

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.