before the contract is awarded, we recommend legal counsel review the proposed award recommendations and procedures prior to implementation.

Thank you. If there are any questions, please call me at (843) 725-5272.

Sincerely,

THOMAS & HUTTON

Hillary Aton

HEA
Enclosure / Bid Abstract

THOMAS & HUTTON
Engineering | Surveying | Planning | GIS | Consulting

Savannah | Brunswick | Charleston | Columbia | Myrtle Beach
Greenville

Bid Opening
Isle of Palms Phase 3
Internal Drainage Improvements

October 29, 2020 at 2:00 p.m.
J-27670.0003

682 Johnnie Dodds Blvd., Suite 100
Mt. Pleasant, SC 29464

P.O. Box 1522
Mt. Pleasant, SC 29465-1522
843-849-0200

BID TABULATION

Contractor	Total Base Bid	Bid Bond Included	Qualifications Included
Gulfstream	$ 614,985.07	✓	✓
Eadies	$ 1,043,533.00	✓	X
Greenwave	$ 784,280.00	✓	X

BID TABULATION FOR
PROJECT: Isle of Palms Phase 3 Internal Drainage Improvements
LOCATION : Isle of Palms, SC

THOMAS & HUTTON

	General Items	Sparrow Drive Drainage Improvements	Forest Trail Drainage Improvements	Cross Lane Drainage Improvements	32nd Avenue Drainage Improvements	41st Avenue (South) Drainage Improvements	41st Avenue at Forest Trail Drainage Improvements	41st Avenue (North) Drainage Improvements	TOTAL BASE BID
Gulf Stream Construction Company, Inc.	$ 90,167.44	$ 71,615.34	$ 34,690.73	$ 88,791.19	$ 116,967.35	$ 51,602.97	$ 90,773.89	$ 67,922.71	$ 612,531.62
Greenwave Contracting	$ 75,000.00	$ 79,550.00	$ 68,315.00	$ 84,844.00	$ 110,373.00	$ 49,707.00	$ 253,945.00	$ 62,546.00	$ 784,280.00
Eadie's Construction	$ 66,700.00	$ 129,688.00	$ 86,077.00	$ 142,184.00	$ 189,339.00	$ 69,976.00	$ 286,004.00	$ 73,565.00	$ 1,043,533.00

I hereby certify that this is a true and correct tabulation of bids received on the referenced project.

Hillary Aton, #33521   11/4/2020
Engineer / License #   Date
Thomas & Hutton Engineering Co.

1. Breakdown above provided for the bids received.
2. Numbers in **red** represent corrected totals based on unit prices provided.

BID TABULATION - COMPARISON OF UNIT PRICING
PROJECT: Isle of Palms Phase 3 Internal Drainage Improvements
LOCATION : Isle of Palms, SC

THOMAS & HUTTON

ITEM		QUANTITY		Gulf Stream Construction Company, Inc.		Greenwave Contracting		Eadie's Construction	
		Units	UNIT MEASURE	PER UNIT	TOTAL COST	PER UNIT	TOTAL COST	PER UNIT	TOTAL COST
General Items									
1	Mobilization	1	LS	$ 70,211.48	$ 70,211.48	$ 60,000.00	$ 60,000.00	$ 48,700.00	$ 48,700.00
2	Bonds and Insurance	1	LS	$ 19,955.96	$ 19,955.96	$ 15,000.00	$ 15,000.00	$ 18,000.00	$ 18,000.00
	Subtotal - General Items				$ 90,167.44		$ 75,000.00		$ 66,700.00
Sparrow Drive Drainage Improvements									
1	Traffic Control	1	LS	$ 127.61	$ 127.61	$ 1,000.00	$ 1,000.00	$ 2,610.00	$ 2,610.00
2	As-Built Construction Plans	1	LS	$ 3,266.86	$ 3,266.86	$ 1,500.00	$ 1,500.00	$ 3,450.00	$ 3,450.00
3	Clearing and Grubbing within Right-of-Way	0	AC	$ 22,173.29	$ 2,217.33	$ 10,000.00	$ 1,000.00	$ 22,000.00	$ 2,200.00
4	Removal of Existing Culvert 1' x 18"	177	LF	$ 45.23	$ 8,005.71	$ 20.00	$ 3,540.00	$ 43.00	$ 7,611.00
5	Removal of Existing Structure	2	EA	$ 686.95	$ 1,373.90	$ 1,200.00	$ 2,400.00	$ 930.00	$ 1,860.00
6	24" x 38" RCEP (Class III)	177	LF	$ 180.86	$ 32,012.22	$ 240.00	$ 42,480.00	$ 389.00	$ 68,853.00
7	Grate Inlet (36" x 36")	2	EA	$ 4,681.84	$ 9,363.68	$ 4,000.00	$ 8,000.00	$ 10,092.00	$ 20,184.00
8	Rip-Rap Class B	40	TON	$ 163.88	$ 6,555.20	$ 150.00	$ 6,000.00	$ 91.00	$ 3,640.00
9	Geotextile for Erosion Control Under Rip-Rap	50	SY	$ 6.61	$ 330.50	$ 10.00	$ 500.00	$ 2.00	$ 100.00
10	Sodding	1	MSY	$ 6,651.99	$ 3,658.59	$ 7,100.00	$ 3,905.00	$ 16,000.00	$ 8,800.00
11	Silt Fence	385	LF	$ 2.96	$ 1,139.60	$ 4.00	$ 1,540.00	$ 8.00	$ 3,080.00
12	Replace/Repair Silt Fence	100	LF	$ 6.74	$ 674.00	$ 4.00	$ 400.00	$ 7.00	$ 700.00
13	Removal of Silt Retained by Silt Fence	385	LF	$ 3.28	$ 1,262.80	$ 6.00	$ 2,310.00	$ 10.00	$ 3,850.00
14	Misc. Erosion Control/Water Management	1	EA	$ 1,627.34	$ 1,627.34	$ 4,975.00	$ 4,975.00	$ 2,750.00	$ 2,750.00
	Subtotal - Sparrow Drive Drainage Improvements				$ 71,615.34		$ 79,550.00		$ 129,688.00
Forest Trail Drainage Improvements									
1	Traffic Control	1	LS	$ 3,484.42	$ 3,484.42	$ 3,000.00	$ 3,000.00	$ 2,610.00	$ 2,610.00
2	As-Built Construction Plans	1	LS	$ 3,119.04	$ 3,119.04	$ 1,500.00	$ 1,500.00	$ 3,450.00	$ 3,450.00
3	Clearing and Grubbing within Right-of-Way	0.08	AC	$ 22,173.28	$ 1,773.86	$ 12,000.00	$ 960.00	$ 22,000.00	$ 1,760.00
4	Removal & Disposal of Existing Pavement	25	SY	$ 17.27	$ 431.75	$ 125.00	$ 3,125.00	$ 66.00	$ 1,650.00
5	Removal of Existing Culvert 1' x 15"	36	LF	$ 33.99	$ 1,223.64	$ 20.00	$ 720.00	$ 43.00	$ 1,548.00
6	Hot Mix Asphalt Surface Course Type B	4	TON	$ 665.20	$ 2,660.80	$ 285.00	$ 1,140.00	$ 570.00	$ 2,280.00
7	24" RC pipe (Class III)	80	LF	$ 102.28	$ 8,182.40	$ 100.00	$ 8,000.00	$ 333.00	$ 26,640.00
8	Rip-Rap Class B	25	TON	$ 163.88	$ 4,097.00	$ 150.00	$ 3,750.00	$ 91.00	$ 2,275.00
9	Geotextile for Erosion Control Under Rip-Rap	30	SY	$ 6.61	$ 198.30	$ 10.00	$ 300.00	$ 2.00	$ 60.00
10	Sodding	0.40	MSY	$ 6,651.99	$ 2,660.80	$ 7,100.00	$ 2,840.00	$ 16,000.00	$ 6,400.00
11	Silt Fence	233	LF	$ 2.96	$ 689.68	$ 4.00	$ 932.00	$ 8.00	$ 1,864.00
12	Replace/Repair Silt Fence	100	LF	$ 6.74	$ 674.00	$ 4.00	$ 400.00	$ 7.00	$ 700.00
13	Removal of Silt Retained by Silt Fence	233	LF	$ 4.23	$ 985.59	$ 6.00	$ 1,398.00	$ 10.00	$ 2,330.00
14	Utility Work Within Project Area	1	LS	$ 3,695.55	$ 3,695.55	$ 34,000.00	$ 34,000.00	$ 29,760.00	$ 29,760.00
15	Misc. Erosion Control/Water Management	1	EA	$ 813.90	$ 813.90	$ 6,250.00	$ 6,250.00	$ 2,750.00	$ 2,750.00
	Subtotal - Forest Trail Drainage Improvements				$ 34,690.73		$ 68,315.00		$ 86,077.00

File \Z:\27670\27670.0003\Documents\Construction\Bid\Received\Isle of Palms Phase 3 Internal Drainage - Bid Tabulation

THOMAS & HUTTON

ITEM		QUANTITY		Gulf Stream Construction Company, Inc.		Greenwave Contracting		Eadie's Construction	
		Units	UNIT MEASURE	PER UNIT	TOTAL COST	PER UNIT	TOTAL COST	PER UNIT	TOTAL COST
Cross Lane Drainage Improvements									
1	Traffic Control	1	LS	$ 3,484.42	$ 3,484.42	$ 3,000.00	$ 3,000.00	$ 2,610.00	$ 2,610.00
2	As-Built Construction Plans	1	LS	$ 3,178.17	$ 3,178.17	$ 1,500.00	$ 1,500.00	$ 3,450.00	$ 3,450.00
3	Clearing and Grubbing within Right-of-Way	0.17	AC	$ 22,173.29	$ 3,769.46	$ 8,000.00	$ 1,360.00	$ 22,000.00	$ 3,740.00
4	Removal & Disposal of Existing Pavement	20	SY	$ 25.89	$ 517.80	$ 125.00	$ 2,500.00	$ 66.00	$ 1,320.00
5	Removal of Existing Culvert 1' x 15"	39	LF	$ 33.39	$ 1,302.21	$ 20.00	$ 780.00	$ 43.00	$ 1,677.00
6	Removal of Existing Culvert 1' x 24"	132	LF	$ 28.32	$ 3,738.24	$ 20.00	$ 2,640.00	$ 43.00	$ 5,676.00
7	Hot Mix Asphalt Surface Course Type B	3	TON	$ 665.20	$ 1,995.60	$ 285.00	$ 855.00	$ 720.00	$ 2,160.00
8	24" RC pipe (Class III)	172	LF	$ 102.28	$ 17,592.16	$ 100.00	$ 17,200.00	$ 232.00	$ 39,904.00
9	Grate Inlet (36" x 36")	2	EA	$ 4,681.84	$ 9,363.68	$ 4,000.00	$ 8,000.00	$ 9,514.00	$ 19,028.00
10	Rip-Rap Class B	65	TON	$ 163.88	$ 10,652.20	$ 150.00	$ 9,750.00	$ 91.00	$ 5,915.00
11	Geotextile for Erosion Control Under Rip-Rap	85	SY	$ 6.61	$ 561.85	$ 10.00	$ 850.00	$ 2.00	$ 170.00
12	Sodding	0.79	MSY	$ 6,651.99	$ 5,255.07	$ 7,100.00	$ 5,609.00	$ 16,000.00	$ 12,640.00
13	Silt Fence	490	LF	$ 2.96	$ 1,450.40	$ 4.00	$ 1,960.00	$ 8.00	$ 3,920.00
14	Replace/Repair Silt Fence	200	LF	$ 3.37	$ 674.00	$ 4.00	$ 800.00	$ 7.00	$ 1,400.00
15	Removal of Silt Retained by Silt Fence	490	LF	$ 2.97	$ 1,455.30	$ 6.00	$ 2,940.00	$ 10.00	$ 4,900.00
16	Utility Work Within Project Area	1	LS	$ 22,173.29	$ 22,173.29	$ 17,000.00	$ 17,000.00	$ 30,924.00	$ 30,924.00
17	Misc. Erosion Control/Water Management	1	EA	$ 1,627.34	$ 1,627.34	$ 8,100.00	$ 8,100.00	$ 2,750.00	$ 2,750.00
	Subtotal - Cross Lane Drainage Improvements				$ 88,791.19		$ 84,844.00		$ 142,184.00
32nd Avenue Drainage Improvements									
1	Traffic Control	1	LS	$ 3,484.42	$ 3,484.42	$ 3,000.00	$ 3,000.00	$ 2,610.00	$ 2,610.00
2	As-Built Construction Plans	1	LS	$ 2,586.88	$ 2,586.88	$ 1,500.00	$ 1,500.00	$ 3,450.00	$ 3,450.00
3	Clearing and Grubbing within Right-of-Way	0	AC	$ 22,173.29	$ 2,882.53	$ 12,000.00	$ 1,560.00	$ 22,000.00	$ 2,860.00
4	Removal & Disposal of Existing Pavement	53	SY	$ 8.68	$ 460.04	$ 125.00	$ 6,625.00	$ 66.00	$ 3,498.00
5	Removal of Existing Culvert 1' x 15"	5	LF	$ 54.27	$ 271.35	$ 20.00	$ 100.00	$ 43.00	$ 215.00
6	Removal of Existing Culvert 1' x 24"	240	LF	$ 27.36	$ 6,566.40	$ 20.00	$ 4,800.00	$ 43.00	$ 10,320.00
7	Removal of Existing Structure	2	EA	$ 572.22	$ 1,144.44	$ 750.00	$ 1,500.00	$ 930.00	$ 1,860.00
8	Hot Mix Asphalt Surface Course Type B	7	TON	$ 665.20	$ 4,656.40	$ 285.00	$ 1,995.00	$ 384.00	$ 2,688.00
9	18" RC pipe (Class III)	5	LF	$ 86.09	$ 430.45	$ 100.00	$ 500.00	$ 332.00	$ 1,660.00
10	36" RC pipe (Class III)	241	LF	$ 152.92	$ 36,853.72	$ 125.00	$ 30,125.00	$ 364.00	$ 87,724.00
11	Grate Inlet (36" x 36")	3	EA	$ 4,681.84	$ 14,045.52	$ 4,500.00	$ 13,500.00	$ 6,411.00	$ 19,233.00
12	Rip-Rap Class B	30	TON	$ 163.88	$ 4,916.40	$ 150.00	$ 4,500.00	$ 91.00	$ 2,730.00
13	Geotextile for Erosion Control Under Rip-Rap	40	SY	$ 6.61	$ 264.40	$ 10.00	$ 400.00	$ 2.00	$ 80.00
14	Sodding	0.58	MSY	$ 6,651.99	$ 3,858.15	$ 7,100.00	$ 4,118.00	$ 16,000.00	$ 9,280.00
15	Silt Fence	470	LF	$ 2.96	$ 1,391.20	$ 4.00	$ 1,880.00	$ 8.00	$ 3,760.00
16	Replace/Repair Silt Fence	200	LF	$ 2.09	$ 418.00	$ 4.00	$ 800.00	$ 7.00	$ 1,400.00
17	Removal of Silt Retained by Silt Fence	470	LF	$ 4.48	$ 2,105.60	$ 6.00	$ 2,820.00	$ 10.00	$ 4,700.00
18	Utility Work Within Project Area	1	LS	$ 28,825.27	$ 28,825.27	$ 23,000.00	$ 23,000.00	$ 28,521.00	$ 28,521.00
19	Misc. Erosion Control/Water Management	1	EA	$ 1,806.18	$ 1,806.18	$ 7,650.00	$ 7,650.00	$ 2,750.00	$ 2,750.00
	Subtotal - 32nd Avenue Drainage Improvements				$ 116,967.35		$ 110,373.00		$ 189,339.00

BID TABULATION - COMPARISON OF UNIT PRICING
PROJECT: Isle of Palms Phase 3 Internal Drainage Improvements
LOCATION : Isle of Palms, SC

THOMAS & HUTTON

ITEM		QUANTITY		Gulf Stream Construction Company, Inc.		Greenwave Contracting		Eadie's Construction	
		Units	UNIT MEASURE	PER UNIT	TOTAL COST	PER UNIT	TOTAL COST	PER UNIT	TOTAL COST
41st Avenue (South) Drainage Improvements									
1	Traffic Control	1	LS	$ 3,484.42	$ 3,484.42	$ 2,000.00	$ 2,000.00	$ 2,610.00	$ 2,610.00
2	As-Built Construction Plans	1	LS	$ 2,808.62	$ 2,808.62	$ 1,500.00	$ 1,500.00	$ 3,450.00	$ 3,450.00
3	Clearing and Grubbing within Right-of-Way	0.10	AC	$ 22,173.29	$ 2,217.33	$ 8,000.00	$ 800.00	$ 22,000.00	$ 2,200.00
4	Removal & Disposal of Existing Pavement	65	SY	$ 8.50	$ 552.50	$ 125.00	$ 8,125.00	$ 66.00	$ 4,290.00
5	Removal of Existing Culvert 1' x 18"	40	LF	$ 33.21	$ 1,328.40	$ 20.00	$ 800.00	$ 43.00	$ 1,720.00
6	Hot Mix Asphalt Surface Course Type B	9	TON	$ 665.20	$ 5,986.80	$ 285.00	$ 2,565.00	$ 324.00	$ 2,916.00
7	36" RC Pipe (Class III)	82	LF	$ 152.92	$ 12,539.44	$ 125.00	$ 10,250.00	$ 364.00	$ 29,848.00
8	Rip-Rap Class B	100	TON	$ 163.88	$ 16,388.00	$ 150.00	$ 15,000.00	$ 91.00	$ 9,100.00
9	Geotextile for Erosion Control Under Rip-Rap	130	SY	$ 5.14	$ 668.20	$ 10.00	$ 1,300.00	$ 2.00	$ 260.00
10	Sodding	0.37	MSY	$ 6,651.99	$ 2,461.24	$ 7,100.00	$ 2,627.00	$ 16,000.00	$ 5,920.00
11	Silt Fence	234	LF	$ 2.96	$ 692.64	$ 4.00	$ 936.00	$ 8.00	$ 1,872.00
12	Replace/Repair Silt Fence	100	LF	$ 6.74	$ 674.00	$ 4.00	$ 400.00	$ 7.00	$ 700.00
13	Removal of Silt Retained by Silt Fence	234	LF	$ 4.22	$ 987.48	$ 6.00	$ 1,404.00	$ 10.00	$ 2,340.00
14	Misc. Erosion Control/Water Management	1	EA	$ 813.90	$ 813.90	$ 2,000.00	$ 2,000.00	$ 2,750.00	$ 2,750.00
	Subtotal - 41st Avenue (South) Drainage Improvements				$ 51,602.97		$ 49,707.00		$ 69,976.00
41st Avenue at Forest Trail Drainage Improvements									
1	Traffic Control	1	LS	$ 3,484.42	$ 3,484.42	$ 2,000.00	$ 2,000.00	$ 2,610.00	$ 2,610.00
2	As-Built Construction Plans	1	LS	$ 3,252.08	$ 3,252.08	$ 1,500.00	$ 1,500.00	$ 3,450.00	$ 3,450.00
3	Clearing and Grubbing within Right-of-Way	0.08	AC	$ 22,173.29	$ 1,773.86	$ 8,000.00	$ 640.00	$ 22,000.00	$ 1,760.00
4	Removal & Disposal of Existing Pavement	225	SY	$ 34.39	$ 7,737.75	$ 125.00	$ 28,125.00	$ 66.00	$ 14,850.00
5	Removal of Existing Culvert 1' x 18"	40	LF	$ 33.21	$ 1,328.40	$ 20.00	$ 800.00	$ 43.00	$ 1,720.00
6	Hot Mix Asphalt Surface Course Type B	35	TON	$ 285.08	$ 9,977.80	$ 285.00	$ 9,975.00	$ 180.00	$ 6,300.00
7	42" RC Pipe (Class III)	80	LF	$ 200.87	$ 16,069.60	$ 200.00	$ 16,000.00	$ 381.00	$ 30,480.00
8	Rip-Rap Class B	120	TON	$ 163.88	$ 19,665.60	$ 150.00	$ 18,000.00	$ 91.00	$ 10,920.00
9	Geotextile for Erosion Control Under Rip-Rap	150	SY	$ 5.14	$ 771.00	$ 10.00	$ 1,500.00	$ 2.00	$ 300.00
10	Sodding	0	MSY	$ 6,651.99	$ 1,663.00	$ 7,100.00	$ 1,775.00	$ 16,000.00	$ 4,000.00
11	Silt Fence	173	LF	$ 2.96	$ 512.08	$ 4.00	$ 692.00	$ 8.00	$ 1,384.00
12	Replace/Repair Silt Fence	100	LF	$ 6.74	$ 674.00	$ 4.00	$ 400.00	$ 7.00	$ 700.00
13	Removal of Silt Retained by Silt Fence	173	LF	$ 5.07	$ 877.11	$ 6.00	$ 1,038.00	$ 10.00	$ 1,730.00
14	Utility Work Within Project Area	1	LS	$ 22,173.29	$ 22,173.29	$ 170,000.00	$ 170,000.00	$ 203,050.00	$ 203,050.00
15	Misc. Erosion Control/Water Management	1	EA	$ 813.90	$ 813.90	$ 1,500.00	$ 1,500.00	$ 2,750.00	$ 2,750.00
	Subtotal - 41st Avenue at Forest Trail Drainage Improvements				$ 90,773.89		$ 253,945.00		$ 286,004.00
41st Avenue (North) Drainage Improvements									
1	Traffic Control	1	LS	$ 3,484.42	$ 3,484.42	$ 2,000.00	$ 2,000.00	$ 2,610.00	$ 2,610.00
2	As-Built Construction Plans	1	LS	$ 3,429.47	$ 3,429.47	$ 1,500.00	$ 1,500.00	$ 3,450.00	$ 3,450.00
3	Clearing and Grubbing within Right-of-Way	0.10	AC	$ 22,173.29	$ 2,217.33	$ 10,000.00	$ 1,000.00	$ 22,000.00	$ 2,200.00
4	Removal & Disposal of Existing Pavement	62	SY	$ 77.02	$ 4,775.24	$ 125.00	$ 7,750.00	$ 66.00	$ 4,092.00
5	Removal of Existing Culvert 1' x 18"	40	LF	$ 33.21	$ 1,328.40	$ 20.00	$ 800.00	$ 43.00	$ 1,720.00
6	Hot Mix Asphalt Surface Course Type B	9	TON	$ 665.20	$ 5,986.80	$ 285.00	$ 2,565.00	$ 324.00	$ 2,916.00
7	42" RC Pipe (Class III)	81	LF	$ 200.04	$ 16,203.24	$ 200.00	$ 16,200.00	$ 383.00	$ 31,023.00
8	Rip-Rap Class B	150	TON	$ 163.88	$ 24,582.00	$ 150.00	$ 22,500.00	$ 91.00	$ 13,650.00
9	Geotextile for Erosion Control Under Rip-Rap	190	SY	$ 5.14	$ 976.60	$ 10.00	$ 1,900.00	$ 2.00	$ 380.00
10	Sodding	0.31	MSY	$ 6,651.99	$ 2,062.12	$ 7,100.00	$ 2,201.00	$ 16,000.00	$ 4,960.00
11	Silt Fence	173	LF	$ 2.96	$ 512.08	$ 4.00	$ 692.00	$ 8.00	$ 1,384.00
12	Replace/Repair Silt Fence	100	LF	$ 6.74	$ 674.00	$ 4.00	$ 400.00	$ 7.00	$ 700.00
13	Removal of Silt Retained by Silt Fence	173	LF	$ 5.07	$ 877.11	$ 6.00	$ 1,038.00	$ 10.00	$ 1,730.00
14	Misc. Erosion Control/Water Management	1	EA	$ 813.90	$ 813.90	$ 2,000.00	$ 2,000.00	$ 2,750.00	$ 2,750.00
	Subtotal - 41st Avenue (North) Drainage Improvements				$ 67,922.71		$ 62,546.00		$ 73,565.00
	Base Bid Total				$ 612,531.62		$ 784,280.00		$ 1,043,533.00

File \Z:\27670\27670.0003\Documents\Construction\Bid\Received\Isle of Palms Phase 3 Internal Drainage - Bid Tabulation

City of Isle of Palms
Small Drainage Projects: Sparrow Drive, Forest Trail, Cross Lane, 32nd Avenue and 41st Avenue

Actual & Anticipated Costs:

Thomas & Hutton - Bidding & Construction Admin	30,000
Gulfstream Construction Bid	612,532
15% Contingency	91,880
	734,411

Funds Available:

FY21 Budget	500,000
Potential Use of NPDES Funds held by Chs County*	234,411
	734,411

*NPDES Funds Available $475,048
(~215K fund balance added per year)

OFFICIAL SEALED PROPOSAL OPENING
RFP 2020-04 Information Technology Support
Services
2:00 p.m., September 15, 2020
Council Chambers in City Hall
1207 Palm Boulevard, Isle of Palms, South Carolina

Present: Assistant City Administrator Hanna

Assistant Administrator Hanna announced the sealed bid opening of the RFP 2020-04 Information Technology Support Services. Assistant Administrator Hanna stated the Request for Proposal (RFP) was advertised in accordance with the City's Procurement Code.

Proposals:

1. The first proposal came from Technology Solutions Charleston and included the following:
   Unlimited Windows Devices - $3,550 per month
   Email Hosting and Archiving - $9.90 per user per month
   Microsoft 365 apps – $9.90 per user per month
   Cloud Backup 5TB - $550 per month
   Project Rate - $75 per hour

2. The second proposal came from DirectPointe 7, Inc. and included the following:
   Help Desk Support and Server Management – $7,999 per month
   One Time Fees for Setup and Network Management - $8,751.50

3. The third proposal came from Alltech Solutions and included the following:
   System Administrators - $120 per hour
   Field Technicians - $90 per hour
   Desktop Technicians - $90 per hour
   After Hours, Holidays, Weekends - $110 per hour

4. The fourth proposal came from NetCertPro and included the following:
   Managed Workstation Platinum - $99.00 per device
   Managed Server Platinum - $149 per device
   Managed Network - $199 per network
   NetCertPro Managed Server Backups - $100 per server
   NetCertPro Managed Workstation Backups - $20 per workstation
   Managed Camera - $50 per camera
   Managed MS365 Mailboxes - $2.00
   Labor - $90 per hour

5. The fifth proposal came from TCS Center, INC. and included the following:
   Monthly Maintenance Contract - $210.53 per user per month

   Level 1 tech on site 3 days per week, Level 2 Tech is available at least by remote and when possible on site during monthly meetings - $20,000 per month

6. The sixth proposal came from Cantey Tech Consulting and included the following:
   Managed Services/Fixed Price Support - $85 per unit per month
   Staff Augmentation, One Systems Engineer for 24 hours for 52 weeks - $6,760 per month
   Virtual Information Security Officer - $2,200 per month
   Managed Database Services per Server - $300 per month
   Endpoint Security - $9 per unit per month

7. The seventh proposal came from VC3 Inc. and included the following:
   Service Advantage Support Seat - $103 per unit per month
   Server Support - $197 per unit per month
   Initial Setup and Network Assessment - $11,157.16

8. The eighth proposal came from InterDev and included the following:
   Full-Service IT Support - $15,102 per month
   Virtual Chief Information Officer - $1,200 per month
   Core Security Stack - $4,300 per month
   Onboarding - $8,000

Assistant Administrator Hanna stated The proposal will be evaluated for accuracy and compliance with the specification as defined in the RFP. Assistant Administrator Hanna stated a contract will be executed in accordance with the instructions included in the RFP.

25 YEARS
Providing IT Excellence

IT Proposal For:

City of Isle of Palms, SC

VC3 Response:
Request for Proposals (RFP 2020-04)
Information Technology Services
September 11, 2020

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COVER LETTER

September 11, 2020

Response to: Request for Proposals, Information Technology Services

Desirée Fragoso, City Administrator
City of Isle of Palms, SC
1207 Palm Boulevard
Isle of Palms, SC 29451

Dear City of Isle of Palms:

VC3, Inc. respectfully submits the enclosed response for the Request for Proposals, Information Technology Services, for the City of Isle of Palms, SC. We certify that VC3 is authorized to operate contractually and sell within the State of South Carolina, and this response fully addresses all areas of the RFP.

As a company with over 26 years of IT experience and over 340 municipal government clients, VC3 is well positioned to ensure the solutions and services we provide will exceed your expectations. Our goal in every customer relationship is to be a valuable partner, helping you get greatest value from your IT dollars.

Our key contact for this proposal is:

Josh MacFarland, Account Executive
(727) 674-5607
Josh.MacFarland@vc3.com

VC3 appreciates the opportunity to submit this proposal. Should there be any questions or you need for additional information, please contact VC3 at your convenience.

Sincerely,

VC3, Inc.
Sandy Reeser, CEO
(803) 978-2700
Sandy.Reeser@vc3.com

PROJECT NARRATIVE

Company Information

a. Full legal company name: VC3, Inc.

b. Year business started: 1994

c. Location of company headquarters: 1301 Gervais Street, Suite 1800, Columbia, SC 29201

VC3's five offices serve over 340 satisfied local government customers in more than 16 states. We have the breadth of experience and depth of talent to form a rewarding partnership with City of Isle of Palms and provide the information technology (IT) services outlined in this RFP.

Since VC3's beginning in 1994, we have intentionally focused on municipal government. The public sector is underserved and often overlooked by IT providers. We remedy this problem by developing long-term partnerships with municipalities seeking to unlock the full potential of outstanding IT. Our team creates reliable, secure, and powerful technology solutions with a customer experience that feels like we are right down the hall.

A dedication to excellent customer service is the key ingredient in our partnerships. Your local VC3 team will be led by a highly skilled Virtual Chief Information Officer (VCIO) who understands your goals, advocates for your organization, and provides IT guidance. Additionally, an Account Manager, Service Manager, and engineers will provide you with comprehensive IT service.

VC3 holds itself to a high standard of client satisfaction, incident response time, incidents resolution, and more. VC3 consistently exceeds the national industry averages as reported by Zen Desk.

- **Client Satisfaction:** VC3 averages 96% satisfaction compared to the industry average of 84%.
- **Incidents per Client Employee:** VC3 averages 0.5 per month per employee compared to the industry average of 3.9 per month per employee.
- **Incident Response Time:** VC3 averages 4 hours compared to the industry average of 24 hours.
- **Incident Resolution Time:** VC3 averages 5 hours compared to the industry average of 82 hours.

Relevant Experience and Qualifications

VC3's commitment to supporting local government includes long-standing relationships with the South Carolina, North Carolina, and Georgia City-County Managers; Municipal Association of South Carolina; the Tennessee Municipal League; Vermont League of Cities and Towns; New Hampshire Municipal Association; and the North Carolina League of Municipalities. The ongoing knowledge gained from these relationships and our long track record of successful local government service afford VC3 greater insight to understand your challenges and how we can best support your organization to achieve its goals.

Additional Business Information

General Business Information

- Incorporated in 1994
- State of Incorporation: Delaware
- Federal Tax ID: 57-0993240
- Dun & Bradstreet Number: 926120601
- NAICS Code: 541512 - Computer Systems Design Services

Minority Owned Business

No

Equal Opportunity Employer

VC3 provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, gender, pregnancy, national origin, age disability, status as a veteran, or any other protected status. VC3 complies with applicable federal, state and local laws governing non-discrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

E-Verify (Federal Program for Employment Verification)

VC3 has participated in E-Verify since June 2010. VC3's E-Verify Company ID Number is 336262.

Drug Free Workplace

VC3's Drug-Free Workplace policy prohibits the unlawful manufacture, distribution, dispensation, possession, or use of illegal drugs and alcohol on its property or as a part of any activities by employees

regardless of permanent or temporary status, pursuant to state and federal law. This policy is implemented in compliance with the South Carolina Drug-Free Workplace Act of 1990. All VC3 employees sign this agreement as a part of their new employee orientation.

VC3 Employee Background Checks

All VC3 employment offer letters are contingent upon completion of credit, criminal and Department of Motor Vehicle (DMV) background checks.

Use of Consultants or Sub-Contractors

This letter is to provide confirmation that VC3, Inc. does not use any consulting, subcontracting, or other outside services for any of the IT services VC3 provides. All work is completed by VC3's engineers and staff.

CJIS

VC3 has over 125 Engineers, Account Managers, Project Managers, and VCIOs that have completed the Criminal Justice Information System's (CJIS) Security and Awareness Training and are certified as completing the Level 4 CJIS Security Training. This training was completed under the 'Vendor' section on-line at https://www.cjisonline.com/ and can be accessed by all agencies in order to review the list of certified employees and download their certificates. VC3 also maintains signed Federal Bureau of Investigation Criminal Justice Information Services Security Addendums for each approved employee. These individuals are approved to access networks that connect to the Federal Bureau of Investigation's (FBI) National Crime Information Center (NCIC) Systems, therefore meeting the requirements needed for local law enforcement audits.

Technical Certifications

Technical Certifications

To support VC3's broad technology experience in application development, website design, telephony, security, wireless networking, IT infrastructure architecture, and data center expertise, VC3 is committed to achieving industry recognized certifications and specializations.

Cisco Premier Partner:
- Advanced Collaboration Architecture Specialization

Dell Certified Partner:
- Enterprise Architecture

EVault Partner

VMware Enterprise Partner:
- VCP (Certified Professional)
- VSP (Sales Professional)
- VSTP (Sales Technical Professional)

Microsoft Cloud Solutions Provider

Microsoft Certifications:
- MCPD (Professional Developer)
- MCTS (Technology Specialist)
- MCITP (IT Professional)

Cisco Certifications:
- CCNP (Network Professional)
- CCSP (Security Professional)
- CCVP (Voice Professional)
- CCNA (Network Associate)
- CCDA (Design Associate)
- CSE (Cisco Sales Expert)

HP Certifications
- HP ATP-FlexNetwork Solutions V2

Citrix Silver Solution Advisor
- CCA for XenApp 6 and XenDesktop 5
- Citrix Certified Sales Professional
- CCSP for Application Networking
- CCSP for Application Delivery
- CCSP for Application Virtualization
- CCSP for Desktop Virtualization
- CCSP for Server Virtualization
- CCSP for Virtual Computing

Microsoft Cloud Solution Provider program

Microsoft Partner
Gold Application Development

CITRIX partner
Silver Solution Advisor

DELL PartnerDirect Premier

DELL CERTIFIED PARTNER
ENTERPRISE ARCHITECTURE

vmware PARTNER
ENTERPRISE SOLUTION PROVIDER

CISCO PARTNER
Premier Certified

EVault
A Seagate Company

hp

VC3 has been on the leading edge of Information Technology since 1994, providing a full range of IT services to both the private and public sectors across the southeast. As the well-established strategic partner for both the Municipal Association of South Carolina and the North Carolina League of Municipalities, VC3 can leverage its expertise to ensure your municipality utilizes technology to better serve your citizens.

Alabama ▪ Florida ▪ Georgia ▪ North Carolina

South Carolina ▪ Tennessee ▪ Vermont ▪ Virginia

800-787-1160
www.VC3.com

Assess | Improve | Manage
Information Technology

VC3 is proud to partner with the following industry-leading technology companies:

Over 10 VC3 employees with VMware certifications.

Over 10 VC3 employees with Cisco certifications.

Over 10 VC3 employees with Citrix certifications.

Over 5 VC3 employees with Dell EMC certifications.

Over 10 VC3 employees with Microsoft certifications.

AREAS OF EXPERTISE AND SCOPE OF WORK

VC3 can support the City of Isle of Palms in the following areas and intends to be considered in the following areas:

- Hardware and Software Procurement Recommendations
- Third Party Software Support
- Cybersecurity
- Help Desk and End User Administrative Services
- Desktop Support
- Resolution and Communication of Existing Issues
- Network Engineering and Administration
- Server and Database Management
- After Hours and Emergency Services
- As Needed and Preventative Maintenance
- Assessment of Existing Technology
- Communications (Desk Phones, Cellular Phones, Voicemail) Support

Initial IT Assessment and Onboarding

VC3 will work with the City of Isle of Palms' during the onboarding process to assess their current environment and make recommendations. These recommendations will focus on projects that will create a more stable, secure, and efficient IT environment for the City. These onboarding findings will also help build the City's IT Roadmap, which the VCIO will continue to focus on throughout the partnership with VC3.

Virtual Chief Information Officer (VCIO) Services

VC3 will provide the customer with a named 'VCIO' or Virtual Chief Information Officer.

- **Budgeting:** The VCIO will work with the customer to develop an annual technology budget for recurring expense items and new capital requirements in alignment with organizational goals.
- **Strategic Planning**: The VCIO will recommend technology solutions as well as provide roadmaps that support key business processes in order to help the customer leverage technology appropriately. The VCIO will work with the customer as part of the annual planning process to understand the current business drivers and goals and make recommendations targeted toward maximizing the effectiveness of the customer's technology investment.

- **Analyze IT Health Data:** The VCIO will perform a periodic analysis of the data collected by VC3's monitoring systems to proactively resolve issues and assess potential risks within the environment. The VCIO will make this analysis available to key stakeholders and provide direction on business decisions regarding the level of investment.

Hardware and Software Procurement Recommendations

VC3 will provide the customer with a named 'VCIO' or Virtual Chief Information Officer. The VCIO will act as the main point of contact between the City and VC3 and will be heavily involved in several area.

- **Budgeting:** The VCIO will work with the customer to develop an annual technology budget for recurring expense items and new capital requirements in alignment with organizational goals.

- **Strategic Planning**: The VCIO will recommend technology solutions as well as provide roadmaps that support key business processes in order to help the customer leverage technology appropriately. The VCIO will work with the customer as part of the annual planning process to understand the current business drivers and goals and make recommendations targeted toward maximizing the effectiveness of the customer's technology investment.

- **Analysis of IT Health Data:** The VCIO will perform a periodic analysis of the data collected by VC3's monitoring systems to proactively resolve issues and assess potential risks within the environment. The VCIO will make this analysis available to key stakeholders and provide direction on business decisions regarding the level of investment.

- **Hardware and Software Recommendations:** The VCIO will provide support in developing specifications for new equipment, hardware, software, and assist in identifying appropriate hardware or software solutions, including preparing quotes for purchase.

Third Party Software Support

VC3 will provide record keeping and administration for maintenance and support contracts and license management for server and network-related software, including timely notification of pending contract and/or license renewals. Additionally, VC3 will help in the development and maintenance of administrative documentation for systems and applications.

Cybersecurity

VC3 uses several layers of System and Network security for all managed services clients including:

- Firewall and Firewall Management

- Webroot Anti-Virus

- Automate Patch Management

- Consistent and Reliable Backup Monitoring Software

- Monitored Security Notifications

- Industry Standard Password Policies

- Segmented Guest Wi-fi Network

- Spam Filtering for Incoming mail

VC3 provides 24x7x365 threat monitoring and analysis, threat detection, response, and remediation.

VC3 also has Virtual Chief Information Security Officers (vCISO) on staff to manage and administer our Advanced Security add-on packages, in addition to keeping our security standards in line with current best practices. Additionally, VC3 will provide input and advice on security best practices.

For an additional cost, VC3 can also provide a variety of advanced security add-ons including Office 365 Advanced Threat Protection, Intrusion Detection Services, Web Content Filtering, Dark Web Monitoring, advanced anti-spam, and monthly external security scans.

Help Desk and End User Administrative Services

VC3 will provide a 24x7x365 help desk for support, troubleshooting, and remediation for network issues, desktop hardware, software, and peripheral issues. Additionally, VC3 will provide a team of engineers that will handle any escalations from the help desk.

VC3's robust suite of always-on remote monitoring tools allow many issues that may arise to be resolved remotely. However, should the need arise, VC3 will provide on-site support by engineers as needed. Please see Addendum A, Service Desk Priorities on page 37 for more details.

VC3 engineers have completed the Criminal Justice Information System's (CJIS) Security and Awareness Training and are certified as completing the Level 4 CJIS Security Training. This training was completed under the 'Vendor' section on-line at https://www.cjisonline.com/ and can be accessed by all agencies in order to review the list of certified employees and download their certificates. VC3 also maintains signed Federal Bureau of Investigation Criminal Justice Information Services Security Addendums for each approved employee. These individuals are approved to access networks that connect to the Federal Bureau of Investigation's (FBI) National Crime Information Center (NCIC) Systems, therefore meeting the requirements needed for local law enforcement audits.

Desktop Support

VC3 will provide a 24x7x365 help desk for support, troubleshooting, and remediation for network issues, desktop hardware, software, and peripheral issues. Additionally, VC3 will provide a team of engineers that will handle any escalations from the help desk.

Resolution and Communication of Existing Issues

VC3 will log all requests for assistance in our ticketing system and allow access for submittal online. The VCIO will provide regular reports on the data collected, including regular IT status reports.

Network Engineering and Administration

VC3 will provide a 24x7x365 comprehensive patch management for covered equipment, including OS patches, application patches, and installation of upgrades. Alert notifications will be sent to designated personnel in the event of failure.

VC3 will provide complete proactive monitoring of network equipment including bandwidth utilization, and other performance indicators, with reporting when specified thresholds are reached.

VC3 will ensure that scheduled preventive maintenance for equipment is properly and promptly performed; maintain the maintenance records on the equipment; perform regular maintenance for servers, PCs, switches, and other network equipment, including regular review of system logs to identify security and maintenance issues.

VC3 will provide assistance in maintaining continuous operations during a disaster recovery scenario. VC3 will provide the City with operations, administrative, and quality assurance back-up plans and procedural documentation.

Server and Database Management

VC3 will provide backup services, database management services, and server administration for all servers operated by the City.

After Hours and Emergency Services

VC3 will provide 24x7x365 support, troubleshooting, and remediation for network issues, desktop hardware, software, and peripheral issues.

As Needed and Preventative Maintenance

VC3 will provide day to day operations for the maintenance of all information technology under the City's control.

Assessment of Existing Technology

VC3 will work with the City during the onboarding process to assess their current environment and make recommendations. These recommendations will focus on projects that will create a more stable, secure, and efficient IT environment for the City. These onboarding findings will also help build the City's IT Roadmap, which the VCIO will continue to focus on throughout the partnership with VC3.

Communications (Desk Phones, Cellular Phones, Voicemail) Support

VC3 will work with the City's communication vendors to prepare recommendations and provide management and coordination of the City's communications system.

SERVICE LEVEL AGREEMENT PROPOSAL

Monitoring of Network, Internet, Servers, and End User Workstations

For network, server, and workstation monitoring, VC3 uses ConnectWise Automate for its primary 24x7x365 Remote Monitoring and Management (RMM) tool.

ConnectWise Automate allows VC3 to monitor the health and performance of the entire network, as well as allowing VC3 to proactively stay on top of whitelisted updates and patches, perform maintenance tasks, and address performance issues before they become larger problems.

VC3 also leverages Automates monitoring services to provide an inventory of the equipment on the network, monitor and troubleshoot hundreds of services that run on the customer's infrastructure, perform scheduled system updates and install security patches, and remotely support the monitored IT systems and infrastructure.

For internet and network monitoring, VC3 utilizes PRTG and SmokePing. These are monitoring tools that periodically query your network equipment to alert us of any service fluctuations, internet outages, or hardware failures.

System and Network Security

VC3 uses several layers of System and Network security for all managed services clients including:

- Firewall and Firewall Management
- Webroot Anti-Virus
- Automate Patch Management
- Consistent and Reliable Backup Monitoring Software
- Monitored Security Notifications
- Industry Standard Password Policies
- Segmented Guest Wi-fi Network
- Spam Filtering for Incoming mail

For an additional cost, VC3 can also provide a variety of advanced security add-ons including Office 365 Advanced Threat Protection, Intrusion Detection Services, Web Content Filtering, Dark Web Monitoring, advanced anti-spam, and monthly external security scans.

VC3 also has Virtual Chief Information Security Officers (vCISO) on staff to manage and administer our Advanced Security add-on packages, in addition to keeping our security standards in line with current best practices.

Maintenance Procedures for Servers, Workstations, and Printers

VC3 provides 24x7x365 monitoring and alerting, Windows patching and updates, and remote and onsite remediation for all necessary server, hardware, software, and infrastructure related issues. VC3 ensures that scheduled preventive maintenance for all equipment is promptly performed and develops and tests back-up and disaster recovery plans with corresponding procedural documentation.

VC3 performs periodic health checks of all infrastructure systems to help ensure that our customers have little to no interruptions in service.

Help Desk and On-Site Support

One of the most fundamental components of VC3's support process is centered on identifying issues in a timely manner, properly triaging and prioritizing these issues, and then engaging the appropriate technical resource to quickly work the issue to resolution.

VC3 maintains a 24x7x365 service desk and on-site IT support is also available 24x7x365. However, if specific scheduling of on-site engineering support is required, scheduling is based on the problem severity and level of business disruption to the City's operations.

This includes support for desktops, laptops, network infrastructure, mobile devices, software installations, firmware updates, and more.

IT Issue Escalation

VC3's team of engineers are focused on efficiently supporting their end users with the help of their toolset and team-oriented workplace. VC3's First Call Resolution (FCR) team is staffed to handle the City's incoming requests with the use of our documentation platform and internal communication platform. They handle approximately 50% of the incoming tickets to create fast turnaround times for most incidents and requests. When a ticket requires an escalation, the FCR team transfers the ticket to a second-level engineer on the Regional Team. The regional team has a senior engineer for third level escalations as well as a Service Manager to oversee and assist with the escalation process. If the regional team needs to escalate, VC3 prides itself on its inter-team communication to tap into our broad depth of

knowledge. VC3 has project engineers, systems architects, network engineers, and even database and software developers ready to help if needed.

Service Desk Priorities

Incidents and Service Requests are triaged and prioritized to effectively resolve the most important issues in a timely manner. VC3 utilizes the following priorities, criteria, and response metrics:

A. **Priority 1:**
   - System/device/service down causing work to cease and critical impact to the organization or a whole department; no work around available; customer is in danger of or is experiencing a financial loss or the ability to make strategic business decisions is impaired; begin resolution activities immediately.
   - **24x7 Support:** Priority 1 incidents will be addressed on a 24 hours a day, 7 days a week basis including holidays.

B. **Priority 2:**
   - System/device/service down causing work to cease and potential business impact for an individual user; no work around available.
   - Level of service degraded causing impact to the organization or a whole department; no work around available.
   - **24x7 Support:** Priority 2 incidents will be addressed on a 24 hours a day, 7 days a week basis including holidays.

C. **Priority 3:**
   - Level of service degraded causing impact to an individual user; no work around available.
   - Operational impact to the organization or a whole department though work continues as a result of implementing a work around or use of other system/device/service.
   - A request to enable or configure a system/device/service within 2 business days.
   - Incidents related to Backup system failures.
   - **Business Hours Support:** Priority 3 incidents will be addressed during normal business hours Monday-Friday, 8:00am to 5:00pm excluding holidays.

D. **Priority 4:**
   - Operational impact to the organization, department or user exists though work continues as a result of implementing a work around or use of another system/device/service.
   - A request to enable or configure a system/device/service within 5 business days.
   - **Business Hours Support:** Priority 4 incidents will be addressed during normal business hours Monday-Friday, 8:00am to 5:00pm excluding holidays.

E. **Priority 5:**
   - Operational impact to the organization, department or user is minimal or is mitigated by a reliable workaround.
   - A request to enable or configure a system/device/service beyond 5 business days from the date of the request.
   - Requests that have longer led times to implement than is possible within 5 business days.

o **Business Hours Support:** Priority 5 incidents will be addressed during normal business hours Monday-Friday, 8:00am to 5:00pm excluding holidays.

Call Priority	Initial Customer Contact Guidelines	Initial Customer Contact Percentages
1	30 Min	95%
2	60 Min	95%
3	4 business hours	95%
4	8 business hours	95%
5	8 Business Hours	95%

Maintenance Windows

All work performed within VC3's Hosting Infrastructure is a form of maintenance. Such work may or may not result in a disruption of service depending on the scope of the activity.

1. **Scheduled Maintenance**: All planned work performed on VC3's Hosting Infrastructure by VC3 engineers or staff is defined as "Scheduled Maintenance".

   During Scheduled Maintenance, some or all of VC3's Hosting Infrastructure may be out of service and therefore may not be accessible to users. Regularly Scheduled Maintenance will occur on Mondays between 2 AM and 5 AM. A 15-minute downtime is expected during this window. If Client has a business need to avoid said outage, they must provide their request via the VC3 Service Desk ten business days in advance.

   a. **Notification**: If VC3 decides to perform Scheduled Maintenance beyond the standard 15-minute downtime, Client will be notified via email ten business days before the Scheduled Maintenance window.

2. **Emergency Maintenance**: All work performed in response to a disruption or a threat to the availability of a component of VC3's Hosting Infrastructure within the control of VC3 is defined as "Emergency Maintenance".

   Emergency Maintenance will be conducted based upon the timeframe that the emergency exists. Normal business hours will see an immediate response. For issues that occur during non-business hours, the impact of the event will be evaluated as soon as possible, and appropriate measures taken to return the system to normal availability.

   a. **Notification**: Client will be notified via email should Emergency Maintenance be necessary.

3. The VC3 Hosting Infrastructure includes is not limited to the following areas: E-mail hosting, server hosting, website hosting, Content Management System, Hosted Applications, Internet Service Provider, Hosted Voice, and custom application hosting.
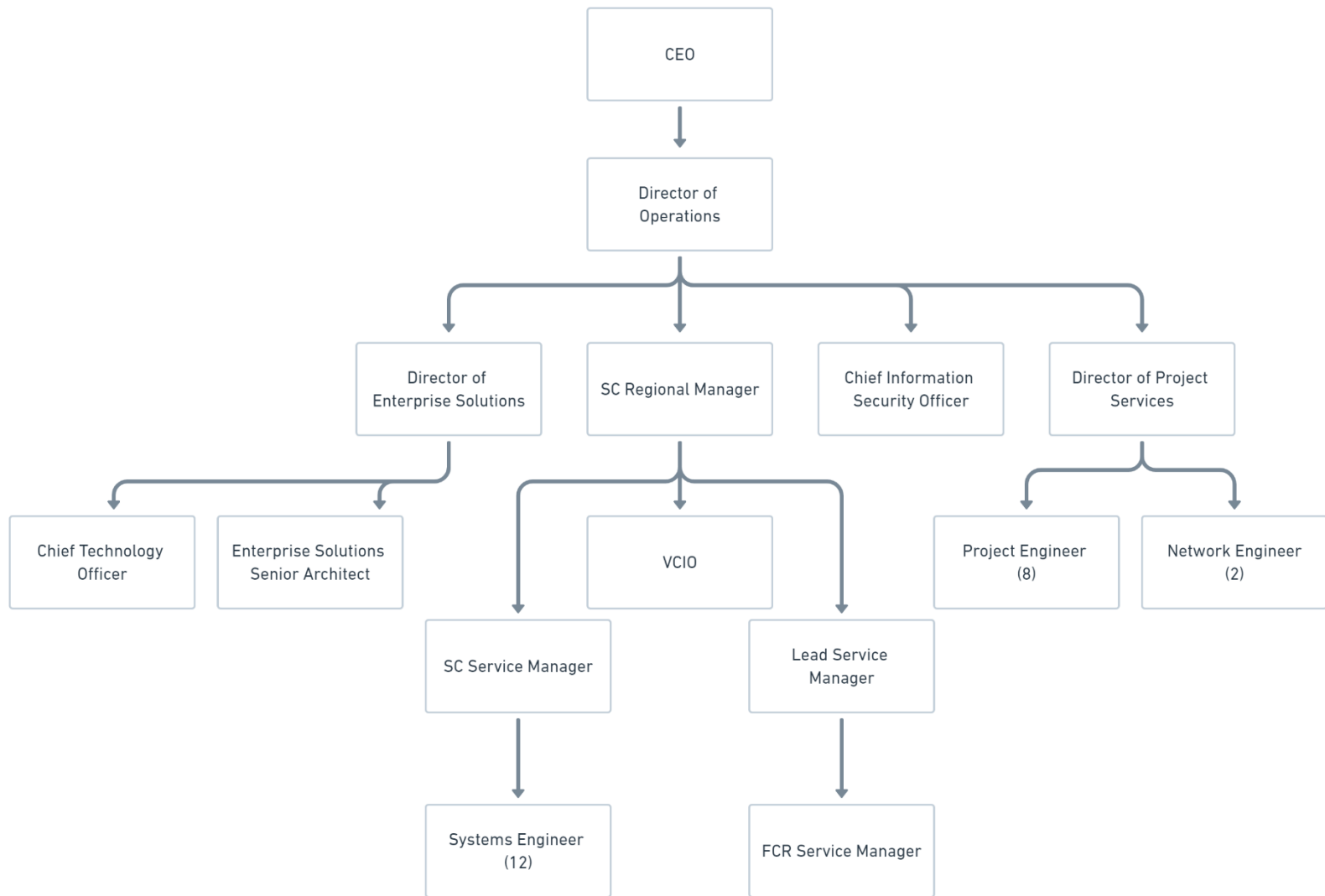
Indemnification Clause

VC3's Master Services Agreement (MSA) covers at a high level the manner in which any disputes would be resolved as well as our standard indemnification language. VC3 is happy to discuss changes to our MSA language and we are confident that we can come to terms that are mutually agreeable to both parties as we have done so with over 350 other cities and towns in South Carolina and throughout the country. Relative to future updates of the agreement, we always view our relationship with clients as a partnership and as such we are always open to discussing changes to our agreement that may be necessary to meet the changing needs of the City.

TEAM COMPOSITION AND STRUCTURE

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                              │     CEO     │
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│  Enterprise   │ │   Manager    │ │Security Officer │ │ Project      │
│  Solutions    │ │              │ │                 │ │ Services     │
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│Technology│ │ Solutions   │ │       │ │          │  │  Engineer   │ │  Engineer    │
│ Officer │  │Senior Arch. │ │       │ │          │  │    (8)      │ │    (2)       │
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SC Service Manager	Lead Service Manager
Systems Engineer (12)	FCR Service Manager

RESUMES

VC3 Team Member Resumes - Confidential

The information contained in this section is confidential and should only be used by current or potential VC3 customers for the purposes intended. VC3 respects the privacy of our employees and does not authorize this information to be shared with any third party, copied, or reproduced in any way.

SC Regional Manager – Will VanDuzer

Will VanDuzer has been a key member of the VC3 services team for over 15 years. He has been certificated in Microsoft Windows, SQL and is a VMWare VCP-DCV.

He has numerous years of experience managing IT teams for VC3 and has worked hand in hand with every department within the organization. This experience has helped to build internal relationships and drive productivity within the region. His tenure as an engineer and service manager have helped forge a strong foundation for making technical and strategic decisions for VC3's customers.

As South Carolina's Regional Manager, Will oversees the South Carolina team of Virtual Chief Information Officers, Service Managers, and Account Managers. He helps standardize processes and procedures followed by the region. He also works alongside the VCIOs to help build a strategic roadmap that enables our team to provide effective, strategic, and forward-thinking IT strategies for our customers.

Will attended the University of South Carolina and has a bachelor's in Computer Science. He has a certificate in Business Analytics from Cornell University.

Virtual Chief Information Officer – Chris Edwards

Chris has been working in the IT industry for over 20 years where he has served in various roles, ranging from technician and analyst roles to management. He has overseen large scale integration and upgrade projects and managed all aspects of IT for several companies in the manufacturing sector.

In early 2020, Chris joined VC3 as a Virtual Chief Information Officer. At the start of 2019, Mark moved into the VCIO role at VC3. In this role, Chris reviews and evaluates emerging technologies for practical application, works with municipal clients to develop and monitor metrics to measure performance and availability, and designs and implements necessary improvements. He also ensures compliance with regulatory requirements, best practices and the clients' policies and procedures.

Chris is a veteran of the US Army and served with the Airborne Infantry at Fort Bragg.

Certifications:

- Information Technology Infrastructure Library
- AMA, Certified Professionals in Management
- Cisco Certified Network Professional
- Microsoft Certified SE
- Microsoft Certified Professional
- Network+
- A+

Account Manager – Raynay Irkhin

Raynay's role as the Account Manager for SC relationships is to serve as the customer advocate. She brings with her ten years of experience in customer relationship management, customer support, and service delivery.

Raynay participates in the management of customer accounts serving as the first point of contact for any account issues including billing, project work, training, or new opportunities. Raynay is the liaison for all customer projects, and remains the point of contact for customer needs including serving as an escalation point, monitoring help desk tickets, approving invoicing, etc. throughout the life of the contract.

Raynay is also integral in customer communications, resource scheduling, vendor management, purchasing coordination, performance-to-contract reporting, and various other team and customer support functions.

Chief Information Security Officer – Joe Howland

Joe has been in the IT industry for over 20 years and has extensive IT management experience that spans multiple industries. A UCLA grad with a degree in Mathematics Computation with a Computer Specialization, he worked with Computer Sciences Corporation for 10 years supporting defense and financial sector contracts.

Joe joined VC3 in 2009 and during his time with VC3, Joe has performed in the role of Virtual CIO for some of VC3's largest government customers. Joe is currently the Chief Information Security Officer and is responsible for the security maintenance and growth of VC3's data centers.

Director of Project Services – Amy McKeown

Amy began her employment with VC3 in 2004 as an Account Manager and has since transitioned into the role of Director of Service Delivery, where she oversees all projects for every VC3 customer. She is dedicated to discovering proficient ways to complete tasks. Not only is Amy behind the scenes planning and structuring every detail of a project, but she also participates in onsite deployments, providing excellent customer service and ensuring that projects are completed smoothly and efficiently. She brings over 20 years of experience in customer relationship and project management, sales support, marketing, and sales management.

Amy received her Bachelor of Arts in Studio Art from the University of South Carolina and earned the Project Management Professional (PMP) certification. As the Director of Service Delivery for VC3, Amy is constantly working on multiple projects and managing her team throughout the process. Through these hands-on experiences Amy is proficient in time management and is highly knowledgeable about the time and resources necessary to ensure all projects are completed at an above satisfactory level. She assists in training sessions for both pilot testers and end users and works closely with the customer and the project team throughout the "Go Live" portion of projects.

Through Amy's extensive experience, she can implement the customer's technological visions to make them a structured reality. Tuned in to all aspects of the industry, she effectively produces the desired output, while keeping the customer looped in every step of the way.

The VC3 Project Management team utilizes the guidelines set forth by the Project Management Body of Knowledge (PMBOK®) best practices, which is an internationally recognized standard. PMBOK® provides the fundamentals of project management as they apply to a wide range of projects. By following these guidelines (Initiating, Planning, Executing, Monitoring & Controlling, and Closing), Amy and her Project Team can successfully accomplish project objectives and ensure customer satisfaction by delivering a quality solution.

Senior Project Engineer – Steven McQuithy

Steven joined the VC3 Team in 2009 as an intern with our Help Desk Team. As Steven gained experience, he transitioned on to our South Carolina Team to offer higher-level technical support to our customers. Prior to his current role as a senior project engineer, Steven held several roles with our Georgia office, including VCIO and Service Manager. Steven was, and still is, focused on providing our customers with outstanding customer service while quickly resolving issues.

Steven is graduate of the University of South Carolina with a Bachelor of Science in Integrated IT.

Technical Specializations:

- VMware
- PRTG Monitor
- Datto Backups
- Active Directory Administration
- Windows Server

Certifications:

- Citrix Certified Administrator
- MCITP: Enterprise Administrator
- MCTS: SQL Server Administrator

Senior Systems Engineer – Devin McCubbins

Devin joined VC3 in 2010 and has over eight years of IT support experience. Devin's goal is to bring technical solutions to the people he encounters in a way that is productive, and efficient for the end user. As part of the Project Team, he is responsible for deploying and migrating VOA Environments, and resolving escalated issues in the VOA Environment.

Technical Specializations:

- VMWare ESXi
- Citrix XenApp 6, 6.5 and 7.6
- Citrix XenDesktop
- OPsView
- Active Directory Administration
- Windows Server (2003, 2008 and 2012)
- Ubuntu Linux
- Microsoft Exchange (2003, 2010)
- Cisco Networking Equipment including ASA's, Router and Switches

Certifications:

- Citrix Certified Administrator

Director of Enterprise Solutions – David Crow

David joined VC3 in 1998, beginning his career as a Systems Engineer. Starting just four years after VC3 was founded, he has continued to grow his skill set and has become an invaluable senior resource. David

is the Architect of the Voice Advantage product and specializes in IP telephony. He also has senior level experience with routing and switching, and wireless technologies.

Technical Specializations:

- Cisco Certified Voice Professional
- Cisco Certified Network Associate – Voice
- Collaboration Support Specialist – Advanced Collaboration Architecture
- Cisco Unified Communications on Unified Commuting Systems Specialist
- Secure network, firewall, and VPN implementation
- Cisco networking equipment including routers and switches
- Voice Advantage architecture, management, and support
- Cisco Unified Communications Manager architecture, management, and support
- Cisco Unity and Unity Connections
- Voice Gateways using SIP MGCP and H.323.
- Microsoft Windows Server Administration including DNS and DHCP administration
- Microsoft Active Directory configuration and administration
- Unix/Linux server administration

Chief Technology Officer – David Donovan

David Donovan joined the VC3 team in 2000. With over 25 years of experience in the industry, his work has covered a vast array of IT environments such as 7x24 management and monitoring of complex server, network, and software deployments involving: Symmetrical Multi-Processing and Massively Parallel Processing servers; UNIX and Microsoft based High Availability Clustering solutions. He possesses excellent technological skills with an in-depth understanding of: LAN and WAN internetworking design and implementation; UNIX and Windows Operating System architecture; application and RDBMS architecture.

He is Cisco and Extreme Networks certified with specializations in IP Telephony Operations and Wireless Support. Specific deployments include the planning and implementation of multiple, successive rollouts of pre-release versions of operating system software into a live production environment and complete design and upgrade of a 1,000-node networking environment to a high speed, high availability LAN with gigabit interconnect. David has been a VMware Certified Professional for over seven years designing and deploying VMware Infrastructure environments.

David is currently VC3's Chief Technology Officer, providing top notch insight on all aspects of the industry. He provides technical guidance, planning support, pre-sales engineering, and escalation support.

Technical Specializations:
- Email System Deployment and Administration
- General Windows Server Deployment and Administration
- Storage System Deployment and Administration
- VMware Deployment and Administration
- Project Oversight – Technical

Enterprise Solutions Senior Architect – Ryan Gallier

Ryan Gallier is a Senior Engineer for VC3's Enterprise Solutions Division. He received his bachelor's degree in Finance from Coastal Carolina University and has been a Cisco Certified Network Professional since 2007. Before joining VC3, Ryan worked as a Network Analyst and a Systems Analyst.

Ryan currently has his CCNA and CCNP certifications. He has passed the written portion for the CCIE in Routing & Switching and has over 15 years of experience in the field of IT. Most recently, Ryan obtained the highest Citrix certificate, the Citrix Certified Integration Architect. He has extensive knowledge in many technology areas including: Routing and Switching, Windows Server, Active Directory design, implementation, VMware, Linux, and troubleshooting Citrix XenApp and XenDesktop.

Technical Specializations:
- Routing and Switching
- Citrix XenApp and XenDesktop
- Windows Server
- Active Directory
- VMware

Lead Service Manager – David Smith

David has been a member of the VC3 team since Dec 2019. He has multiple Microsoft certifications and training in almost all of Microsoft's extensive software list. He has training in VMWare, Linux, and Hyper-V. He also has a CNA with Pine Mountain group (NetQos) and a Six Sigma Green Belt. He has 20+ years of mixed management and senior engineering experience in an enterprise environment.

The leadership skillset matched with the years of engineering experience allow him to provide effective and strategic decisions for his service team which provides impeccable service to its VC3 clients. He works in coordination with other SC service managers and service managers from NC, GA, and TN.

David attended Florida State University and Midlands Technical College.

FCR Service Manager – Matthew Haley

Matthew joined the VC3 team in 2019 as a Systems Engineer with our Help Desk and quickly moved to the role of FCR Manager in 2020. His technical ability paired with his unmatched customer service allowed him to quickly advance to the role as FCR managed in less than a year.

Matthew came to VC3 after spending 10 years as an ER and trauma nurse and he holds an Associate of Applied Science in Nursing. In his role as FCR Manager, Matthew oversees VC3's team of System Engineers, ensuring that all client support requests that come into the help desk are worked quickly, correctly, and to client satisfaction.

Certifications:

- Comptia A+ & Comptia Network+

South Carolina Service Manager – Harvey Ackerman

Harvey joined VC3 in 2018 as a Service Engineer. He previously served as a Network Manager for over 20 years with a private college in Columbia, SC. In November 2019, Harvey moved into the Service Manager role. In his role as the South Carolina Service Manager, Harvey oversees a team of 12 Systems Engineers that provide technical support to South Carolina clients. Harvey attended the University of South Carolina.

Technical Skills:

- Microsoft Server 2003-2016
- Microsoft Active Directory
- Microsoft Hyper-V
- Microsoft Windows OS
- Microsoft SCCM
- Microsoft Office 365 administration
- Microsoft Powershell
- Windows Server Installation and Troubleshooting

Senior Systems Engineer – Paul Bailey

Paul joined the VC3 team in 2015 as a Systems Engineer with our Help Desk. Paul came to us with over 8 years of experience. Paul's technical ability paired with his unmatched customer service allowed him to quickly advance and join our South Carolina Team. On this team, Paul provides our customers with solutions to their higher priority issues. Paul earned his Bachelor of Science in Technology Supported Training Management from the University of South Carolina.

Technical Specializations:

- Office 365 Administration
- Microsoft Server (2003, 2008, and 2012)
- Active Directory Configuration and Administration
- MCTS: Windows 7 Configuration.
- VMware ESXi

Certification:

- HDI SCA Help Desk Institute – Support Center Analyst

Systems Engineer – Kyle McMahan

Kyle started his IT career at VC3 3 years ago as an intern with a B.S. in Information Technology. He quickly moved up to the SC Team as a full time Systems Engineer II with a primary focus in networking.

Certifications:

- CCNA (Cisco Certified Network Engineer) Routing and Switching;
- Security+
- Network+

Technical Skills:

- Configure and deploy firewalls, routers, switches, access points and 4G-failover devices of multiple platforms such as Cisco, Juniper, HP/Aruba, Dell SonicWall, Ubiquiti, and Fortinet.
- Extensive knowledge and experience with Cisco IOS and JunOS.
- Configuration and troubleshooting of ACLs, NAT/PAT, DHCP, DNS, OSPF, EIGRP, RIP, SNMP, SNMP, VPNs, NTP.
- L2/L3 switching, work with VLANs, STP, LACP, PAgP, CDP, LLDP, VTP, and SPAN.
- Experience with Cisco ASA platform, both pre and post 9.X code, along with ASDM.
- Strong knowledge of the OSI model and TCP/IP networking.

- Experience with Cisco Unified Communications Manager, Cisco Unity Connection, and Call Manager Express configuration.

- Troubleshooting via Command-line interface and PowerShell.

- Administration of Windows Server 2003, 2008, and 2012 Operating Systems and server roles.

- Knowledge of Windows Registry, Firewall, and configuration of RDP.

- Configuring and administering Windows 7, 8, and 10 Operating Systems.

- Experience with virtual platforms such as VMWare and Hyper-V.

- Experience with Exchange Server 2007, 2010, and Exchange Management Console.

- Experience with programs such as Wireshark, TFTPD32, Nmap and Nessus for troubleshooting and labs.

Systems Engineer – Eric Nieto

Eric joined VC3 in 2017 and has over 15 years of experience in various IT roles. In his last role, Eric held the title of Senior Network Field Engineer with a Healthcare IT solutions company.

Certifications:

- MCSA - Microsoft Certified Systems Administrator & MCTS - Microsoft Certified Technology Specialist

- MCP - Server and Workstation & Dell DCSE

- Comptia A+ & Comptia Network+

Technical Skills:

- Operating Systems – Windows Server and Desktop, UNIX/AIX, Novell, DOS, MAC, Android

- Server Roles - Active Directory, FSMO roles, Group Policies, Security Policies, NTFS shares, DNS, DHCP, Terminal Server, SGMS, ACL's, AO's, Exchange, Citrix, SQL, Enterprise Faxing, Enterprise Antivirus, Enterprise Backup, VMware, RDP.

- Hardware – Servers, Desktops, Laptops, Terminals, Routers, Switches, SANS, Firewalls, Printers, Monitors, Scanners, Tape Drives, Optical Drives, SCSI, RAID, DRAC, UPS, MAC's, Serial, phone systems.

- Networking - WAN/LAN, Ethernet, Wireless, Coaxial, Fiber, Serial networks, Infrared.

- Applications – Network Security programs, Disaster recovery, Exchange, Citrix, Microsoft Office, SQL, I.I.S., VMware/RDP/Citrix, Enterprise Antivirus, Imaging and Enterprise Backup

REFERENCES

Town of James Island, SC

VC3 provides managed IT support, managed security, and VCIO (Virtual CIO) services to the Town of James Island, SC. This support includes 18 workstations as well as their networking infrastructure. Services include the following:

- Office365 OneDrive/SharePoint support
- Application Management
- Desktop Support and Administration
- Onsite and Remote Support
- Security + Dark Web Monitoring + Cisco Umbrella + Managed Firewall
- VCIO and VCISO Services
- Project Management and Project Services

VC3 has supported the Town of James Island, SC for over 5 years.

Contact:

- Ashley Kellahan, City Administrator; 843-795-4141; akellahan@jamesislandsc.us

Team Members:

- Dustin Tucker (VCIO)
- Joe Howland (VCISO)
- Raynay Irkhin (AM)

Town of Edisto Beach, SC

VC3 provides managed IT support and VCIO (Virtual CIO) services to the Town of Edisto Beach, SC. This support includes 3 servers and 22 workstations as well as their networking infrastructure. Services include the following:

- Server and Network Administration and Monitoring
- Disaster Recovery
- Application Management
- Desktop Support and Administration
- Onsite and Remote Support
- Security
- Planning and Reports
- VCIO Services
- Project Management and Project Services
- Voice Advantage – VoIP Phone System

VC3 has supported the Town of Edisto Beach, SC for over 11 years.

Contact:
- Mark Aakhus, Administrative Manager; 843-869-2505 x212; Maakhus@townofedistobeach.com

Team Members:
- Clark Cooper (VCIO)
- Raynay Irkhin (AM)

City of Hartsville, SC

VC3 provides managed IT support and VCIO (Virtual CIO) services for City of Hartsville, SC. This support includes 6 servers and 94 workstations as well as their networking infrastructure. Services include the following:

- Server and Network Administration and Monitoring
- Disaster Recovery
- Desktop Support and Administration
- Onsite and Remote Support
- Security + (IPS/IDS)
- Planning and Reports
- VCIO Services
- Technology Consulting
- Project Management and Project Services

VC3 has supported City of Hartsville, SC for over 5 years.

Contact:

- Rebecca Ward, HR Manager; 843.383.3026; Rebecca.ward@hartsvillesc.gov

Team Members:

- Dustin Tucker (VCIO)
- Raynay Irkhin (AM)

Newberry County, SC

VC3 provides managed IT support and provides VCIO (Virtual CIO) services to the County of Newberry, SC. This support includes 13 servers and 85 workstations as well as their networking infrastructure.

Services include the following:

- Server and Network Administration and Monitoring
- Disaster Recovery
- Application Management
- Desktop Support and Administration
- Onsite and Remote Support
- Security + (IPS/IDS)
- Planning and Reports
- VCIO Services
- VOIP Solution and Support
- Project Management and Project Services
- Office 365
- Website Partnership Plan
- Hosted Backups

VC3 has supported the County of Newberry, SC for over 3 years.

Contact:

- Ervin West, Facilities Manager; 803.924.7097; ewest@newberrycounty.net

Team Members:

- Dustin Tucker (VCIO)
- Raynay Irkhin (AM)

FEE PROPOSAL

Summary of Scope of Services & Fees

VC3 will provide the following services listed in Tables A and B. Recurring services, if included, shall be provided for 60 Months, starting from the date of the first recurring invoice. Pricing is valid for 30 days from the date of this proposal.

Table A: Services & Fees

Description	Units	Unit Price	Monthly Fee	One-Time Fee	Annual Fee
Service Advantage Support Seat	93.00	$103.00	$9,579.00	$0.00	$0.00
Server(s) *Physical or virtual server that is running a server operating system.*	8.00	$197.27	$1,578.16	$0.00	$0.00
Total Services Monthly:		**$11,157.16**			

Table B: Summary of Fees

One-Time Fees	Monthly Fees	Annual Fees
$11,157.16	$11,157.16	$0.00

Based on information gathered by VC3, we feel that 93 units may be higher than what is in place at the City of Isle of Palms, SC. The number of units listed above may be adjusted once exact counts are determined during onboarding.

On occasion, VC3 has formulated creative solutions to help our clients through the difficulties of COVID-19. Should you decide that VC3 is the ideal partner for your IT needs but are faced with budgeting challenges, there are two options.

- **Option 1: One-time fees can be deferred to Year 2.**
- **Option 2: Monthly recurring cost can be "stair-stepped" over a period of time.**

DELIVERABLES & SERVICES

Service Advantage

VC3 will supply the necessary qualified resources to manage the IT Services of the client as defined below.

Included Devices: 'Included Devices' will be defined as applicable devices associated with the unit quantities stated in Tables A.

VC3 will provide the following functions and services as part of this Work Order:

A. **24x7 Monitoring and Incident Response Services**:

1. Provide 24X7 Incident response services for all included devices.

2. Track all incidents through an ITIL (Information Technology Infrastructure Library) based Service Desk system. All requests will be prioritized and processed per the 'Priority' guidelines listed in Addendum A.

3. Provide 24x7 collection of performance data for the client's included server and network devices per VC3's best practices.

4. Provide 24X7 response to critical event driven Incidents.

5. Utilize industry best practices for remote access, control and management of all devices.

6. VC3 First Call Resolution Center (FCR) is staffed from 7:00am to 6:00pm Monday through Friday.

B. **Application Support:**

1. Provide support client licensed 3rd party applications. If it is determined from the initial discovery and/or from third-party application vendors that an application requires additional servers, licensing or support resources, additional monthly costs may be required before the application can be supported.

C. **Proactive Services**:

1. **Backup Management**: Provide, monitor, and maintain backups for included devices. VC3 will minimally maintain two weeks of daily backups (Monday-Friday).

2. **Patch Management**: Perform maintenance activities on included devices such as the application of vendor provided software and firmware updates.

3. **Antivirus and Support Tools**: Deploy VC3 Remote Support and Anti-Virus agents to all applicable included devices.

4. **Anti-Spam**: Provide Spam filtering for all inbound mail.

D. **VCIO Services:**

VC3 will provide the client with a named 'VCIO' or Virtual Chief Information Officer.

1. **Budgeting**: The VCIO will work with the client to develop an annual technology budget for recurring expense items and new capital requirements in alignment with organizational goals.

2. **Strategic Planning**: The VCIO will recommend technology solutions as well as provide roadmaps that support key business processes in order to help the client leverage technology appropriately. The VCIO will work with the client as part of the annual planning process to understand the current business drivers and goals and make recommendations targeted toward maximizing the effectiveness of the client's technology investment.

3. **Analyze IT Health data**: The VCIO will perform a periodic analysis of the data collected by VC3's monitoring systems to proactively resolve issues and assess potential risks within the environment. The VCIO will make this analysis available to key stakeholders and provide direction on business decisions regarding the level of investment.

INSURANCE INDEMNIFICATION

VC3 agrees to and accepts the City's insurance requirements.

ADDENDUM A – SERVICE DESK PRIORITIES

Incidents and Service Requests are triaged and prioritized to effectively resolve the most important issues in a timely manner. VC3 utilizes the following priorities, criteria, and response metrics:

A. **Priority 1:**
   - System/device/service down causing work to cease and critical impact to the organization or a whole department; no workaround available; Customer is in danger of or is experiencing a financial loss or the ability to make strategic business decisions is impaired; begin resolution activities immediately.
   - **24x7 Support:** Priority 1 incidents will be addressed on a 24 hours a day, 7 days a week basis including holidays.

B. **Priority 2:**
   - System/device/service down causing work to cease and potential business impact for an individual user; no workaround available.
   - Level of service degraded causing impact to the organization or a whole department; no workaround available.
   - **24x7 Support:** Priority 2 incidents will be addressed on a 24 hours a day, 7 days a week basis including holidays.

C. **Priority 3:**
   - Level of service degraded causing impact to an individual user; no work around available.
   - Operational impact to the organization or a whole department though work continues as a result of implementing a workaround or use of other system/device/service.
   - A request to enable or configure a system/device/service within 2 business days.
   - Incidents related to Backup system failures.
   - **Business Hours Support:** Priority 3 incidents will be addressed during normal business hours Monday-Friday, 8:00am to 5:00pm excluding holidays.

D. **Priority 4:**
   - Operational impact to the organization, department or user exists though work continues as a result of implementing a workaround or use of another system/device/service.
   - A request to enable or configure a system/device/service within 5 business days.
   - **Business Hours Support:** Priority 4 incidents will be addressed during normal business hours Monday-Friday, 8:00am to 5:00pm excluding holidays.

E. **Priority 5:**
   - Operational impact to the organization, department or user is minimal or is mitigated by a reliable workaround.
   - A request to enable or configure a system/device/service beyond 5 business days from the date of the request.
   - Requests that have longer lead times to implement than possible within 5 business days.
   - **Business Hours Support:** Priority 5 incidents will be addressed during normal business hours Monday-Friday, 8:00am to 5:00pm excluding holidays.

Call Priority	Initial Customer Contact Guidelines	Initial Customer Contact Percentages
1	30 Min	95%
2	60 Min	95%
3	4 business hours	95%
4	8 business hours	95%
5	8 Business Hours	95%

ADDENDUM B – MAINTENANCE WINDOWS

All work performed within VC3's Hosting Infrastructure is a form of maintenance. Such work may or may not result in a disruption of service depending on the scope of the activity.

4. **Scheduled Maintenance**: All planned work performed on VC3's Hosting Infrastructure by VC3 engineers or staff is defined as "Scheduled Maintenance".

   During Scheduled Maintenance, some or all of VC3's Hosting Infrastructure may be out of service and therefore may not be accessible to users. Regularly Scheduled Maintenance will occur on Mondays between 2 AM and 5 AM. A 15-minute downtime is expected during this window. If Client has a business need to avoid said outage, they must provide their request via the VC3 Service Desk ten business days in advance.

   a. **Notification**: If VC3 decides to perform Scheduled Maintenance beyond the standard 15-minute downtime, Client will be notified via email ten business days before the Scheduled Maintenance window.

5. **Emergency Maintenance**: All work performed in response to a disruption or a threat to the availability of a component of VC3's Hosting Infrastructure within the control of VC3 is defined as "Emergency Maintenance".

   Emergency Maintenance will be conducted based upon the timeframe that the emergency exists. Normal business hours will see an immediate response. For issues that occur during non-business hours, the impact of the event will be evaluated as soon as possible, and appropriate measures taken to return the system to normal availability.

   a. **Notification**: Client will be notified via email should Emergency Maintenance be necessary.

6. The VC3 Hosting Infrastructure includes is not limited to the following areas: E-mail hosting, server hosting, website hosting, Content Management System, Hosted Applications, Internet Service Provider, Hosted Voice, and custom application hosting.

ADDENDUM C – HOURLY RATES

Service Area	Hourly Bill Rate	Description of Service Area
Consulting & Project Management	$ 158.00	Consulting (Design, Architecture, Planning); Technology Assessments; Security Audits. Project Management. CIO Consulting Services including product evaluations and application/infrastructure planning services.
Application Development	$ 152.00	Application Software development, design, testing, and code revisions. Systems Programming (System Level Scripting/Automation). All SharePoint services.
Web Design Services	$ 142.00	Web site design and implementation services which are NOT built on a Microsoft SharePoint platform.
Infrastructure Deployment Services	$ 142.00	Installation and Setup of the following: Networks, Electronic Messaging Systems, Servers, SANs, VMWare, Citrix, Network Domains and Desktop Deployments.
Infrastructure Maintenance Services	$ 135.00	Maintenance Services for the following: Networks, Electronic Messaging Systems, Servers, SANs, VMWare, Domains, Microsoft Server, and Desktop support.
Travel Time	$ 95.00	Travel time to and from the Customer. This rate includes the mileage expense at the current IRS approved mileage rate.
After Hours Support Services	$ 174.00	All reactive support services provided to Customer outside of the hours of 8am to 5pm Monday through Friday and all services provided on National Holidays
Note: Rates will automatically increase on an annual basis equivalent to the CPI change for All Urban Consumers. Annual rate increases will become effective on the first of the month following the release of data for the prior calendar year.		