

Public Services & Facilities Committee

9:00 a.m., Tuesday, May 6, 2025 1207 Palm Boulevard City Hall Council Chambers

Public Comment:

All citizens who wish to speak during the meeting must email their first and last name, address and topic to Nicole DeNeane, City Clerk, at <u>nicoled@iop.net</u> no later than **3:00 p.m. the day before the meeting.** Citizens may also provide written public comment here: <u>https://www.iop.net/public-comment-form</u>

<u>Agenda</u>

- **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. Citizens' Comments All comments have a time limit of three (3) minutes.
- 3. Approval of previous meeting's minutes March 4, 2025
- 4. Marina Tenants' Comments

5. Old Business

- a. Discussion of parking reconfiguration layout option for the Intracoastal side of marina parking lot
- b. Update on Waterway Boulevard project
- c. Consider purchase of Office 365 Migration, \$34,019.40 one-time, \$2,564 recurring monthly VC3
- d. Update on beach projects

6. New Business

- a. Discussion of LENS request for signage at island entrance
- b. Consider Beach Preservation Ad Hoc Committee's recommendation to prohibit pools seaward of maximum building line

7. Miscellaneous Business

Next meeting date: Tuesday, June 3, 2025 at 9:00am

8.Adjournment



Public Services & Facilities Committee Meeting 9:00am, Tuesday, April 1, 2025 1207 Palm Boulevard, Isle of Palms, SC and broadcasted live on YouTube: https://www.youtube.com/user/cityofisleofpalms

MINUTES

1. Call to Order

Present: Council members Pierce and Miars

Absent: Council Member Hahn

Staff Present: Administrator Kerr, Asst. Director Asero, Director Ferrell

- 2. Citizen's Comments -- none
- 3. Approval of Previous Meeting's Minutes March 4, 2025

MOTION: Council Member Pierce made a motion to approve the minutes of the March 4, 2025 meeting. Council Member Miars seconded the motion. The motion passed unanimously.

4. Marina Tenants' Comments -- none

While none of the tenants attended the meeting, the Committee decided they would like more work on the parking layout with the tenants at the committee level before sending it back to full Council. Mr. Cline and the restaurant tenants will be invited to discuss the parking lot layout at the May committee meeting.

5. Old Business

A. Discuss public dock policies

Council Member Miars asked if the rules at the public dock need to clarify its application to commercial uses and not recreational. Administrator Kerr said it is better for the language to be precise and not in a "gray" area.

Administrator Kerr said is Susan Smith and Laura Lovins continue to work on the interpretive sign project and have spoken with Kirby Marshall about the idea. The number of proposed signs has been reduced. He hopes to provide a schematic of the signs and their proposed locations to the Committee in May.

B. Consider purchase of Office 365 Migration, \$35,435.85 one-time service and \$29,100 annually recurring- VC3 [FY25 Budget, General Fund, \$30k]

Administrator Kerr said VC3 has reduced the monthly recurring services of \$4,780 down to \$2,425 monthly or \$29,100 annually. This reduction will be achieved by refining the number of machines to be served and shifting to a less expensive tier of software. Additionally, when the City makes this transition there will be an offsetting savings on the monthly expense, because the City will no longer require Intermedia's services, which comes to \$2,934.27 per month or 35,211.24 annually.

VC3 said there will also be a one-time fee for the migration of all email addresses. Staff is working to cull down the number of addresses.

Council Member Pierce said it would be a good idea to get an inventory of all the City's computers and laptops. He suggested putting out a bid request for IT and telecom services since the expense has increased significantly. He would like to have VC3 discuss with the Committee the services they provide to the City and discuss the inventory.

6. New Business

A. Discussion of pickleball court lights, \$65,650- Musco Sports Lighting [FY25 Budget, Hospitality Fund, \$25k]

Director Ferrell proposed the remaining funds for this project could come from the Recreation Building Fund. The lights have a 25-year warranty and are supplied by the same company who installed and services the tennis court lights.

Council Member Pierce asked for an itemization of the proposal. Council Member Miars asked that a notation of where the remaining funds will come from be added to the description for the workshop agenda.

B. Update on Waterway Boulevard flood barrier project

Administrator Kerr anticipates another meeting with Wild Dunes regarding this project. He said they are still working through scenarios that suit them. He did meet with the contractors who said they could shift this work to later in the project timeline while the matter is being ironed out.

Council Member Pierce would like this to be discussed at the upcoming workshop. He would like details and associated costs for a plan involving Wild Dunes and a plan without Wild Dunes. He would also like a schedule of the project's phases and projected costs.

Administrator Kerr said that Wild Dunes' concern is that low-lying properties adjacent to the project area could hold Wild Dunes and the City responsible for property damages. Administrator Kerr believes the new drainage system will accept water from the low-lying lots and create a flood barrier. He does not believe the City's work will create new liabilities, but he is waiting on the attorneys to reduce Wild Dunes' concerns about the project. He hopes to have an update by the City Council workshop.

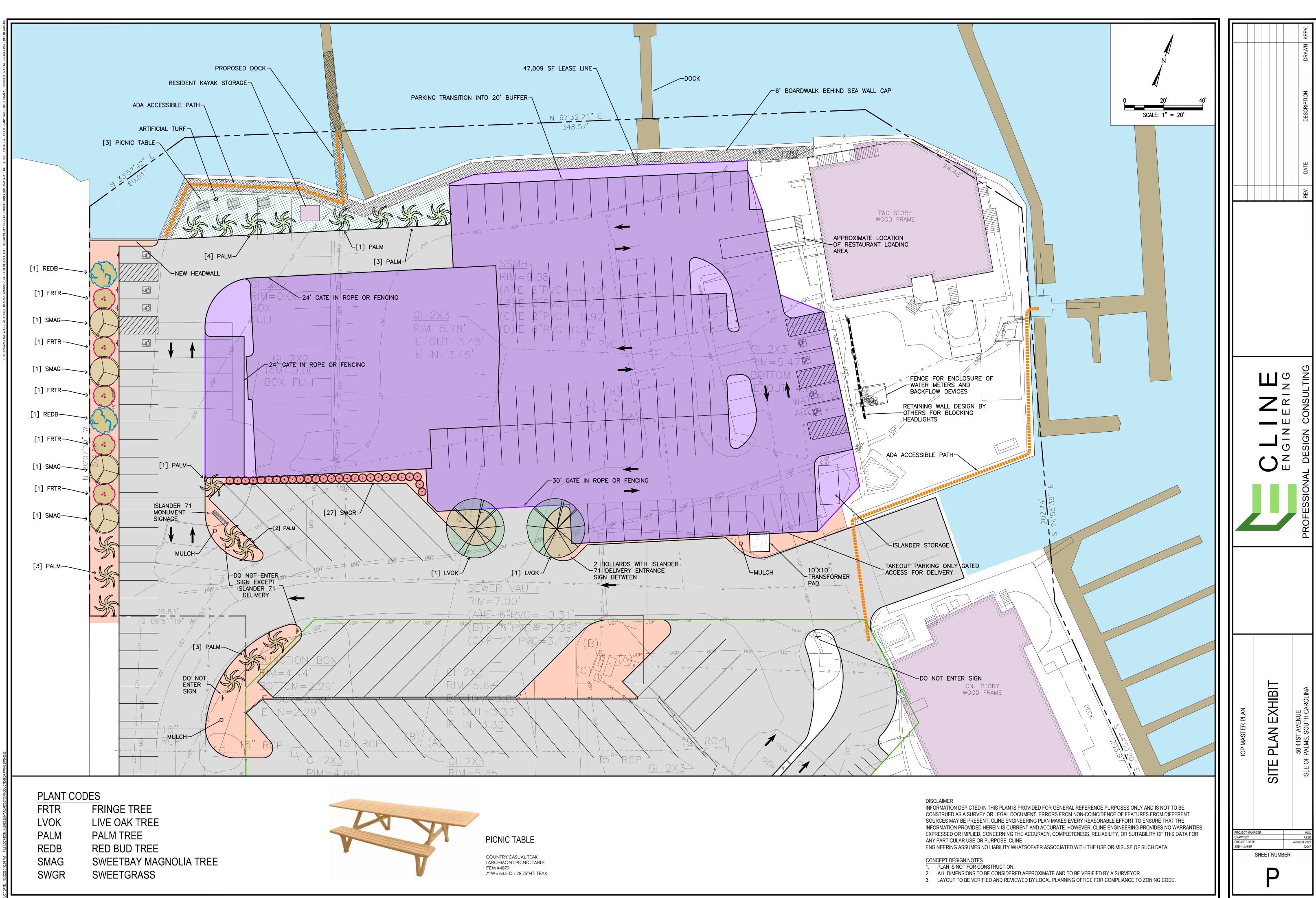
6. Miscellaneous Business

The next regular meeting of the Public Services & Facilities Committee will be Tuesday, May 6, 2025 at 9am.

7. Adjournment

Council Member Pierce made a motion to adjourn and Council Member Miars seconded the motion. The meeting was adjourned at 9:42am.

Respectfully submitted, Nicole DeNeane City Clerk





- Executive Summary

Description

Scope of Work

IN-SCOPE SERVICES

Project Management VC3 will assign a project manager for the duration of the project to work closely with an assigned Client representative to ensure proper project coordination and planning.

These activities will include:

Project kickoff meeting to define project resources and timeline Documentation of scheduled project activities Weekly Project Status meetings and documented updates as needed Coordination of VC3 and City of Isle of Palms, SC schedules to ensure successful implementation Project closure documentation to formalize end of project

Initiation & Planning Phase

Implementation: Planning, Communication & Coordination

Planning, Communication & Coordination

Decide on a cutover date when users will switch to Microsoft 365.
Plan migrations during off-peak times to minimize disruption.
Confirm all Accounts and User Lists.

Planning, Communication & Coordination (after hours)
Vendor Coordination & Consulting

Create a migration account in Intermedia with full access to all mailboxes or request Intermedia to assign Application Impersonation rights to the admin account.

Vendor Coordination & Consulting (after hours)
Project Kickoff Meeting with Client

User Training and Support Documentation Guides
Create end user communication plan and client access instructions
Create/Send Guide for MFA Enrolment

Execution, Monitoring & Controlling Phase

Microsoft 365: GOV - Tenant Creation

Ensure Microsoft 365 GOV tenant is properly set up. Verify domain ownership in the Microsoft 365 Control Panel Create Client in Microsoft Partner Center Create Subscription Confirm the appropriate Microsoft 365 Government licenses Disable Non-Admin Access Create Break Glass Admin Account



- Executive Summary

Description

Add Company Branding Disable User App Registration **Register Tenant** Create Admin Account Enable MFA on Admin Account Disable Group Creation by Users Microsoft 365: Email Migration Full Service Configure Migration Project in BitTitan Source: 'Exchange Server 2003+' Destination: 'Microsoft 365' Confirm Application ID and Tenant ID Verify Credentials Conduct a Trial Migration Pre-stage Migration for All Accounts Clean-up Active users and prepare on-premises AD (After Hours) Setup Single Sign-on (After Hours) Validate Directory synchronization tool and synchronize AD (After Hours) Setup Global Admin accounts Send communication email with migration plan Sync and migrate mailboxes (per mailbox) Test mail flow and access post-migration to avoid disruptions. Install and Configure O365 profiles on client machines (per workstation) Install and setup M365 email profiles on machines Configure SPAM protection services Configure SMTP Relay for Scan to Email Service Perform final cut over to 365 Email and Update DNS MX Records (After Hours) Review/Configure Scan to Email IOP-CH-1stFL-Xerox - QPA094104 IOP-CH-2ndFL-Xerox - QPH232901 IOP-FD-Reception-Xerox - QPH233013 IOP-FD-Station2-Xerox - QPH233029 IOP-PD-Mailroom-Xerox - QPH233055 IOP-PD-Reception-Xerox - QPH233058 IOP-REC-Mailroom-Xerox - QPH232993 Microsoft 365: Configure MFA Create Conditional Access Policy to Enforce MFA on All Users Create Conditional Access Policy to Block Legacy Authentication Create?Azure?Conditional?Access?Policy?to?Enforce?MFA?on?Administrators Create?Azure?Conditional?Access?Policy?to?Enforce?MFA?on?Azure?Management

Enable but do not enforce MFA

Create/Send Guide for MFA Enrolment

Run Script/Report to confirm all users have enrolled

Enforce MFA



- Executive Summary

Description		
Closure Phase		

Post-Migration & Support

T&M time can be extended if needed and approved by stakeholders. End User Support - Remote Decommission Intermedia Start the process of decommissioning or closing the Intermedia account.

- Hardware/Software

Thumbnail	Product Description	Comment	Price	Qty	Extended Price
	BitTitan User Migration Bundle - License - 1 User		\$17.75	34	\$603.50
	BitTitan MigrationWiz, Mailbox only Migration		\$14.20	89	\$1,263.80
				Subtotal	\$1,867.30

- Recurring Services

Thumbnail	Product Description	Comment	Recurring Option	Recurring	Qty	Ext. Recurring
	Microsoft 365 G3 GCC		Monthly	\$36.00	34	\$1,224.00
	Microsoft Defender for Office 365 (Plan 1) - NCE Annual Commitment		Monthly	\$2.00	123	\$246.00
	Microsoft Entra ID P1 for government		Monthly	\$6.00	123	\$738.00
	Office 365 Exchange Online (Plan 1)		Monthly	\$4.00	89	\$356.00

Subtotal: \$2,564.00

Subtotal: \$0.00

Professional Services

Labor Final Fac. Defensional Consistence Configuration and testallation			
Labor - Fixed Fee Professional Services - Configuration and Installation - Project One- Time - Proactive	\$32,152.10	1	\$32,152.10

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Prepared by:	Prepared for:	Quote Information:
VC3	City of Isle of Palms, SC	Quote #: JC007123
Josh Conway quotes.josh.conway@vc3.com	1207 Palm Blvd Isle of Palms, SC 29451 Douglas Kerr +18438866428 dkerr@iop.net	Version: 1 Delivery Date: 05/01/2025 Expiration Date: 05/30/2025

Quote Summary

Description	Amount
- Hardware/Software	\$1,867.30
- Recurring Services	\$0.00
Professional Services	\$32,152.10
Total:	\$34,019.40

Recurring Summary

Description		Amount
- Recurring Services		\$2,564.00
	Total:	\$2,564.00

• Applicable taxes & Environmental Surcharges will be added.

• All product transfer of ownership and invoicing occurs upon VC3's receipt of the product.

• Pricing & Availability is subject to change without notice.

• Shipping and handling costs may not be included in this quote, as these costs are variable. Adjusted shipping and handling costs may be applied to the final invoice.

• VC3 makes NO WARRANTY either expressed or implied, regarding performance or suitability for any purpose of the above products. The customer assumes responsibility for understanding the warranty, if any, of the manufacturer or VC3.

• If not included in agreement, travel will be billed separately.

• In the case hardware/software total exceed \$100k, VC3 will require a 50% deposit of the hardware/software total to secure the order. Deposit is payable immediately to VC3.

• Returns:

- No returns will be accepted unless first approved by VC3 Inc.

- Approved returns are subject to a 20% restocking fee.

- Approved return of in-stock items will be accepted within 10 business days of purchase, if merchandise is unopened and packaging is undamaged.

- Open box items are not returnable

- Approved defective returns must be shipped to VC3 within 10 business days of said approval



VC3

City of Isle of Palms, SC

Name:	Josh Conway	Name:	Douglas Kerr	
Title:	Client Solutions Specialist	Date:		
Date:	05/01/2025			



Statement of Work

Service Ticket #3498929 - 2025.01 - PFF - email migration into o365 Gov

Prepared for City of Isle of Palms, SC

VC3

Strategic Advisor: Clark Cooper Design Architect: Max Alam SOW Generated on February 14, 2025, Version 2

Project Summary

CLIENT CONTACT INFORMATION

Client Name	City of Isle of Palms, SC
Project Name	Service Ticket #3498929 - 2025.01 - PFF - email migration into o365 Gov
Client Contact	Douglas Kerr
Client Contact Email	dkerr@iop.net

LOCATIONS IN SCOPE

Main (City Hall): 1207 Palm Blvd, Isle of Palms SC 29451 US

EXECUTIVE SUMMARY

The City of Isle of Palms, SC, requires migration from their current email hosting environment, managed by Intermedia, to an Office 365 Government (o365 Gov) tenant to enhance email service reliability.

SOLUTION DESCRIPTION

Vc3 will migrate the City of Isle of Palms, SC, email system from Intermedia to an Office 365 Government (o365 Gov) tenant. This includes exporting existing email data for 105 G3 seats and 100 Exchange Online Plan 1 seats, followed by a seamless migration to the new platform.

Additionally, Multi-Factor Authentication will be configured and the Microsoft G3 licenses are required to provide functionality for conditional access.

VC3 RESPONSIBILITIES

- Plan and coordinate VC3 resources for the execution of project activities.
- Purchase and configure all required hardware/licensing.
- Provide post-deployment support to the client users as required.
- Work with the primary contact to identify test users and, if applicable, test cases prior/post deployment.
- Develop communication and/or guide and documentation material for end users as required.

CLIENT RESPONSIBILITIES

- Designate a business leader who will act as the primary contact for this project.
- Assist with scheduling and communicating project activities to staff.
- Coordinate with third party vendors.

OUT OF SCOPE

The Company is responsible to perform only the Services described in this Statement of Work Agreement. Any additional services discussed or implied that are not defined explicitly by this SOW will be considered out of scope. All services requested outside of this SOW as detailed above will require a "Change Order" before any services are performed. "Change Order" must be agreed upon by all parties and signed.

CHANGE REQUESTS

When a potential change of scope is identified, the VC3 project manager will review the potential scope change and determine if the request represents a change to the agreed-upon project scope. The Project Manager will review with the project team to estimate the cost of the change and its impact on the project schedule. If the request is identified as a change, VC3 will need to submit an official Change Request document.

CHANGE APPROVALS

The project manager will present an official Change Request document to the client project stakeholders. This official Change Request will outline the expanded scope, budget, and any anticipated impacts to scheduling. Once the official Change Request has been reviewed and approved by the client project stakeholders, the project manager will revise the Project Plan and work on the expanded project scope.

COMMUNICATION MANAGEMENT

Information concerning the project will be communicated to the various stakeholders and project participants in a variety of ways. To ensure the project proceeds on schedule, frequent communication will be necessary to understand the status of the tasks to be completed. The project manager will coordinate weekly status meetings with the client team if required for reviewing the project progress and keeping all activities on track.

Scope of Work

IN-SCOPE SERVICES

Project Management

VC3 will assign a project manager for the duration of the project to work closely with an assigned Client representative to ensure proper project coordination and planning.

These activities will include:

- Project kickoff meeting to define project resources and timeline
- Documentation of scheduled project activities
- Weekly Project Status meetings and documented updates as needed
- Coordination of VC3 and City of Isle of Palms, SC schedules to ensure successful implementation
- Project closure documentation to formalize end of project

Initiation & Planning Phase

Implementation: Planning, Communication & Coordination

- Planning, Communication & Coordination
 - Decide on a cutover date when users will switch to Microsoft 365.
 - Plan migrations during off-peak times to minimize disruption.
 - Confirm all Accounts and User Lists.
- Planning, Communication & Coordination (after hours)
- Vendor Coordination & Consulting
 - Create a migration account in Intermedia with full access to all mailboxes or request Intermedia to assign Application Impersonation rights to the admin account.
- Vendor Coordination & Consulting (after hours)
- Project Kickoff Meeting with Client
- User Training and Support Documentation Guides
 - Create end user communication plan and client access instructions
 - Create/Send Guide for MFA Enrolment

Execution, Monitoring & Controlling Phase

Microsoft 365: GOV - Tenant Creation

Ensure Microsoft 365 GOV tenant is properly set up. Verify domain ownership in the Microsoft 365 Control Panel

- Create Client in Microsoft Partner Center
- Create Subscription
 - o Confirm the appropriate Microsoft 365 Government licenses
- Disable Non-Admin Access
- Create Break Glass Admin Account

- Add Company Branding
- Disable User App Registration
- Register Tenant
- Create Admin Account
- Enable MFA on Admin Account
- Disable Group Creation by Users

Microsoft 365: Email Migration Full Service

- Configure Migration Project in BitTitan
 - Source: 'Exchange Server 2003+'
 - Destination: 'Microsoft 365'
 - o Confirm Application ID and Tenant ID
 - Verify Credentials
 - Conduct a Trial Migration
 - Pre-stage Migration for All Accounts
- Clean-up Active users and prepare on-premises AD (After Hours)
- Setup Single Sign-on (After Hours)
- Validate Directory synchronization tool and synchronize AD (After Hours)
- Setup Global Admin accounts
- Send communication email with migration plan
- Sync and migrate mailboxes (per mailbox)
 - Test mail flow and access post-migration to avoid disruptions.
 - Install and Configure O365 profiles on client machines (per workstation)
 - o Install and setup M365 email profiles on machines
- Configure SPAM protection services
- Configure SMTP Relay for Scan to Email Service
- Perform final cut over to 365 Email and Update DNS MX Records (After Hours)
- Review/Configure Scan to Email
 - o IOP-CH-1stFL-Xerox QPA094104
 - o IOP-CH-2ndFL-Xerox QPH232901
 - IOP-FD-Reception-Xerox QPH233013
 - IOP-FD-Station2-Xerox QPH233029
 - IOP-PD-Mailroom-Xerox QPH233055
 - IOP-PD-Reception-Xerox QPH233058
 - IOP-REC-Mailroom-Xerox QPH232993

Microsoft 365: Configure MFA

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- Create Conditional Access Policy to Enforce MFA on All Users
- Create Conditional Access Policy to Block Legacy Authentication
- Create Azure Conditional Access Policy to Enforce MFA on Administrators
- Create Azure Conditional Access Policy to Enforce MFA on Azure Management

- Enable but do not enforce MFA
- Create/Send Guide for MFA Enrolment
- Run Script/Report to confirm all users have enrolled
- Enforce MFA

Closure Phase

Post-Migration & Support

T&M time can be extended if needed and approved by stakeholders.

- End User Support Remote
- Decommission Intermedia
 - Start the process of decommissioning or closing the Intermedia account.

Out of Scope

Specific examples from this project may be listed below.

• There are no specific Out of Scope for this project.

Key Assumptions

The key assumptions for this project are:

Key Risks

Key risks for this project are:

• There are no specific Key Risks for this project.

Deliverables

The Company will have completed its responsibilities to this Statement of Work when the following deliverables are complete:

• There are no specific Deliverables for this project.

TASK DURATION ESTIMATES

Task Descriptions		Duration
Project Charter Approved (<mark>example)</mark>		1 Week
Hardware Procurement (example)		3 Weeks
Planning and Data Review (example)		1 Week
Server Build and Data Migration (example)		3 Weeks
User Testing (example)		1 Week
Cutover and Post Support (example)		1 Week
	Total Estimated Duration	4-6 Weeks
Target Cutover Timeline: March 2024 (example)		1

*Actual project execution dates will be confirmed during the project kick off and subsequent meetings

*There could be multiple outages. Outage schedule and impact will be determined during project planning.

LENS Logo Street Sign Request to IOP City Council

Background: It is customary for civic organizations supporting the town and their residents to be allocated space to place an organizational street sign. An example of this on IOP is the Garden Club sign at the base of the Connector near the City's welcome sign.

Applicant: The Law Enforcement Neighborhood Support (LENS) Foundation/IOP, 501 c (3) who's mission is to support the IOPPD and IOPFD and community. This is a volunteer organization relying on 99% private donors. <u>www.lensiop.org</u>. LENS would be responsible for the cost of the sign and stand.

Request (type of sign): Two permanent street signs, one sided of LENS logo (see attached) in aluminum on metal pole approximately 20 inches in diameter. Placement on a metal pole would be 6 feet high. The location would be the same as the City's welcome signs at the base of the Connector and Breach Inlet. See photos attached. We would be responsible for any maintenance should it be required any installation or coordination with the City.

Location of sign: Permanent street sign at the same location as the City's welcome signs at the base of the Connector and Breach Inlet. See photos attached.

Drawings or description: Similar to existing Garden Club sign; LENS logo, stand example images attached.

Respectfully submit,

Ted Kinghorn, Rob Hauff, Mark Mitchell, Directors, LENS 412 Merritt Blvd. IOP, SC 29451 703-203-1238







Ted Kinghorn <u>kinghorn.ted@gmail.com</u> 703.203.1238





Sec. 5-4-51. P-2 preservation overlay zone.

- (1) *Purposes.* The purposes of the P-2 preservation overlay zone are:
 - a. To preserve natural barriers against the natural forces from the Ocean.
 - b. To preserve adequate light, air and open space.
 - c. To protect and preserve scenic, historic and ecologically sensitive areas.
- (2) Permitted uses.
 - a. This is an overlay zone. Permitted uses are determined by the underlying or primary zoning district applicable to each lot located within the P-2 preservation overlay zone.
 - b. Beach renourishment.
- (3) *Additional regulations.* Within the P-2 preservation overlay zone, the following additional regulations shall apply:
 - Except as expressly allowed in subsection (3)b and c of this section, no structure shall extend seaward of the maximum building line shown and labeled as such on that certain plat prepared by E.M.
 Seabrook, Jr., C.E. and L.S., dated January 8, 1988, and entitled "FINAL PLAT, CITY OF ISLE OF PALMS, CHARLESTON COUNTY, S.C." and duly recorded at the County RMC Office on February 16, 1988, in Plat Book BQ, at Page 11; said plat is incorporated herein and made a part hereof by reference thereto.
 - b. One dune walkover per lot shall be allowed, so long as it complies with all applicable provisions of this Code and OCRM regulations.
 - c. One swimming pool per lot shall be allowed, so long as it complies with the applicable provisions of this Code and OCRM regulations.

(Ord. No. 2015-15, § 1, 2-23-2016)