

City of Isle of Palms
Request for Proposals (RFP 2026-09)
“Managed Technology Services”

Requirement. The City of Isle of Palms ("City") is requesting proposals from qualified firms to provide comprehensive managed technology services that support the City's municipal day-to-day and crisis response operations, enhance cybersecurity, improve organizational resilience, and assist City leadership in making informed technology decisions.

The City seeks a long-term technology partner rather than a traditional managed services provider. While dependable technical support remains essential, the City also seeks a partner that understands municipal government, assists executive leadership with planning, budgeting, procurement, cybersecurity, and technology decision-making. Moreover, this partner participates in operational and emergency planning as needed and provides proactive recommendations that improve organizational effectiveness and resilience.

The City is seeking a right-sized approach in which it pays a predictable fee for routine operational support while retaining the flexibility to procure additional professional services, when needed, through clearly defined and transparent pricing and service level agreements.

The successful proposer shall demonstrate the ability to deliver reliable technical support, proactive technology management, sound strategic guidance and roadmaps that continuously improve the City's technology environment while balancing operational effectiveness, cybersecurity, fiscal responsibility, optimization and long-term sustainability.

Background. The City of Isle of Palms is a full-service coastal municipality serving approximately 4,500 residents and a substantially larger seasonal population. City operations include Police, Fire, Public Works, Recreation, Building, Administration, Finance, Municipal Court, and other municipal services. As a coastal community, the City is subject to natural disasters such as hurricanes which create operational challenges in planning for and executing continuity of operations of which IT is essential.

Technology plays a critical role in nearly every City function, including public safety communications, financial management, permitting, public works operations, citizen services, emergency response, and continuity of government.

The City currently operates multiple municipal facilities connected through a managed network environment utilizing Microsoft technologies, virtualization, cloud services, public safety applications, and numerous third-party business systems.

The City's objective is not simply to maintain this environment but to continually improve and optimize it through thoughtful planning, sound fiscal stewardship, disciplined cybersecurity practices, and dependable but right-sized operational support.

Desired Relationship. The City desires a technology partner that becomes familiar with its organization, understands departmental operations, anticipates technology needs, and participates in planning rather than simply responding to service requests. The City values firms

that communicate candidly, identify opportunities for improvement, and provide recommendations that support informed executive decision-making.

Current Technology Environment

The following information is provided solely to assist proposers in preparing realistic proposals. The City's primary legacy technology environment includes Microsoft 365, Hyper-V virtualization, public safety systems, enterprise financial software, cloud services, and multiple third-party municipal applications.

- 103 full-time employees
- Approximately 125 Microsoft 365 users
- Mix of Exchange Online Plans 1 and 2 with 137 total licenses
- 90 workstations
- 9 servers (2 being virtual)
- 8 multi-function networked printers
- Multiple additional items classified as network "gear"
- 1 business class backup device
- 2 firewalls
- Fiber/ internet provided by Segra
- Payroll, permitting, and accounting provided by BS&A Software
- Myriad additional software and services such as: Axon, Diverse (NCIC access), Geothinq, iWorks, Image Trend, Power DMS, and others

The successful proposer should assume responsibility for supporting the City's existing technology environment while recommending thoughtful modernization where appropriate.

SCOPE OF WORK AND SERVICES

The following descriptions identify minimum service expectations. Proposers should clearly identify services included within the base monthly fee and distinguish those requiring additional authorization or project pricing.

Base Monthly Support

- Unlimited help desk support (remote, phone, and onsite as required) for approximately 50 managed users and 82 email-only users
- Business-hours support with emergency after-hours response for critical incidents
- Network operations including monitoring, maintenance, firmware updates, configuration backup, and administration of switches, routers, firewalls, wireless infrastructure, Internet connectivity, and patch management
- Following initial procurement, conduct maintenance and management of all Microsoft licensing
- Server administration including preventative maintenance, configuration management, monitoring, operating system patching, storage management, virtualization support, and backup monitoring

- Maintain an accurate and current inventory of the City's technology assets, including identification of active and inactive assets
- Cybersecurity operations including endpoint detection and response (EDR), security monitoring, vulnerability detection and remediation, MFA administration, email protection, phishing response, and security event monitoring
- Microsoft 365 administration including Exchange Online, Teams, SharePoint, OneDrive, license management, and Entra ID routine administration
- Backup and disaster recovery monitoring, including periodic restore testing and an annual disaster recovery exercise
- Routine vendor coordination with third-party software, internet, telecommunications, and hardware providers for incident resolution
- Develop and maintain current documentation of the City's technology environment, including network diagrams, system configurations, administrative credentials, backup procedures, and recovery documentation
- Software and hardware recommendations with immediate operational impacts
- Provide operational support before, during, and after significant events such as hurricanes
- Standard monthly reporting:
 - Open and closed ticket summary
 - Average response and resolution times
 - Patch compliance status
 - Backup success/failure status
 - Critical vulnerabilities and remediation actions
 - Major incidents and root causes
 - Asset inventory updates
 - Recommendations for operational improvements
- Quarterly Operational Review at the executive level covering trends, recurring operational issues, infrastructure health, cybersecurity events, asset lifecycle concerns

Professional Services (Outside Base Monthly Support)

- Annual Strategic Planning:
 - Technology roadmap development / “Greenfield” look
 - Network redesign or architecture changes
 - Budget planning/ forecasting
 - Capital planning and replacement planning recommendations
 - Asset portfolio assessments to ensure City is right-sized, based on usage
- Major projects, implementations, migrations, and new system deployments
- Extended on-site operational support during declared emergencies, prolonged Emergency Operations Center activations, or multi-day disaster response operations beyond the base support services
- Server replacements or infrastructure refresh projects, as needed
- Wireless redesign or expansion projects
- ERP or enterprise application implementations
- Enterprise level security assessments, penetration testing, or vCISO services

- SharePoint development, workflow automation, and data conversions
- Procurement consulting and preparation of specifications unless specifically requested by the City

Modular Options/ Features

The City recognizes that technology needs evolve rapidly. Accordingly, a successful proposer will have the ability to scale technology services, including adding, modifying, or removing technology services, without requiring replacement of the entire agreement.

Potential add on services include but are not limited to:

- All services in the preceding section above
- Telecommunications
- GIS support
- Website management
- Cloud services
- Public safety technology
- Additional facilities
- Additional users
- Other mutually agreed technology services

PROPOSAL CONTENTS AND SUBMITTAL INSTRUCTIONS

Consistent with Chapter 10 *Purchasing Procedures*, Section 1-10-5 *Methods of Source Selection*, of the city code, the City is requesting information that speaks to a firm's track record of "professional and technical qualifications" and "demonstrated competence and qualification."

By 10:00 AM on **Friday August 28, 2026** please provide a hard copy proposal by courier or mail to:

Physical Address Instructions (Delivery by Courier, Mail Service (FEDEX, etc)):

C/o Douglas Kerr
City Administrator
City of Isle of Palms
1207 Palm Boulevard
Isle of Palms, South Carolina 29451

Mailing Instructions (US Mail):

C/o Douglas Kerr
City Administrator
City of Isle of Palms
Post Office Box 508
Isle of Palms, South Carolina 29451

PROPOSAL REQUIREMENTS

The proposal should demonstrate the firm's understanding of municipal government and clearly explain how the proposed services satisfy the City's objectives.

The narrative portion of the Proposals should not be more than ten pages.

At a minimum, proposals shall include/ address the following areas:

1. Cover Letter

Introduce the firm, summarize the firm's understanding of the City's objectives, and identify the individual authorized to negotiate on behalf of the proposer.

2. Firm Qualifications

Describe:

- Years in business
- Office locations
- Number of employees
- Municipal experience
- South Carolina experience
- Experience supporting organizations of similar size and complexity

3. Understanding of the City's Needs

Rather than simply describing services, proposers should explain their understanding of the City's operating environment and philosophy as described in this RFP.

The City is particularly interested in understanding how the proposer approaches long-term client relationships, strategic planning, operational support, cybersecurity, and technology leadership.

4. Proposed Service Delivery

Describe how services will be delivered including:

- Transition of current services/ data and new service implementation
- Help Desk operations
- On-site support
- Remote support
- Assigned personnel
- Escalation procedures
- After-hours support
- Emergency response
- Cybersecurity services
- Strategic advisory services

5. Strategic Advisory Approach

Describe how your firm assists executive leadership with:

- Technology planning
- Budget preparation
- Lifecycle and capital planning
- Cybersecurity governance
- Risk management
- Cost optimization

6. Emergency Operations Support

Describe how your firm supports clients during:

- Hurricanes/ severe weather events
- Cyber incidents
- Significant outages
- Emergency Operations Center activation

Include expected response capabilities and availability of senior technical personnel.

7. References

Provide at least five references from organizations of similar size.

8. Detailed Pricing Proposal.

- Base managed services fee
- Per managed user fee
- Per email only user fee
- Hourly rates for projects, engineering, consulting, project management, travel, after-hours support, and security consulting
- Pricing assumptions and any annual escalation provisions
- Identify any assumptions that materially affect the proposed pricing

EVALUATION PROCESS AND CRITERIA

The City's objective is to select the firm that provides the greatest overall value to the organization while demonstrating technical competence, operational understanding, financial responsibility, and a commitment to long-term partnership.

The City reserves the right to reject any or all proposals, waive minor irregularities, request additional information, interview proposers, negotiate modifications, or cancel this solicitation if determined to be in the City's best interest.

Proposals will be evaluated using, at minimum, the following criteria.

A. Understanding of the City's Needs

The proposer's understanding of the City's operational environment, organizational objectives, and philosophy of services.

The City will evaluate the extent to which the proposal demonstrates an understanding of municipal government operations rather than merely describing generic managed technology services.

B. Qualifications and Experience

The firm's experience supporting organizations of similar size and complexity, particularly municipalities and public safety agencies.

Consideration may include:

- Years in business
- Technical certifications
- Relevant experience

- Staff qualifications
- Organizational stability

C. Technical Approach

The quality and completeness of the proposed technical solution including:

- Infrastructure support
- Cybersecurity
- Help Desk
- Network administration
- Disaster recovery
- Documentation
- Technology planning
- Ability to scale and make any future contract vehicle “modular”

D. Strategic Advisory Services

The City places significant value on a firm's ability to assist executive leadership through high level strategic planning from inception to at least three years out, technology planning, budgeting, lifecycle management, procurement assistance, executive reporting, operational planning, and organizational improvement.

E. Operational Support

The City's technology partner should understand that technology supports municipal operations. The proposal should demonstrate an ability to support the City during routine operations as well as major incidents, emergency response, continuity of government activities, and significant community events.

F. Pricing

Cost savings is a major factor in this RFP and the City will preference proposers with dedicated processes that illustrate a bias toward cost optimization.

Additional consideration may include:

- Overall value
- Pricing transparency and clarity
- Long-term affordability
- Cost predictability
- Optional service pricing

G. References

The City may contact references and consider prior performance, responsiveness, professionalism, communication, and overall client satisfaction.

Deadline for Submissions: The deadline for submission is **10:00 AM Friday August, 28 2026**.

Proposals will be received by mail or courier (see above) in a sealed envelope. Sealed envelopes must be clearly marked **“RFP 2026-09 – Managed Technology Services”** and include one (1) hard copy.

The deadline for questions is **5:00 PM, Friday August, 14 2026**. Questions will be answered in addendum format and posted on the City's RFP tab on the City's webpage.

Site visits are encouraged. To coordinate a visit please contact the Deputy City Administrator, Sean Kuester at skuester@isleofpalms.gov or at 843-886-6428. **All visits must be complete no later than Friday August 14, 2026.**

It will be the responsibility of the proposers to verify receipt by the City. Proposals may be delivered by hand or by mail, but no proposal shall be considered which is not actually received by the City at the place, date and time appointed by the City and the City shall not be responsible for any failure, misdirection, delay or error resulting from the selection by any proposer of any means of delivery. All proposals submitted shall include a current e-mail address.

Proprietary and/or Confidential Information: Your proposal is a public document under the South Carolina Freedom of Information Act (FOIA), except as to information that may be treated as confidential as an exception to disclosure under the FOIA as determined by the City. If you cannot agree to this standard, please do not submit your proposal. All information that is to be treated as confidential and/or proprietary must be clearly identified, and each page containing confidential and/or proprietary information, in whole or in part, must be stamped and/or denoted as CONFIDENTIAL, in bold, in a font of at least 12-point type, in the upper right-hand corner of the page. All information not so denoted and identified will be subject to disclosure by the City.

Proposers acknowledge and agree that the City will not be liable for any costs, expenses, losses, damages (including damages for loss of anticipated profit) or liabilities incurred by the respondent or any member of the respondent's organization as a result of, or arising out of, submitting a proposal, negotiating changes, or due to the City's acceptance or non-acceptance of the proposal or the rejection of any and all proposals.

Proposers are responsible for submission of accurate, adequate and clear descriptions of the information requests. Neither issuance of the RFP, preparation and submission of a response, nor the subsequent receipt and evaluation of any response by the City of Isle of Palms will commit the City to award a contract to any respondent even if all the requirements in the RFP have been met. Proposers must have or be able to procure an Isle of Palms Business License.